

Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

Sl no	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder 's Query	Bank's Reply
1	65	Annexure-9 Scope of Work	Working Hours	Calls From CO to RO 10:30 am to 6:30 PM Calls From RO to Branches 10:00 am to 6:30 PM	1. We understand that the operational days shall be Monday to Saturday where Sunday will be fixed off and 2nd and 4th Saturday also would be off since they are bank holidays. 2. Also please confirm our understanding that this process would not be working on any of the bank holidays. 3. Please share the list of bank holidays ?	Agent and supervisor has to be present on all bank working days and bank holidays are available in the website www.Canarabank.com
2	70	Annexure-9 Scope of Work	Module 9: Miscellaneous	Engagement of two exclusive full-time resources stationed in person at the Project site for delivery of the Project, in line with the Scope of work. The pilot Project premise is situated at: Bangalore	1. The 02 resources required at project site are over and above the overall count of 950 resources, is our understanding correct? They are temporary or permanent requirement. Please share the Job Description of these 2 supervisors. 2. Please confirm the designation/level of the support staff required ?	For pilot project implementation for RO and CO two resources required and will be stationed at Bengaluru CO premises. The supervisor will supervise the work of agents and reporting to RO and CO.
3	66	Annexure-9 Scope of Work	Staff Estimation	In each of location of RO/CO, 1(One) supervisor to be allotted mandatorily among the above number of resources along with the Agents. So out of total 950 Call center staffs, 200 Nos shall be supervisors and 750 shall be agents.	1. Please confirm if there is additional requirement of support staff like Quality Analyst, MIS executive and managers etc. for the smooth functioning of the outbound operations. 2. What is the bifurcation of 200 supervisors across 176 CO/RO's? Please provide supervisory designation and count for respective CO/RO location wise.	1. Resource deployment should be as per RFP. Bidder to comply with the RFP terms and conditions. 2. We are having 176 ROs and 24 COs. Hence 200 supervisory staff required.

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4	11	Section F- Ownership and Awarding of Contract	Penalties & Liquidated damages	2. Penalties & Liquidated damages 2.1.1. The Bank will impose liquidated damages 0.5% of the total contract value 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	Since the delivery is to be done from the client premises, request you to kindly remove the liquidated damages clause from the RFP.	Bidder to comply with RFP terms and conditions
5	11	Section F- Ownership and Awarding of Contract	Penalties & Liquidated damages	Penalties/liquidated damages for Agents:	We suggest to cap the total penalty per month to be limited to 5%.	Bidder to comply with RFP terms and conditions
6	14	Section F- Ownership and Awarding of Contract	Subcontracting	Subcontracting	We suggest to relax this clause giving Connect the right to Subcontract this agreement to any of its Affiliates, subsidiaries or group entities with notice.	Bidder to comply with RFP terms and conditions
7	14	Section F- Ownership and Awarding of Contract	Right to audit	Right to audit	1. We suggest Bank to provide prior notice of 7 days to conduct an audit. 2. We understand that the cost associated for such audits shall be borne by Canara bank	1. Bidder to comply with RFP terms and conditions. 2. The cost associated for such audits shall be borne by Canara bank.
8	26	Section F- Ownership and Awarding of Contract	Fixed Price	8. Fixed Price The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual	We Suggest To have Inflation of 6% shall be applicable from year 2 onwards or Contract price shall remain fixed for 1st Year and 6% escalation on YoY basis	Bidder to comply with RFP terms and conditions



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9	27 & 28	Section F- Ownership and Awarding of Contract	Order Cancellation/ Termination of Contract	Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	We suggest to have Termination clause to be mutual in nature	Bidder to comply with RFP terms and conditions
10	31	Section G- General Conditions	Assignment	The selected bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.	We suggest to relax this clause giving Connect the right to assign this agreement to any of its Affiliates, subsidiaries or group entities with notice.	Bidder to comply with RFP terms and conditions
11	32	Section G- General Conditions	Confidentiality and Non-Disclosure	11.1. The selected bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected bidder shall furnish an undertaking as given in Annexure-11. 11.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means	We suggest to have confidentiality clause to be bilateral in nature as and where applicable in the entire transaction	Bidder to comply with RFP terms and conditions
12	32	Section G- General Conditions	Indemnity	Indemnity	We suggest Indemnity clause to be bilateral in nature	Bidder to comply with RFP terms and conditions



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13	32	Section G- General Conditions	12.3	<p>Limitation of Liability</p> <p>12.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p>	<p>We suggest to replace the either parties aggregate liability under this Contract shall be subject to an overall limit of the total Cost of the project with the following stated below: Notwithstanding anything contained in this Agreement, Conneqt's liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including proven negligence, shall be limited to the actual amount billed by Service Provider to customer in the two (2) calendar months prior to the cause of action first arose which are subject to proven.</p>	Bidder to comply with RFP terms and conditions
14	33	Section G- General Conditions	13	<p>Force Majeure</p>	<p>We propose to add "Pandemic" in the definition of Force Majeure and the below clause In situations like lock down of the Cities / Towns (experienced in Covid 19 periods), or any other similar unforeseen situations, where the Service Provider, in order to restore operations, plan working from home or make special arrangements to service from office, the Customer agrees to bear such additional costs to hire computers, other infrastructure, bear / reimburse additional transport costs etc.</p>	Bidder to comply with RFP terms and conditions



15	55	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Study, define and implement the new age technology system/tools. The vendor is supposed to arrange Software/Dashboard for viewing and extracting the real time reports based on different follow-up activities and pendency / updation to be seen on real time basis. Real Time Dashboard can be viewed/monitored by concerned Section In- Charge at RO/CO. Responses received from branches can be edited at any time and stage by concerned Section-In-Charge at RO. Reports should also be available as "On-Screen Reports" with the capability of exporting it to any user defined format such as word, excel pdf, etc. & print and email feature. Vendor to ensure end to end implementation.	We request you to kindly clarify the scope for new age technologies mentioned in the RFP.	New age technology implies latest secured technology available for the proposed solution in the market.
16	55	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Vendor to conduct a comparative study and advise for integration the desired systems/technology /tools with the new Call Center. The study should be made keeping in view the best in class technology, commercials and operational aspects as well as capacity.	We would request you to please confirm, if there is any scope or vendor can propose following technology /solutions to enhance overall performance: 1. Conversational AI (ChatBot & Voicebot) 2. Robotic Process Automation (RPA) tool 3. Social Media Management tools 4. Speech Analytics 5. Other relevant technologies	The mentioned technology/solutions not required as of now. Our scope mainly focus on software and technology to be provided by vendor.



