

S.no	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	BFSL Comments	Vendor name
1	Annexure-G Eligibility Criteria Pt.8, Pg-77 Technical Evaluation Scoring Template-Pt.2 Pg-28	Experience in implementation of call center on a core credit card platform Running call Centre at client location scheduled commercial banks/ Credit Card companies/ FIs with minimum 50 FTE with deep domain experience in managing service	We, M/s Insight Customer Call Solutions Limited have a proven Track record of Handling operation with approx. 700+ people enrolled for major BFSI Clients like IDFC First Bank, Max Life Insurance, ICICI Prudential Life Insurance etc. We also have successfully Set-up & Managed Call Centres for major Public Utility Departments like AVVNL & DHBVN. The Eligibility Criteria, "Experience in implementation of call center on a core credit card platform" restricts the entry of potential Bidders against the RFP We hereby request for modification of Eligibility Clause to, "Experience in implementation/Managing of call center at Client Facility for any major BFSI/Govt/State Govt Departments in India" & correspondingly for Technical Evaluation Running call Centre at client location scheduled commercial banks/ Credit Card companies/ FIs with minimum 50 FTE with deep domain experience in managing service 3 Clients or above- 15 marks 2 Clients- 10 marks 1 Client- 5 marks .	NO Changes in the existing clause	Insight Customer Call Solutions Limited
2	Model of Contact Centre Pg 11	The servers and other IT hardwares will be hosted and managed by BFSL	Please list the proposed IT Hardware BFSL will provide for the Contact Centre as under the same paragraph it is written that Bidder needs to provide necessary Hardware and Software Solution for the Project	Please refer clause 2.3 IT infrastructure and Integration, detailed bifurcation is provided	Insight Customer Call Solutions Limited
3	Clause 2.1.1 Pg 12	The contact centre infrastructure needs to be set up by the Vendor	BFSL would provide a fully furnished plug& Play premise or it would be a Bare Shell to be developed by the Bidder	BFSL will provide the premise and infrastructure mentioned in clause 2.3 , which also include Bidder details	Insight Customer Call Solutions Limited
4	Clause 2.1.1 Pg 12	BFSL –will need DR site	Who will provide the DR Site- BFSL or Vendor If BFSL will provide the DR Site, would it be a fully furnished plug& Play premise or it would be a Bare Shell to be developed by the Bidder. Also, please suggest if it would be Active- Active or Active Passive DR Site	BFSL will provide the DR premises also and it will be active-active. Segregation is mentioned below	Insight Customer Call Solutions Limited
5	Clause 2.2 Scope of Work Pg 13	Scope of Work	Please share Bifurcation of No of Agents for Inbound, Outbound, E-mail and Chat	Already answered , refer below .	Insight Customer Call Solutions Limited
6	Clause 2.3 IT Infrastructure & Integration	BFSL wants bidder to quote for IVR system such as Aspect, Genesis & Cisco.	Is it compulsory to have IVRS Solution from listed Vendors or alternative can be proposed by the Bidder. Similarly for Telephony Solution can the Bidder propose an alternative Solution	Yes	Insight Customer Call Solutions Limited
7	Clause-Overall Penalty:Pg 40	The overall cap on monthly penalty	Request for Relaxation of Overall Penalty to 10% of Monthly Invoice	OK. Overall Penalty is revised to 10%.	Insight Customer Call Solutions Limited
8	SLA	System Availability	Since the entire Networking and Connectivity is provided by BFSL, the Vendor should not be responsible for Penalty associated with System Downtime. Request for modification of the Clause	Hardware under the scope of BFSL penalty will not be associated with system Downtime but under the scope of bidder penalty will be applicable	Insight Customer Call Solutions Limited
9	SLA	Answering Level & Service level	For Answering Level and Service Level, what shall be the Criteria in case of swing on offered call is on higher side. Also please suggest AHT and Proposed Occupancy for No of FTEs projected in the RFP	Clause cannot be modified it is as applicable in RFP	Insight Customer Call Solutions Limited
10	SLA	First time Resolution	What is the Criteria for identifying particular call as resolved online. Will it be basis QRC/Tagging? Is there any specific Target for an agent to achieve	This can be discuss with shortlisted vendor	Insight Customer Call Solutions Limited
11	SLA	Short Logins for outbound calls	Penalty for Short Login should be computed on Monthly Basis instead of Daily Basis as achieving 99% Manpower on daily basis is not feasible as per Industry Standards	Clause cannot be modified it is as applicable in RFP	Insight Customer Call Solutions Limited
