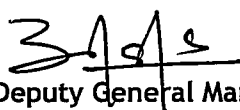



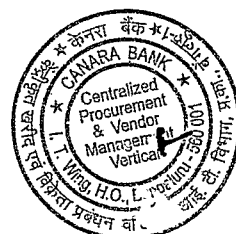
Corrigendum-1 to GeM Bid ref: GEM/2023/B/3481816 dated 23/05/2023 for Selection of Consultant for providing Consultancy Services in the process of on-boarding of vendor for providing Contact Centre Services in the Bank

It is decided to amend the following in respect of the above GeM bid:

Sl. No.	Section or Clause	Existing Clause	Amended Clause
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Existing Clause 1.3	<u>Amended Appendix-A Clause 1.3. (Project Timelines) attached to this corrigendum</u>
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Existing Clause 2.1	The Bank will impose liquidated damages 0.50% of the respective timeline (as per Segment of Assignment) per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 1.3. with the maximum cap of 10% of total contract value.
3.	Annexure-2 Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria attached to this corrigendum</u>
4.	Module 9: Miscellaneous	The Consultant shall be liable to pay penalty of 1% (One percent) of total project cost for delay of one month or part thereof each time, subject to maximum of 10 % (Ten percent) of the total consideration.	Existing clause stands deleted. Refer SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Amended Clause 2.1
5.	Annexure-7 List of Major Customers of the Bidder in Last 3 Years and References in Consulting Services pertaining to Call Center/IT Services.	Column 6 Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed	Column 6 Satisfactory Letter from client along with purchase order/work order to be enclosed

Date: 07/06/2023
Place: Bangalore


Deputy General Manager




Appendix-A

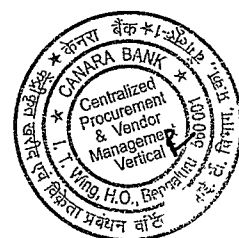
1. SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Clause-1.3

1.1. Existing Guidelines as per Clause1.3.

Sl. No.	Segment of Assignment (As per Scope)	Timelines	Cumulative weeks
1	Studying existing Contact Centre process Suggesting best industry practices in Contact Centre, discussions with Stakeholder Wings and consolidation of scope of work including Plan & strategize the functions of proposed Contact Centre based on new aged technologies as per Bank's requirements.	5 weeks	5 weeks
2	Preparation on RFP documents for onboarding the Contact Center vendor.	2 weeks	7 weeks
3	Evaluation of tender documents and submission of evaluation sheet along with the recommendation.	2 weeks	9 weeks
4	On-boarding the vendor and Project implementation.	12 weeks	21 weeks
5	Post implementation (Monitoring/ Stabilization/Fine tuning)	12 weeks	33 weeks

2. Revised Guidelines as per Clause1.3.

Sl. No.	Segment of Assignment (As per Scope)	Timelines	Cumulative weeks
1	Studying existing Contact Centre process Suggesting best industry practices in Contact Centre, discussions with Stakeholder Wings and consolidation of scope of work including Plan & strategize the functions of proposed Contact Centre based on new aged technologies as per Bank's requirements.	5 weeks	5 weeks
2	a. Preparation on RFP documents	2 weeks	11 weeks
	b. Floating of RFP in GeM for onboarding the Contact Center vendor.	4 weeks	
3	Evaluation of tender documents and submission of evaluation sheet along with the recommendation.	2 weeks	13 weeks
4	On-boarding the vendor and Project implementation.	10 weeks	23 weeks
5	Post implementation (Monitoring/ Stabilization/Fine tuning)	10 weeks	33 weeks



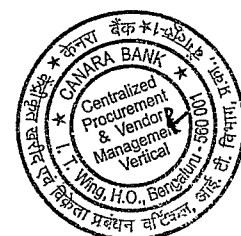
Amended Annexure-2
Pre-Qualification Criteria

SUB: RFP for Selection of Consultant for providing Consultancy Services in the process of on-boarding of vendor for providing Contact Centre Services in the Bank.

Ref: GEM/2023/B/3481816 dated 23/05/2023.

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

#	Eligibility Criteria	Supporting Documents
	Bidder's Eligibility Criteria	
1.	The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5.
2.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last five years as on RFP date	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.
3.	The Bidder should have experience of 3 Years in providing Consultancy services for Call center/Similar IT Services in BFSI.	Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.
4.	The Bidder should have minimum overall turnover of Rs.50.00 Crores with Rs.5.00 Crores from Consultancy Services for each year during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.
5.	The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years ending on 2021-2022.	The bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.
6.	The firm should have a pool of at least 5 professionals on payroll who have experience in consulting for at least 2 turnkey projects for Consultation/Implementation of Contact Centre/ Similar Services for BFSI during the last three years (i.e. 2019-20, 2020-21 and 2021-22).	Bidder to submit details in Annexure-6 with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR Department stating that they are on payroll of the bidder.



#	Eligibility Criteria	Supporting Documents
7.	The bidder shall have local office in Bengaluru to liaison various activities.	The bidder has to furnish their details like contact details with postal address, no. of personnel etc., besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.
8.	The bidders firm or its subsidiaries should not be engaged with Bank in the business of implementation services for providing Call center services.	A self-declaration must be furnished.
9.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid.	A self-declaration letter by the bidder on the Company's letter head should be submitted.
10.	The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: <ul style="list-style-type: none"> a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above. 	A declaration stating "We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and are eligible to participate in this RFP" to be submitted in Company's letter head.

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of Technical cum Eligibility.

Date:

Signature with seal

Place:

Name :

Designation :