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17	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Suggest, implement and monitor the future ready technology platforms, sizing of IT infrastructure, modifications/ changes in the IT interfaces, applications at Canara Bank end on which the future Internal Follow-up Call center should function.	We would request you to please clarify the scope for future ready technology platform. Listing out technology platform will help us to understand and assess the expectation of the Bank	The technology/ software/ dashboard/ reporting tools provided by the vendor should be latest and best one.
18	56	Annexure-9 Scope of Work	Project Scope and Key Deliverables	The process should cater to Hindi, English and Local vernacular language pertaining to respective RO/CO. Vendor to ensure end to end implementation and also sufficient backup of the follow-up calls and data retrieval.	Please help us with the list of vernacular/local language support required in this project.	Regional language of the state where our CO and RO is located.
19	66	Annexure-9 Scope of Work	Staff estimation	In each of location of RO/CO, 1(One) supervisor to be allotted mandatorily among the above number of resources along with the Agents. So out of total 950 Call center staffs, 200 Nos shall be supervisors and 750 shall be agents.	We understand that the 950 staff has to login on a daily basis on all the bank working days (Sunday as common week off and 2nd Saturday and 4th Saturday off) and also will not work on the other bank holidays. If the agent or supervisor takes any leave (planned or unplanned) it will be the responsibility of the vendor to provide adequate backup employee to cover this.	We concur with your understanding.
20	43	Annexure-2 Pre-Qualification Criteria	Serial No: 4	The Bidder should have minimum overall turnover of Rs.20.00 Crores with Rs.5.00 Crores from Outbound call center/ helpdesk 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.	1. As our balance sheet does not differentiate between inbound and outbound processes, please let us know if we can submit a self-undertaking or CA Certificate to show the specific turnover from outbound Call Center/helpdesk service? 2. Please confirm the helpdesk services mentioned in the clause refers to inbound contact center.	CA Certificate to show the specific turnover from Outbound Call Center/Helpdesk service shall be accepted



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21	73	Annexure-10 Technical Evaluation Criteria	Serial No:3	Number of resources from Bidder who are engaged in providing Call center/ Helpdesk services in a scheduled commercial Bank in India.	In some of the agreement/PO, the number of resources working in the process is not clearly mentioned. So Can we submit a self-undertaking along with PO/agreement as proof for the same.	Alternatively, bidder has to provide combination of the PO/agreement to this effect.																				
22	108	Staff Estimation	At regional Office level	<table border="1"> <thead> <tr> <th>Particular</th> <th>Number of ROs in the category</th> <th>Number of call centre staff required</th> <th>Total Number per category</th> </tr> </thead> <tbody> <tr> <td>ROs with branches 0 and above</td> <td>0</td> <td>1</td> <td>0</td> </tr> <tr> <td>ROs with branches above 0 and up to 10</td> <td>4</td> <td>5</td> <td>20</td> </tr> <tr> <td>ROs with less than 10 branches</td> <td>12</td> <td>4</td> <td>48</td> </tr> <tr> <td>Total</td> <td>16</td> <td>10</td> <td>68</td> </tr> </tbody> </table>	Particular	Number of ROs in the category	Number of call centre staff required	Total Number per category	ROs with branches 0 and above	0	1	0	ROs with branches above 0 and up to 10	4	5	20	ROs with less than 10 branches	12	4	48	Total	16	10	68	Request you to kindly provide the list of branches (RO wise). This will help us to do the correct calculation of the deployment of staff at the RO level.	Details of branches available on https://canarabank.com/locator.aspx
Particular	Number of ROs in the category	Number of call centre staff required	Total Number per category																							
ROs with branches 0 and above	0	1	0																							
ROs with branches above 0 and up to 10	4	5	20																							
ROs with less than 10 branches	12	4	48																							
Total	16	10	68																							
23	69	Annexure-9 Scope of Work	Module 9: Miscellaneous	Engagement of two exclusive full-time resources stationed in person at the Project site for delivery of the Project, in line with the Scope of work. The pilot Project premise is situated at: Bangalore	1. Please share the requirement of other support staff/ Supervisor for example QA, TL, Trainer, MIS executive, AM, Manager etc. 2. Please confirm if there is any preference of the support span or we can use the industry standard.	Point is mentioned for pilot project implementation only.																				