12	SLA	Percentage of calls that fail to connect to Contact Centre due to limited infrastructure provided by Vendor	Need Clarification. Since BFSL would be providing the Pri and Connectivity at the Facility, the penalty associated with the subject Clause should be deleted	If its due to IVR than penalty applicable if not than no penalty	Insight Customer Call Solutions Limited

13	Pg. 2	Tender Document Details: Last date for Pre-Bid queries	We suggest if BOB Financials can hold a Virtual (Zoom/Google meet) or On-Premise PreBid meeting for a better clarity on queries. Kindly share the date and details.	Yes	Conneqt
14	2.1.3 Languages-page12	The Contact Centre will provide services under -8 languages – Hindi, English.. and other regional languages i.e. Kannada, Tamil, Malayalam, Telugu, Bengali, Gujarati. The regional languages could be a fast follower to the primary languages of English and Hindi based on mutually agreed time period...	Kindly help us with the number of CSA and Sr.CSA required for each language.	1 Sr. CSA for every 15CSAs	Conneqt
15	2.3 page 13	2.2 Scope of work The scope of functions/work/solutions to be covered by the selected Vendor for the Contact Centre to be set up can be broadly classified into the following categories: a. Inbound calls b. Outbound calls c. Self service functions through IVR d. Customer Segmentation e. Online Chat f. Other Channels & New initiatives	Kindly share the category wise split for number of CSA and Sr.CSA required shift wise, along with the required count for night shift on daily/weekly and monthly basis.	No Senior CSA required for Night Shift	Conneqt
16	2.1.1 page 12	The BFSL proposes to have the Contact Centre at Mumbai or MMR in BFSL premises.	Please share the address of the BFSL premise where the contact centre team will be operating from. Also share the DC address if it is separate then the operations premise	DLH IT park, SV Road, Near MTNL office, Goregaon Address	Conneqt
17		BFSL –will need DR site that it will define and the vendor shall set up infrastructure and staff accordingly	We understand the responsibilities of both the sides will be replica of the details mentioned in clause # 2.3 on page # 17	Already answered above	Conneqt
18			Is DR setup required with live operations or to be activated only in case of emergency/failover?	Already answered above	Conneqt
19			Please define the expectations with no. of agents, SLAs for either of the type of DR (live or failover)	Already answered above	Conneqt
20			With only 30/50 FTEs and 24/7 operations cost of live DR setup will increase the FTE cost, please suggest	ok	Conneqt
21			As we understand the DR is to be setup by the Vendor, Kindly help us understand the DR location site preferred. In order to avoid higher expenses of the bank we propose you to have a DR site in NAVI MUMBAI.	Already answered above. DR site in BGLR	Conneqt
22	2.1.2 Capacity page 12	If need be, BFSL may call upon the Vendor for ramping up earlier than proposed; Vendor should be able to ramp up as per BFSL's request at 3 weeks' notice	We need to mutually agree on the timelines to be considered for Training & hiring. Forecast to be shared prior 60 days (M-60) every month & rolling forecast for 3 months	Clause cannot be change	Conneqt
23	2.3 page 13	2.2 Scope of work The scope of functions/work/solutions to be covered by the selected Vendor for the Contact Centre to be set up can be broadly classified into the following categories: a. Inbound calls b. Outbound calls c. Self service functions through IVR d. Customer Segmentation e. Online Chat f. Other Channels & New initiatives	Kindly help us with segment wise, call volume intraday, AHT & language wise volumes for last 1 year	Currently we don't have data . AHT is roughly 5 to 5 & Half mins	Conneqt
24	4.5 k page 40	k. Overall Penalty:	We understand Penalty will be applicable on individual LOB SLA misses i.e. Inbound & Outbound and not on overall billed value of both.	Correct	Conneqt
25			If call volumes are excess than the approved FTEs capacity for that hour/day/month needs to be considered as Blue day for exempting the penalty for Call queue waiting time & call abandonment rate in ACD parameters(4.5 a& b)	Considering this kind of scenario is rare we can exempt the same and if it continues BFSL will have a mutual discussion with vendors	Conneqt
26	4.5 a page 36	a. System Availability	Any planned downtime which is also called as maintenance activity's needs to be excluded for penalty calculation and partial downtime which doesn't impact SL & AL should not be considered under downtime, e.g. slowness of applications.	OK	Conneqt

26	4.5.a page 36	a. System Availability	Also telecom link failure should not be a part of downtime as PRI's are procured in the name of Bank and due to unavoidable situations like fibre cut, telecom Hardware issue, etc. at Service Provider end can't be controlled by Vendor	OK	Conneqt
