

Corrigendum-2 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:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1):

Description	Existing details	Amended details
Bid End Date/Time	14-06-2023, 15:00:00	<u>23-06-2023</u> , 15:00:00
Bid Opening Date/Time	14-06-2023, 15:30:00	<u>23-06-2023</u> , 15:30:00

Sl. No.	Section or Clause	Existing Clause	Amended Clause
b.	Annexure-10 Technical Evaluation Criteria	Existing Criteria for Consolidated Score for Relative Technical Evaluation (RTE)	As per Amended Annexure-10
c.	Annexure-10 (A) Bidder's Capabilities & Past Experiences	Existing Evaluation Parameters for Bidder's Capabilities & Past Experiences	As per Amended Annexure-10(A)
d.	Annexure-10 (C) Presentation and Customer (references) feedback	Existing Criteria for Presentation and Customer (references) feedback	As per Amended Annexure-10(C)

Date: 14/06/2023  
Place: Bangalore

  
Deputy General Manager  




**Amended Annexure-10**  
**Technical Evaluation 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

**Consolidated Score for Relative Technical Evaluation (RTE):**

Sl. No.	Particulars	Maximum Marks	Bidder's reply with supporting documents
1	Number of capability parameters to which vendor has responded as "Yes"	15	
2	Bidder's Capabilities & Past Experiences as per Annexure-10 (A)	25	
3	Bidder's Technical & Delivery Excellence (Parameters defined to evaluate Functional, Technical and Delivery Aspects) as per Annexure-10 (B)	10	
4	Presentation of the bidder on approach, work plan and methodology as per Annexure-10 (C)	30	
5	Key resource and their qualifications of experts propose for this project as per module 8	20	
	<b>Total Marks</b>	<b>100</b>	

Maximum Technical score is 100. So total marks obtained as per above criteria should be normalized to 100 as below.

(Obtained score under technical evaluation/ Total Marks) \* 100 = Technical Score (T)

**Note:** Minimum marks to be obtained by the bidder for qualification is 70 after normalization.

**Terms & Conditions**

- Bank reserves the right to conduct interviews of the proposed team members.
- In case of absence of the allotted resource, the standby should perform the job of the absentee.
- Bank may reject such manpower if bank is not satisfied with his/her performance.



Amended Annexure-10 (A)  
Bidder's Capabilities & Past Experiences

Criteria	Sub Criteria	Evaluation Parameters	Max Scores	Bidder's Response
1. Bidder Capabilities & Past Experiences	Industry Experience	<ul style="list-style-type: none"> <li>More than 15 years - 15 Marks</li> <li>More than 10 years - 12 Marks</li> <li>More than 5 years - 8 Marks</li> <li>Less than 5 years - 4 Marks</li> </ul>	15	
Max - Relative Technical Evaluation Marks			15	



Amended Annexure-10 (C)  
Presentation and Customer (references) feedback

Presentation and Customer (references) feedback		Marks
1	Presentation of the bidder on approach	15
2	Work plan and methodology covering complete scope of work	7
3	Project Management Plan for onboarding of new vendor for implementation of new Contact Centre	8
Max - Relative Technical Evaluation Marks		30

**Note:** Documentary/Certification proofs are to be enclosed to substantiate the claims made.