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24	62	Annexure-9 Scope of Work	Program management and implementation	7 Days training for Banks Domain/Products will be conducted for all the Agents post joining as hitherto conducted for agents at Call Center. The Agents will be trained to attend all type of activities (as detailed in the indicative list). Refresher trainings will be conducted for all the Agents on regular basis. STCs will train the Trainers of the Agents. COs/ ROs to ensure that knowledge and required information for the Agents is updated as per latest guidelines and circulars issued by the Bank from time to time.	<p>1. Please confirm if the training will be conducted by the client and how the training will be conducted.</p> <p>2. If it is done from a centralised location like CO, who will bear the cost for transport, accommodation and food for the staff.</p> <p>3. Please confirm who will provide Desktops and headsets for training in case it is going to be at centralized location ?</p>	<p>1. The training will be given to trainers of vendor by the Bank.</p> <p>2. The centralised location may be at CO or HO depending upon the type of training. The training may be offline or online mode. The cost of transport, accommodation and food for staff will be borne by Vendor.</p> <p>3. If training will be at Bank Location Bank will provide Desktops and headsets and if it will be through online mode vendor has to arrange.</p>
25	67	Annexure-9 Scope of Work	Cyber Security	Adherence to compliance requirements as per standards such as ISO 27001, PCI DSS, ISO 22301, etc. as applicable.	<p>1. For the contact center businesses we use ISO 27001 standards for business continuity management. Hope this is okay Or you want us to specifically get certified for ISO 22301.</p> <p>2. If ISO 22301 is mandatory. If so can we get certified on ISO 22301 once the bid is awarded to us.</p>	Bidder to comply with RFP terms and conditions
26	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Propose sizing of Telecom lines/ IVR Ports, CTI model, agent desktop, 100 % call recording, CRM etc.	We understand that the facility, seats, electricity & connectivity will be under the scope of the bank. Please confirm if there is any additional facility requirements.	Premises, infrastructure and network will be provided by the bank as mentioned in the RFP.
27	9	Section B-Introduction	Objective	Canara Bank invites bids from reputed bidders to submit their response who fulfils the Pre-Qualification Criteria as per Annexure-2.	<p>1. Please confirm if this activity is currently operated from any CO/RO.</p> <p>2. Please confirm if we have to submit the soft copy of the technical documents in pen drive instead of CD/ Drive.</p>	<p>1.No.</p> <p>2. Bidder is requested to upload all document in GeM portal. Integrity Pact and Bank guarantee for EMD to be submit in hard copy</p>



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28	42	Annexure-2 Pre Qualification Criteria	Serial No:1	<p>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.</p> <p>Certificate of local content to be submitted as per Annexure-5.</p> <p>(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)</p>	<p>Please confirm if we can submit CA Certificate instead of Statutory Auditor Certificate.</p>	<p>Bidder to comply with RFP terms and conditions</p>
29	53	Annexure-9 Scope of Work	Project Scope and Key Deliverables	<p>Serial No 1. Vendor to design, build and monitor best-in class outbound Call center available in the Banking Sector in India & Globally with regards to bank-related internal follow-up-activities.</p>	<ol style="list-style-type: none"> 1. We understand that the calling platform is to be provided by the vendor. please confirm if our understanding is correct. 2. Can we provide cloud based solution for the setup ? 3. If it is an 'on premise' solution requirement, can we host the solution from our DC/DR and extend it to the CO/RO through the banking network, or ; 4. it needs to be hosted at the banks DC/DR and extended to CO/RO through the banking network 5. We understand that the bank will provide appropriate rack space internal cabling, internet along with dual power supply for server setup 	<p>Serial No 1. stands deleted.</p>



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30	58	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Understand the current technology architecture and systems used in existing Canara Bank Call center.	<p>1. Let us know if Desktop to all these users operating from CO/RO of the Bank will be provided by Bank or Vendor need to provide it. In case Desktop is under Vendor's scope, then let us know the Desktop configuration required for the users operating from CO/RO of the Bank.</p> <p>2. Please confirm in which domain the agents and support staff will login ?</p> <p>3. Please confirm the antivirus, patch management and group policy will be under vendors scope or the bank ?</p>	<p>1. Desktops will be provided by bank.</p> <p>2. Details will be shared with the successful bidder.</p> <p>3. we confirm that the antivirus, patch management and group policy will be provided by the bank .</p>
31	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Methodology for planning Network connectivity/ Application testing and conduct gap analysis.	<p>1. Please provide clarity on internal connectivity between Bank DC, DR, CO/RO. Are all these locations internally connected over MPLS link?</p> <p>2. We understand all the users operating from CO/RO of the Bank will be operating in Bank's LAN. Cabling from hub room to user workstation is already available. Please confirm.</p>	Bank will provide the required network connectivity as well as the IT Infrastructure.
32	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Study the Network infrastructure process flow & suggestions	Please confirm if Bank will provide LAN to users operating from CO/RO of the Bank to access internet based applications?	Bank will provide LAN to users operating from CO/RO of the Bank to access internet based applications
33	54	Annexure-9 Scope of Work	Project Scope and Key Deliverables	The Call center is expected to be the vital Internal Follow Up Center for activities between CO/RO/Branches and also follow-up with customers as per requirement which may include promotion of existing and new products with existing customers.	We request clarification if GSM based calling is also required or PRI based calling is fine?	PRI based calling only



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34	56	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Suggest, implement and monitor the future ready technology platforms, sizing of IT infrastructure, modifications/ changes in the IT interfaces, applications at Canara Bank end on which the future Internal Follow-up Call center should function	We understand Vendor is supposed to provide Voice solution for outbound calling. Please confirm if there is any other channel of communication/ type of solution required like Chat, Chabot, email, video chat, Co browsing, Sentiment Analysis / Speech Analytics, knowledge based, agent assist, Quality Management System, IVR Blast, Campaign and List Management, Workforce Management System, WhatsApp, Conversational AI, True caller, Robotics Automation tools, MIS & Analytics etc. under vendor proposed solution?	Yes. Vendor has to provide voice solution for outbound calling.
35	55	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Vendor should ensure Prevailing applicable regulatory guidelines & Security Concerns with 100% voice recording	Please confirm the call recording retention period? Is it fine if we keep one month recording online and then move to the tape or archival system. Hope this approach is fine?	We concur with your understanding.
36	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Propose sizing of Telecom lines/ IVR Ports, CTI model, agent desktop, 100 % call recording, CRM etc.	Please re - confirm if this process would have only outbound calling or at any stage would required inbound/IVR support also.	The process would have only Outbound calls.
37	57	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Use analytics to define team size to handle unexpected surge in volumes - establish model for the bank to do this on an ongoing basis	we understand that we need to propose WFM tool along with the solution. Please confirm.	The vendor need to propose WFM tool along with the solution.
38	54	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Vendor to support in implementation and integration of the necessary requirements in the Scope of Work in Bank CRM to increase the capability and empowerment of Call center agents.	we understand that the CRM/disposition tool will be provided by the bank. please confirm if our understanding is correct.	Bank has not implemented CRM as of now. Bidder should have capability to integrate whenever it is available.