27	4.5 page 37	d. Call abandonment rate (on IVR)	Assuming that as per industry standard welcome IVR response is considered as function	Incomplete question	Conneqt
28	4.5.a page 39	h. Percentage of calls that fail to connect to Contact Centre due to limited infrastructure provided by Vendor	Assuming that bank will hold responsibility to get the required reports from telecom operators as PRI lines are provided by bank	OK	Conneqt
29	4.5.a page 39	h. Percentage of calls that fail to connect to Contact Centre due to limited infrastructure provided by Vendor	Abandoned issues due to PRI failure (Service Provider end) and any bank connectivity related downtime will not be considered as failure, please confirm	OK	Conneqt
30	2.4.2 page 24	However, since the Bank will keep modifying its products and services, and keep introducing new products and campaigns, the Vendors will put in place a training system to ensure continuous updation of knowledge, processes and skills	Need to understand the Update management process being followed currently.	Currently we get update from product and marketing team and than we update the agents during tem briefing's everyday.	Conneqt
31	2.1.2, Page 12	The capacity of Contact Centre that would be established by the Vendor will be as under:	The year on year ramp up headcount mentioned on page # 12, clause 2.1.2 Capacity and on page # 34, clause # 6.4.1 are not in sync, please confirm which ramp up numbers to be considered for this RFP bid.	50 by end of 1st year 75 by end of 2nd year 100 by end of 3rd year	Conneqt
32		The expected gradual ramp up will be up to 50 FTEs (equivalent to 182 login hours per month based on total logged in duration of agents in a month) by the end of year 1, 75 FTEs by the end of year 2 and 100 FTEs by the end of year 3(these capacities are for both centres put together).However, these are indicative numbers. The BFSL reserves the right to deviate from this ramp up plan at its sole discretion based on call volumes and other factors it considers relevant. The number of CSAs dedicated to inbound and outbound shall be decided by the BFSL from time to time.	The FTE nos. are different in Annexure - C & Annexure - I, kindly confirm the equivalent nos. else the reason for difference.	It is a typo error , kindly consider Annexure - I commercial bid and count for submission.	Conneqt
33	2.1.5, Page 12	The Inbound/Outbound/Omni Channel Contact Centre will operate 24 hours on all seven days in a week and therefore the	a. Are same CSA's expected to handle Inbound, Outbound and Chat? b. If No, what would be LOB wise headcount split? c. Will all LOBs be operational 24/7?	Inbound : 35 FTE Inbound/Outbound : 5FTE (Premier Line)	Conneqt
34		SL & Compliance	As this is FTE billing, with count of agents to be deployed being governed by BFSL, SLAs will be mutually discussed and benchmarked post beta period. Otherwise managing SLAs may become difficult e.g. controlling AHT in case of sudden volume surge. Please confirm	Already answered	Conneqt
35	4.5 Service Level Agreement Compliance and Penalties - Page	This is measured by tracking the total number of Agents who are present at the Contact Centre on each day.	Please share illustration to calculate short login	No Change in clause	Conneqt
36	Clause No.3.14 and Page No 32	Earnest Money Deposit (EMD)	BG-Format, Our Bank is insisting strictly on the format given by Government. We require relaxation on BG format given in the RFP as Annexure-E. BG format is attached	We cannot accept vendor format.	Conneqt
37	Pg. 61	ANNEXURE – C - PRICE BID(TECHNICAL BID FORMAT)	As per Annexure C the masked price format has a price schedule of 5 years. While the Annexure I of commercials has a price Schedule of 3 years and different Manpower count. Kindly confirm if both are correct to go ahead.	It is already answerd above	Conneqt
38	Scope of work Page no. 17	The total number of BFSL Officers in the Contact Centre premises will be decided by the BFSL and informed to the Vendor. The Vendor has to provide seats, PC, Printer, Telephone, Internet etc. as required by them. In the center(s), Vendor should provide 4seats for BFSL Officers to be seated in secluded area in the Contact Centre.	Please confirm if contact center premise and BFSL DC are at same location or these are at different locations? We understand all desktops and other infra is getting provided from BFSL end so it should be under BFSL scope only.	Different location	Conneqt