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39	54	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Management Support and follow up and making the platform ready for ISG and regulatory compliance will also be in scope. Integration with Bank's other channels to provide seamless internal follow-up activity with benchmarked technical processes is to be ensured.	We request you to provide more details on Integration scope, and what all Bank application will be integrated to the Dialler ?	The MIS reporting system of Bank to be integrated to vendor's software, as per the requirement of Bank only.
40	24	Section F- Ownership and Awarding of Contract	3.1 of Clause 3. Project Ownership	3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution (if applicable) which are relevant to this RFP.	<ol style="list-style-type: none"> 1. we understand that the required IT floor support would be given by the bank's internal team. Please confirm. Or; 2. The bank would be allowing the vendor to deploy their engineers at the DC/DR and over the floor. Or; 3. Our engineers will be allowed to work remotely only. 	We request bidder to refer the scope of work for subject RFP. All the resources shall be place at Regional Offices/Circle Offices.
41	General Query			<ol style="list-style-type: none"> 1. Please let us know if Ms Office and mail id is required for both agents and support staff or it is only required for support staff like TL and above. 2. Who will provide Ms office and mail id? It is required from vendor or Bank will provide ? 	MS office will be provided by bank and mail id is required for reporting and other communication to bank. The mail id should be from vendor side.	
42				Please Confirm, Will Bank allow Vendor to extend their network at Bank DC and DR for	Bank will provide the required network connectivity as well as their Infrastructure.	



					any of the components/application required for the business?	
43	55	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Bank proposes to have two levels of internal follow-up calls. RO Follow-up calls and Branch Follow-up Calls. Call Center Agents to be stationed at RO/CO. Detailed list of CO/RO is attached as Annexure 16 to this scope. RO follow-up calls will be made by the demarcated Agents of concerned CO to their ROs to collate the data under various activities as per Bank's Format. Branch follow-up calls will be first made by the demarcated agents of concerned RO to the branches under their jurisdiction and then by CO demarcated Agents in case of escalation as per matrix detailed in the scope. Two separate dedicated lines shall be laid down to distinguish the calls being made by agent at RO/CO. Vendor to ensure setting up the required resources and software at respective RO/CO.	1. This Two PRI lines will be provided by the bank or vendor has to provide the PRI lines ? 2. Is it a common software platform needed or bank will provide this Or do we need to provide hit screen?	1. The bank shall provide Two PRI LINES. 2. Software/Dashboard to be provided by the vendor, the MIS data for the dashboard shall be provided by the bank.
44	56	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Create a framework that allows for seamless transfer and fulfilment of user queries across all the channels of the Bank.	Hope this framework is covered in the bank's CRM or it needs to be developed by the vendor?	Bank has not implemented CRM as of now. Bidder should have capability to integrate whenever it is available.



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45	55	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Vendor to devise and implement the matrix/methodology to evaluate the call quality, first time resolution, End user resolution, fatal error, customer satisfaction and other efficiency parameters. Vendor to identify the gaps, suggest and implement the measures to improve these parameters to the optimum level which are the best in industry.	Please confirm if we need to do the quality audit or not? If yes, where we will station the Quality Executives?	The evaluation of call quality should be system driven (Dashboard). Evaluation of call will be done by bank.
46	58	Annexure-9 Scope of Work	Project Scope and Key Deliverables	Study the business processes handled through Call center and find out gaps in them, suggest the suitable changes, coordinate for approvals and implement them at Call center.	We understand that all these workflows are available in the CRM which will be provided by the bank.	Bank has not implemented CRM as of now. Bidder should have capability to integrate whenever it is available.
47	57	Annexure-9 Scope of Work	Plan finalization / Design	Propose sizing of Telecom lines/ IVR Ports, CTI model, agent desktop, 100 % call recording, CRM etc.	Are PRI Lines provided by bank to bidder .Please check or bidder has to procure and pass on the bill to Bank	The bank shall provide Two PRI LINES.
48	13	Section-C Deliverable and Service Level Agreements	Payment Terms	A Performance Bank Guarantee (BG) for an amount as per the GeM Bid is required to be submitted by the Vendor to protect the interest of the Bank against the risk of non-performance by Project Vendor. In case the Vendor fails to complete the project successfully, it may warrant the invoking of BG.	Levy in BG in range of 3-6% however over here Canar bank requested 10 % PBG	Bidder to comply with RFP terms and conditions



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49	53	Annexure-9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call	Agent productivity: Benchmark agent productivity metrics (e.g., of First Time Resolution (FTR), Average call handling time (AHT), Result oriented follow-up etc.) and understand Indian & Global best practices for agent productivity.	Key responsibility and key performance indicators clarity is required from bank side please	Refer to Corrigendum-2 for penalties and liquidated damages which is based on performance.
50	53	Annexure-9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call	Vendor to provide solution which should be capable of supporting Canara Bank internal follow up functions and issues.	Please have a technology session stating explicit requirement need from the bidder vs. provided from bank side	Bidder can showcase their technology platform/ capabilities in the presentation session a part of Technical Evaluation criteria.
51	62	Annexure-9 Scope of Work	Program management and implementation of Internal Follow-up outbound Call centers	7 Days training for Banks Domain/Products will be conducted for all the Agents post joining as hitherto conducted for agents at Call Center. The Agents will be trained to attend all type of activities (as detailed in the indicative list). Refresher trainings will be conducted for all the Agents on regular basis. STCs will train the Trainers of the Agents. COs/ ROs to ensure that knowledge and required information for the Agents is updated as per latest guidelines and circulars issued by the Bank from time to time.	Class room training is billable from day 1 of training - Please clarify and confirm	Training will be conducted by the bank to the trainers of vendor only. Details will be shared to the selected bidder.
52	65	Annexure-9 Scope of Work	Working Hours	Calls From CO to RO 10:30 am to 6:30 PM Calls From RO to Branches 10:00 am to 6:30 PM	Please give clarity on working hours for Call centers. Is it 9/7 or 24/7.	As per scope specified in RFP



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

53.	60	Annexure-9 Scope of Work	Project Implementation	Determining the recording platform with 100% recording / retention period and storage of data etc.	Please specify the tenure to keep call recording in our data base - 3 months is standard industry practice we keep for all our existing clients	At every three months the call recordings to be provided to Bank in hard disk.
54	42	Annexure-2, Pre Qualification criteria	Serial No: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.	The bidder/OEM 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.	Bidder to comply with RFP terms and conditions
55.	42	Annexure-2, Pre Qualification criteria	Serial No:3	The Bidder must have registered itself with Department of Tele-communication (DOT)/TRAI or any other agency authorized by DOT/TRAI.	This clause needs to be removed, we can only sell the technology for CC and are not in the business of OSP	Bidder to comply with RFP terms and conditions
56.	42	Annexure-2, Pre Qualification criteria	Serial No :4	The Bidder should have minimum overall turnover of Rs.20.00 Crores with Rs.5.00 Crores from Outbound call center/ helpdesk 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	The bidder/OEM should have provided the inbound and outbound call center services in at least one Public/Private Sector Bank during last financial year (2022 - 23) of at least 200 agents.	Bidder to comply with RFP terms and conditions
57.	43	Annexure-2, Pre Qualification criteria	Serial No:6	The bidder should have provided the inbound and outbound call center services in at least one Public/Private Sector Bank during last financial year (2022 - 23) of at least 200 agents.	Please amend to allow to use OEM's experience. Also, please allow to use Private and Public listed companies and reduce the agent count to 100	Bidder to comply with RFP terms and conditions



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

58	72	Annexure-10 Technical Evaluation Criteria	Serial No:1	Bidder should be in line of resource mobilization activity in BFSI sector in India.	Please amend it to "Bidder/OEM should be in line of resource mobilization activity in BFSI sector in India"	Bidder to comply with RFP terms and conditions.
59	72	Annexure-10 Technical Evaluation Criteria	Serial No:2	Number of capability parameters to which the bidder is complying with.	Needs to be only technology focussed, we can only provide technology for CC and not OSP services	Bidder to comply with RFP terms and conditions
60	72	Annexure-10 Technical Evaluation Criteria	Serial No:3	Relevant Experience	Relevant experience of Bidder/OEM	Bidder to comply with RFP terms and conditions
61	72	Annexure-10 Technical Evaluation Criteria	Serial No:3	Number of resources from Bidder who are engaged in providing Call center/ Helpdesk services in a scheduled commercial Bank in India.	Number of resources from Bidder/OEM who are engaged in providing Call center/ Helpdesk services in a scheduled commercial Bank in India.	Bidder to comply with RFP terms and conditions
62	72	Annexure-10 Technical Evaluation Criteria	Serial No:4	Presentation of the bidder on approach, work plan and methodology, and experience.	Need clarification	During Presentation bidder has to elaborate approach, work plan and methodology, and experience for the scope specified in the RFP
63	11	Section-C Deliverable and Service Level Agreements	Project Timelines	Monitoring/Stabilization/Fine tuning	Stringent timeline of 15 weeks. Need it to be increased to 25 weeks	Bidder to comply with RFP terms and conditions
64	11	Section-C Deliverable and Service Level Agreements	Penalties & Liquidated damages	Penalties/Liquidated damages for delay in implementation as per the timelines for Segment of Assignment as mentioned in clause 1.3	Strict penalty. Need to amend it to 0.1 %	Bidder to comply with RFP terms and conditions



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

65	11	Section-C Deliverable and Service Level Agreements	Penalties & Liquidated damages	Penalties/liquidated damages for Agents:	Strict penalty. Need to amend it to 0.1 %	Bidder to comply with RFP terms and conditions
66	53	Annexure-9 Scope of Work	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi /English languages and occasionally to customers towards popularization of products/services and their features. (3)	Benchmark the outbound processes in banking and identify the best practices to establish state of the art follow-up Call center.	If there is only outbound calling or is there a requirement for inbound calling also? For outbound calling, do you need manual dial only or is there a need for an Automated Dialler like preview, progressive and predictive? If yes what would be the pacing ratio for predictive dialler? like 1:2.	Requirement is for outbound call centers. Automated dialler required. The pacing ratio would be 2:3.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

67	54	Annexure-9 Scope of Work	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi /English languages and occasionally to customers towards popularization of products/services and their features. (11)	Integration with Bank's other channels to provide seamless internal follow-up activity with benchmarked technical processes is to be ensured.	What other channels are you referring to here?	Other channels may be RO/CO/HO and its other sections/ departments/ wings as when required.
68	54	Annexure-9 Scope of Work	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi /English languages and occasionally to customers towards popularization of products/services and their features.(15)	Responses received from branches can be edited at any time and stage by concerned Section-In-Charge at RO.	Please explain where these responses need to be edited , is it the Bank CRM?	Changes to be made in the dashboard.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