39	Pg.77 , Annexure G	Copies of audited balance sheets and profit & Loss statements for the last three financial years (i.e. audited statements for 2017-18, 2018-19 and 2019-20) should be submitted along with the offer. In the event that profit is not publically reported for the Indian Contact Centre operations of the Vendor / its subsidiary, a self – declaration must be submitted	The audited Balance sheet for 19-20 may not yet be available by most of the companies/vendors. We request if we can submit the audited balance sheet for 2016-17, 2017-18 and 2018-19. Or if we can submit a CS certified balance sheet. Please confirm	We will accept unaudited Balance sheet as well, since kindly submit for 2017-18,18-19& 19-20.	Conneqt
40	Scope of work Page no. 18	Servers (DC, DR, Application)/Storage/DB-BFSL	We understand hardware required to setup the calling platform and storage would be provided from BFSL end at both the sites DC & DR. We only need to take care of calling	You are understanding is correct but a detailed	Conneqt
41	Scope of work Page no. 18	The vendor needs to provide 1 onsite resource (L1 resource) to manage the Call Centre Technology at the BFSL site .BFSL will allow remote access of IVR platform in case of any issues which need to be managed for escalations	We understand only one L1 resource is required for all shifts who will take care of calling platform setup which means L1 support is not required 24*7 and in all shifts. On floor support management would be under BFSL scope.	BFSL 24*7 L1 support and in all shifts.	Conneqt
42	Scope of work Page no. 18	Disaster Recovery Services-Bidder	We understand calling platform step is required in DC and DR environment.	Yes	Conneqt
43			Post termination of the agreement do Vendor need to perform asset transfer along with license?	Yes we will require but this will be at the sole discretion of BFSL.	Conneqt
44	Pg. 16 2.2.4	Other Social Media Channels	What are the channels to be integrated in Social Media platform?	Twitter, FB, Whats app	Conneqt
45			Is Cloud deployment allowed	Not allowed	Conneqt
46	Pg. 16 2.2.4	Other Social Media Channels	Is Bot required also along with Live agent for all these channels,	We don't want noe but venor must have the capability	Conneqt
47	Pg. 16 2.2.4	Other Social Media Channels	For WhatsApp do you have a Business API Account or you want us to include the cost of procuring this.	BFSL will procure and provide vendor	Conneqt
48	Pg. 66, Annexure F2	Please confirm that you will be able to provide all premises, furniture, amenities, hardware, software, IT tools, and other facilities	We understand Vendor has to provide amenities at client location. Kindly share the necessary amenities to be deployed by the Vendor. We understand that amenities like Meeting room, Training room, canteen and washroom will be provided by BFSL 24/7.	BFSL has already provided the amenities required under clause	Conneqt
49	Pg. 2	Tender Document Details: Last date for Pre-Bid queries	Due to the current situation and Work from home situation. Request if we can share a soft copy of the commercial and Technical proposal. While EMD and DD will be couriered to the respective location. Please confirm.	Online submission, Please refer Addendum.	Conneqt
50	Pg. 28, Technical Evaluation scoring template	In Business of call centre and providing services at client location : More than 10 years:-15 marks 8-10 years:- 10 marks 5- 8 years - 5 Marks	We request to change this clause as following: "In Business of Call centre" Or if it has to be at Client location then please reduce the no. of years to: More than 3 years:-15 marks 2 - 3 years:- 10 marks 1-2 years - 5 Marks As many clients have just recently started on premise contact centres by outsourced vendors	No changes	Conneqt
51	Pg. 23, Trainers	Ratio of trainers to Agents should be maintained as per industry standard. An indicative ratio of trainers to FTEs is 1:25 to 1:35. <u>There should be a minimum of 1 trainer at any point of time on the site</u>	We understand Trainer to be available every day for any one complete shift, otherwise deploying Trainer 24/7 may not be useful and increase cost. Please clarify	OK	Conneqt
52	Pg. 50, Limitation of Liability	The selected bidder's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in Work Order, tort or otherwise), shall be at actual and limited to the Total Order Value	We request BFSL to Limit this liability to 2 months of invoice value.	Actuals. Max capping to 1 year of invoice.	Conneqt
53	2.3.5 Page No.21	Business continuity and Disaster Recovery Plan	Operations would start in 2 centres and top up with additional capacity if needed for one site when required or Only primary centre would be operational and secondary is expected to be ready for operations when required	Already answered above.	Assure Edge Global

54	2.4.1 F Page No.24	Ratio of CSAs, Sr.CSAs, TLs and Ams	Statement: BFSL reserves right to recommend the ex-employees of the BFSL for any positions in the proposed Contact Centre Does this include the senior positions as well?	yes	Assure Edge Global