9	54	Annexure-9 Scope of Work	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi /English languages and occasionally to customers towards popularization of products/services and their features. (17)	Vendor to support in implementation and integration of the necessary requirements in the Scope of Work in Bank CRM to increase the capability and empowerment of Call center agents.	The Bank CRM mentioned here Is it the inhouse CRM or third party CRM? If third party CRM, can you please name?	Bank has not implemented CRM as of now. Bidder should have capability to integrate whenever it is available.
70	55	Annexure-9 Scope of Work	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi /English languages and occasionally to customers towards popularization of products/services and their features. (19)	Two separate dedicated lines shall be laid down to distinguish the calls being made by agent at RO/CO. Vendor to ensure setting up the required resources and software at respective RO/CO.	Is Canara Bank providing the PRI lines or expecting the bidder should provide the PRI lines? Where exactly the PRI line needs to be terminated?	Bank will provide the PRI lines.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

71	General Query	Call Volume and AHT	Please share the expected call volume for outbound calls and Inbound calls if any and Average Handling time.	Bidder to refer corrigendum-2
72		Call Recording	Please confirm for how much duration the recording needs to be stored?	Call recordings to be provided to Bank at every three months interval
73		Reporting	Please share the duration for which the reporting data needs to be stored/maintained in the envisioned system.	Data to be provided to RO/CO/HO on daily basis. The real time data also to be seen from Bank side. The duration of data storage at vendor's end should for entire contract period and to be provided to bank as and when required.
74		Voice Broadcast	Do you need pre-recorded voice messages to be broadcasted to citizens? If yes How many approx voice messages need to be sent on hourly basis	Pre-recorded voice messages not required.
75		Disaster Recovery	Please confirm whether there is a requirement of Disaster recovery as well. And what percentage of staffing/capacity is required in disaster recovery as compared to Primary data center?	Bank will provide the required disaster recovery system.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

76	72	Annexure-10 Technical Evaluation Criteria	Point 3-Relevant Experience	Evaluation of experience of managing Call Centers in BFSI domain in India Managing Call Center operations for inbound and/or outbound calls for any BFSI domain client in India. 3 or more Clients - 15 Marks 2 clients - 10 Marks 1 client - 5 Marks No Client - 0 Marks Bidder to submit the documentary evidence of its relevant past experience like reference letter mentioning satisfactory performance from the client on their letter head.	BFSI domain clients refrain from issuing reference/client satisfactory Certificate on letterhead citing confidentiality and legal reasons, so request to accept work order/agreement/PO/client email confirmation as documentary evidence.	Bidder to comply with RFP terms and conditions
77	42	Annexure 2	Pre-Qualification Criteria	The Bidder must have registered itself with Department of Telecommunication (DOT)/TRAI or any other agency authorized by DOT/TRAI.	As per point 1 of Chapter 2 of GOI order # 18-8/2020-CS-I dated 5th November 2020, issued from Department of Telecommunications, OSP Certificate is not required. Kindly re-consider the clause	Bidder to comply with RFP terms and conditions
78	42	Annexure 2	Pre-Qualification Criteria	The Bidder should have minimum overall turnover of Rs.20.00 Crores with Rs.5.00 Crores from Outbound call center/ helpdesk 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	Considering the magnitude of tender and complexity of scope of work and financial stability required to fulfil the contractual obligations, we request the turnover amount to be modified from Rs. 20.00 Crore to Rs. 50.00 Crores.	Bidder to comply with RFP terms and conditions
79	43	Annexure 2	Pre-Qualification Criteria	The bidder should have provided the inbound and outbound call center services in at least one Public/ Private Sector Bank during last financial year (2022 - 23) of at least 200 agents.	Request the tenure experience of providing call center services to Bank should be modified to last 2 Financial years(2021-2023)	Bidder to comply with RFP terms and conditions



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

80	108	Annexure 16	Details of Location of ROs and Cos	Details of Location of ROs and Cos	Kindly confirm if Bank will provide their premises or bidder premises. In case of Bank's premises, would furniture, electricity, lease, internet etc. will be provided by Bank or is supposed to be covered by Bidder.	Premises and infrastructure will be provided by the bank as mentioned in the RFP.
81	65	Annexure 9 Scope of Work	Staff Estimation	Based on the total ROs of each Circle Office and number of branches mapped to each Regional Office, the estimation of call center staff required is 950.	Kindly confirm if the count of 950 staff includes relievers as well OR manpower buffer needs to be considered by bidder to manage shrinkage & attrition.	950 staff is required for every working day.
82	30	Section G- General Conditions	Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard	Kindly confirm what all material is required from view point of hardware & infra and would that be returned back to bidder post award of contract ? Also confirm technical specification of the hardware, if required	Premises and infrastructure will be provided by the bank as mentioned in the RFP.
83	General Query			Kindly confirm the count of people to function from each office OR would a Centralized office be more suitable to Bank's requirement ?		Bidder to comply with RFP terms and conditions
84	General Query			Can we rebadge the existing manpower, technology etc ?		Bidder to comply with RFP terms and conditions
85	12	Section C - Deliverable and service level agreements	Payment Terms	The price quoted to be the cost of the Agents/Supervisors along with software to be supplied by the Vendor and the Bank shall not consider any payment over and above the price which is payable in form of rate per FTE.	We understand the bidder has to submit the commercials at the FTE rate, would request the bank to share the FTE hours calculation.	Bidder to refer RFP.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

86	53	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Technology: Benchmark the technologies used by leading players (across banking & non-banking industries) and identify best practices that deliver internal bank related follow-up activities & enhanced Call Center agent productivity.	What approach do bank take to benchmark the technologies used by leading players in the banking and non-banking industries? How do you identify the best practices that deliver internal bank-related follow-up activities and enhance call center agent productivity? Please confirm	Bidder's to comply with the Scope of Work and other terms & conditions mentioned in the RFP.
87	53	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Organization: Benchmark best in class org. structure, talent, people capabilities & org practices that enable highly efficient Call center.	Please describe a best-in-class organizational structure for a highly efficient call center as per bank	Bidder to refer RFP.
88	53	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	It shall include all aspects starting from conceptualization to delivery / implementation, evaluate effectiveness and making changes to make the concept more matured to achieve the overall objectives. Conducting meetings for discussion with various stakeholders (internal and external), preparation of business process flows, BRS preparation and approval, creating technical process flow document, walk-through to Development, SIT, UAT, ISG teams and also close coordination and follow-up with them, will be in scope.	Please describe the scope of bank services from conceptualization to delivery/implementation. How do bank evaluate the effectiveness of the concept and make necessary changes to achieve the overall objectives? Additionally, how do bank ensure close coordination and follow-up with various stakeholders, including internal and external parties, throughout the project lifecycle?	The scope of work is defined in RFP. The successful bidder will have to coordinate with bank officials for successful implementation as per scope of RFP.
89	53	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor to design, build and monitor best-in class outbound Call center available in the Banking Sector in India & Globally with regards to bank related internal follow-up-activities.	Please confirm if the bidder need to setup the technology at bank's premises of RO/CO	The vendor need to setup the technology at bank's premises of RO/CO



<p>Request the bank provide details about the management support and follow-up activities that need to be integrated into the platform?</p>	<p>Request the bank provide details about the management support and follow-up activities that need to be integrated into the platform? Details will be shared with the selected bidder.</p>	<p>Management Support and follow up and making the platform ready for ISG and regulatory compliance will also be in scope, integration with Bank's other channels to provide seamless internal follow-up activity with benchmarked technical processes is to be ensured.</p>	<p>The specifications of proposed Internal Follow-up Outbound Call center</p>	<p>Annexure 9 Scope of Work</p>	<p>54</p>	<p>90</p>
<p>Details will be shared with the selected bidder.</p>	<p>What are the specific requirements for integrating the platform with the bank's other channels to ensure seamless internal follow-up activities? Please confirm</p>	<p>Identifying implications for the features list of the proposed Follow-up Call center platform based on the benchmarking.</p>	<p>The specifications of proposed Internal Follow-up Outbound Call center</p>	<p>Annexure 9 Scope of Work</p>	<p>54</p>	<p>91</p>
<p>The requirements of Bank is for implementing new-age technology (Best in use at present) systems/tools, including a software/dashboard for real-time reporting, pendency/ updating tracking, and editing of responses received from branches</p>	<p>We request the bank to share the requirements for implementing new-age technology systems/tools, including a software/dashboard for real-time reporting, pendency/ updating tracking, and editing of responses received from branches.</p>	<p>Study, define and implement the new age technology system/tools. The vendor is supposed to arrange Software /Dashboard for viewing and extracting the real time reports based on different follow-up activities and pendency /update to be seen on real time basis. Real Time Dashboard can be viewed/monitored by concerned Section In-Charge at RO/CO. Responses received from branches can be edited at any time and stage by concerned Section-In-Charge at RO. Reports should also be available as "On-Screen Reports" with the capability of exporting it to any user defined format such as word, excel pdf, etc. & print and email feature. Vendor to ensure end to end implementation.</p>	<p>The specifications of proposed Internal Follow-up Outbound Call center</p>	<p>Annexure 9 Scope of Work</p>	<p>54</p>	<p>92</p>



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

93	54	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor to conduct a comparative study and advise for integration the desired systems/technology /tools with the new Call Center. The study should be made keeping in view the best in class technology, commercials and operational aspects as well as capacity.	We would like to understand that the bidder has to send the compliance/Non-Compliance in reference to these questions or bidder has to submit any document for the same or the bidder needs to perform these activities after the award of contract. Please confirm	Bidder to refer RFP and confirm the compliance.
94	54	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor to support in implementation and integration of the necessary requirements in the Scope of Work in Bank CRM to increase the capability and empowerment of Call center agents.	The Integration Scope of work with Bank's CRM is required for more clarification.	Bank has not implemented CRM as of now. Bidder should have capability to integrate whenever it is available.
95	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Bank proposes to have two levels of internal follow-up calls. RO Follow-up calls and Branch Follow-up Calls. Call Center Agents to be stationed at RO/CO. Detailed list of CO/RO is attached as Annexure 16 to this scope.	As per the RFP we understand that the vendor need to deploy agents/supervisors at banks CO/RO location given in RFP. Please confirm	We concur with your understanding.
96	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor will define skill, eligibility, qualification and other quality parameter for selection of agents and other support staff. Vendor to provide a matrix to evaluate/assess the agent/support staff while hiring and during the service and on ongoing basis. Vendor will also provide KPI /KRA for vendor's staff.	We request the bank to provide more details about the specific skills, eligibility criteria, qualifications, and other quality parameters that the vendor will define for the selection of agents and support staff.	Bidder to refer RFP.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