55	2.4.1 G Page No.24	BFSL's participation in Recruitment	No guidelines or ratio mentioned for quality check Process of lining up candidates and mock calls strategy needed followed by the suggested actions basis findings	Shortlisted vendor	Assure Edge Global
56	2.4.2 Page No.25	Training	Statement: In the event of opening up other centres by other vendors, the vendor shall coordinate with other vendors to ensure that uniform training pattern is followed and consistently deployed across all locations/Centres Will each vendor have access to others directly and also to their premises and the methodology of assessing the uniformity Ratio for Trainers to agent	Yes understanding is correct , Methodology will be shared by bidder. Ratio 1:40	Assure Edge Global
57	2.4.5	Quality Management	Ratio for QA to agent	01:40	Assure Edge Global
58	6.4.1 Page 35	Price Per FTE Per Month	There is no capping on number of seats increase or reduction and the time given to accomplish the task is 3 weeks	As per RFP	Assure Edge Global
59	4.5 D page No.37	Call abandonment rate (On IVR) Objective: To ensure that no more than 2% of calls on IVR get abandoned without execution of a single function. This SLA will also help to ensure that menus/content on IVR are appropriately designed so that it does not take too long for the customers to be self-serviced through IVR	Calls getting abandoned on IVR could be due to external factors like customer not able to understand the language, issue with the Banks's systems the IVR is integrated for self service, Customer Network problem, Telecom PRI issue (fluctuation) etc. Penalizing the Vendor for the same may not be appropriate	Already answered above. Till the call not hitting the IVR later it will be vendor penalty.	Assure Edge Global
60	4.5 F Page No .38	First Time Resolution	Will there be an opportunity for identifying RCA and raise rebuttals as there could be more reasons for customer awarding Yes or No on resolution Most of the performance matrices attract exposure upto 10%	Discuss with shortlisted vendor	Assure Edge Global
61	4.5 G Page No.38	Short Logins for outbound calls	Measurement is mentioned daily which could be impacted due to any conditions. Exposure is huge and upto 100% for achieving 50% or less	Same as RFP terms	Assure Edge Global
62	4.5 H Page No.39	Percentage of calls failed to connect contact centre due to limited infrastructure provided by Vendor	I guess this is before the call landing at ACD. How is this measured and what happens in the event of unforeseen increase in volume Vs forecasted volume?	Same as RFP terms	Assure Edge Global
63	4.6 C Page No.41	Call Handling efficiency of agents managing outbound calls	Number of dial outs for agents depends on base provided	Same as RFP terms	Assure Edge Global
64	2.3.2 Page No.19	Contact Centre application must also interface with BOB Financial Solutions Ltd applications to retrieve information and perform tasks which would be required by the agent.	Please elaborate what kind of integration Bank is looking for.	Primarily with Core Credit Card System & other surround systems such as customer Portal, mobile applications, Data Warehouse, API gateway etc on need basis.	Assure Edge Global
65	2.3.2 Page No.19	The application must integrate with the CTI and should be able to pull out all details entered by customer from the time the customer reaches an agent.	Our understanding is, the CRM developed by the Bidder will have CTI integration with Telephony Platform.	Yes	Assure Edge Global
66	2.3.2 Page No.19	Recording of calls is to be provided. The recording should contain detailed call information and the solution must provide advanced searching capabilities. Voice logger system should have storing capacity of voice recording	Only Voice Recording. No Screen Recording?	Only Voice Recording	Assure Edge Global
67	2.3.2 Page No.20	SMS, Email, Fax ,Twitter and Web based lodging of queries, web chats & resolution.	1.) Are We considering FAX has a channel? 2.) Are we also looking for "Resolution" on Chat i.e. Chat-BOT or is it Chat with Agent only	No. But vendor must have capability	Assure Edge Global
68	2.3.2 Page No.20	A web based access of this module should be provided to our branches / sections to view and fulfill the service requests, complaints, queries recorded by the CSAs on behalf of customers.	What are the number of users accessing the CRM apart from the Contact Centre users.	No# of Users 100 - 150	Assure Edge Global

69	2.3.2 Page No.20	The integration with the BFSL software will be solely with the purpose of enabling authentication and access based on customer information.	Please elaborate what kind of application is used by Bank.	In continuation to point 64 above the vendor application should have verification mechanism to identify the customer. This can be achieved by integrating with the company core card platform or other associated system.	Assure Edge Global
70	2.3.2 Page No.20	The Vendor on-boarding should also ensure that the data integration is complete across all locations of the Contact Centre. As and	1.) Please elaborate - integration of his systems with that of other Vendors who would be on-boarded. Are there multiple contact centre vendors involved? 2.) Are we looking to transfer calls from one Vendor to another vendor?	NO	Assure Edge Global
71	Page No. 77	The bidder providing BPO/Contact Centre services should be operating with an aggregate of at least 1,000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India	We request BFSL to amend the clause as follows: The bidder providing BPO/Contact Centre services should be operating with an aggregate of at least 750 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India	No	IDBI
72	Page No. 77	The bidder should have obtained ISO/IEC 27001:2013 certification.	We request BFSL to amend the clause as follows: The bidder should have obtained ISO/IEC 27001:2013 OR ISO 9001:2015 certification.	no	IDBI
73	Page No. 77	Experience in implementation of call center on a core credit card platform	We request BFSL to amend the clause as follows: Experience in implementation of call center on a Banking and Finance platform	No	IDBI
74			Please provide current and expected volume of Inbound Calls.	3000-3500 calls	IDBI
75			Please provide current and expected volume of outbound Calls.	500 calls	IDBI
76			Who will take care of connectivity between DC and DR sites of call center?	BFSL	IDBI
77			Do we need to factor DR site in the commercial?	DR site is under BFSL scope	IDBI
78			What are other line of business expected from contact centre?	Core Credit card business	IDBI
79	Page No. 12	The Contact Centre will i provide services under -8 languages – Hindi, English.. and other regional languages i.e. Kannada, Tamil, Malayalam, Telugu, Bengali, Gujarati	Please also provide language wise call volume?	Currently we don't have data	IDBI
80			What will be beta period after Go Live (penalty will not be levied) in this period?	As per RFP	IDBI
81			What will be the location of DC and DR site?	DC site is Mumbai & DR site	IDBI
82			What will be the segregation of call volume between DC and DR?	English & Southern Languages out of Bangalore, Hindi, Gujrati, Bengali from Mumbai	IDBI
83			Will the Go Live of for all LoBs be in phase wise or in one go?	In one go	IDBI
84	Page No 78	6 The Clientele of the bidder must include at least one reputed BFSL (Indian / Foreign BFSL, operating in India) with total annual business (Deposits	Do you want running contact center of at least 300 FTEs or it can be considered for the completed one also.	NO Changes in the existing clause	Cyfuture
		+Advances) exceeding Rs.1.5 crore during the last financial year, i.e 2019-20 for whom the Vendor has set up a Contact Centre of at least 150 FTEs. Alternatively, the bidder should have a Contact Centre of at least			Cyfuture
		300 FTEs for a single Indian	Also, do you want the same to be under one single client (in case of presently running project) or they can be under multiple clients.		Cyfuture
		PSU/Government Organization or 500 FTEs from a single client			Cyfuture
			In case the 300 FTEs is for currently running for single client then kindly make it 150 as the count.		Cyfuture
					Cyfuture
85	Page # 78	5 The bidder providing BPO/Contact Centre services should be operating with an aggregate of at least 1,000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India	Is it under single client or it can be under multiple clients. Also, make it as 800 instead of 1000.	NO Changes in the existing clause	Cyfuture
86	Page #78	8 Experience in implementation of call center on a core credit card platform	Request you to kindly relax this clause	NO Changes in the existing clause	Cyfuture

87		2	Running call Centre at client location scheduled commercial banks/ Credit Card companies/ FIs with minimum 50 FTE with deep domain experience in managing service .	If the same is being run from bidder's place then will it be considered or necessarily it has to be at client's place.	No Clients place	Cyfuture
	Page #28					Cyfuture
88		3	No. of FTEs with domain experience in managing customer service for Banking, Credit Card companies or FI	Make way for the entry of 50-100 also.	NO Changes in the existing clause	Cyfuture
	Page #28					Cyfuture
89		5	Experience in designing and implementing a large scale integrated CRM, IVR, CTI, Voice Logger etc. in India/ outside India	Kindly exempt certificate from client as the PO itself should suffice	OK	Cyfuture
						Cyfuture
	Page #28		Self Declaration & Experience certificate from client			Cyfuture