97	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor will define skill, eligibility, qualification and other quality parameter for selection of agents and other support staff. Vendor to provide a matrix to evaluate/assess the agent/support staff while hiring and during the service and on ongoing basis. Vendor will also provide KPI /KRA for vendor's staff.	Request the bank to please elaborate on the KPIs/KRAs (Key Performance Indicators/Key Result Areas) that the vendor will establish for their staff.	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.
98	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor to devise and implement the matrix/methodology to evaluate the call quality, first time resolution, End user resolution, fatal error, customer satisfaction and other efficiency parameters. Vendor to identify the gaps, suggest and implement the measures to improve these parameters to the optimum level which are the best in industry.	What are the key components of the evaluation/assessment matrix that the vendor will provide for assessing the performance of agents and support staff during the hiring process, while providing services, and on an ongoing basis. Please confirm	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.
99	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor should provide full support, required details, data etc. for necessary approvals from various Wings. Vendor to arrange implementation/execution within the timeline of the above comprehensive diagnostic study for the Banks internal follow-up Call center.	Request the bank to clarify the type of support the vendor should provide in terms of necessary details, data, and other requirements for obtaining approvals from various wings	The successful bidder needs to coordinate with various wings of bank for successful implementation. The wing details will be shared with the successful bidder.
100	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	The process should cater to Hindi, English and Local vernacular language pertaining to respective RO/CO. Vendor to ensure end to end implementation and also	What are the all vernacular languages and the split of manpower required by Bank as per language. Please share	Regional language of the state where our CO and RO is located.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

				sufficient backup of the follow-up calls and data retrieval		
101	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor to provide solution which should be capable of supporting Canara Bank internal follow up functions and issues.	We request the bank to share the scope of work of current Internal Follow-up functions and issue to provide the capable solution	Bidder to refer RFP.
102	55	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Vendor should ensure Prevailing applicable regulatory guidelines & Security Concerns with 100% voice recording	We understand the requirement of 100% call recording. However, we request the bank to share the retention period of call recordings and procedure to share the recordings after the retention period	Call recordings to be shared to bank at every three months interval in hard disk
103	56	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Define end-state vision for the Call center, clearly detailing the role of Call center Agents stationed at RO/CO. The inputs with regards to RO/branch officials , their concerned department, mobile no shall be provided by respective ROs.	What is the expected end-state vision for the call center, particularly in relation to the role of call center agents stationed at RO/CO? Please provide the necessary inputs about RO/branch Canara Bank, CP & VM Vertical, IT Wing, and HO officials.	Bidder to refer RFP.
104	56	Annexure 9 Scope of Work	The specifications of proposed Internal Follow-up Outbound Call center	Suggest, implement and monitor the future ready technology platforms, sizing of IT infrastructure, modifications/ changes in the IT interfaces, applications at Canara Bank end on which the future Internal Follow-up Call center should function	What technical platforms, IT infrastructure sizing, and IT interface modifications are recommended for the proposed call center at Canara Bank. Please confirm	Technical Platform related to Call Center is to be provided by the Bidder. Required IT Infra and Networking will be provided by the Bank.
105	57	Annexure 9 Scope of Work	Plan finalization / Design	Benchmarking of Performance of Call center, Dash Board reports for real time generation of reports/MIS and online monitoring of performance.	Request the bank to provide details about the benchmarking process for evaluating the performance of the call center? What metrics are considered, and how is the performance compared to industry standards.	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

106	57	Annexure 9 Scope of Work	Plan finalization / Design	Finalization of SLAs, key performance metrics, penalties for operations and review at a certain interval through audits, calibrations, and reporting as when required	Please provide information on the SLAs that will be finalized? What are the key performance metrics, and what penalties are in place for underperformance? How often will audits, calibrations, and reporting be conducted.	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.
107	57	Annexure 9 Scope of Work	Deliver service excellence for internal follow-up outbound calls	Implement team structures detailed in scope to handle the expected outbound call volumes	Can you explain how the team structures detailed in the scope will be implemented to handle the expected outbound call volumes and What roles and responsibilities will be assigned within the teams? Are there any historical data or metrics available that can be used to analyse and predict volume surges. If Any, please share	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.
108	57	Annexure 9 Scope of Work	Plan finalization / Design	Pricing model for the operator, define key elements of pricing & cost structure.	We request the bank to give more clarification on the same	Bidder to refer the Bill of Material.
109	57	Annexure 9 Scope of Work	Plan finalization / Design	Advise suitable storage mechanism of recordings for use at a later stage, including the media.	We request the bank to give more clarification on the same	The data/recordings to be retained for entire contract period. The retention will be done at vendor's end.
110	57	Annexure 9 Scope of Work	Deliver service excellence for internal follow-up outbound calls	Provide and implement solution to resolve all types of follow-up calls - requests, , simple queries, complex and infrequent queries ensuring acceptable TAT	We request the bank to share the current TAT of Bank's Internal Follow up call center	The TAT varies depending upon the nature of follow up and call volumes.
111	57	Annexure 9 Scope of Work	Deliver service excellence for internal follow-up outbound calls	Establish monitoring mechanism to ensure all follow-ups/queries are suitably handled within the predefined SLA	We request the bank to share the current/previous predefined SLAs	Bidder to refer Corrigendum-2, for penalties and liquidated damages which is based on performance.
112	58	Annexure 9 Scope of Work	Deliver service excellence for internal follow-up outbound calls	Study the business processes handled through Call center and find out gaps in them, suggest the suitable changes, coordinate for approvals and implement them at Call center.	We request the bank to provide an overview of the current business processes handled through the call center.	The clause stands deleted.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

113	58	Annexure 9 Scope of Work	Deliver service excellence for internal follow-up outbound calls	Suggest and implement suitable solution to minimize duplicate/repeat calls.	What are the key objectives and expectations for minimizing duplicate or repeat calls, and what solutions have been considered so far. Please confirm.	Successful bidder has to coordinate with bank for implementing the same.
114	58	Annexure 9 Scope of Work	Design overall technology stack & identify advanced tech solutions to be implemented and arrange its implementation, monitoring during the tenure.	Understand the current technology architecture and systems used in existing Canara Bank Call center.	We request the bank to schedule a meeting to understand the current technology architecture and services	Bidder to refer RFP.
115	59	Annexure 9 Scope of Work	Design overall technology stack & identify advanced tech solutions to be implemented and arrange its implementation, monitoring during the tenure.	Identifying the list of journeys to be developed for the Call center.	What are the specific journeys that need to be developed for the Call center? Please provide a comprehensive list.	Bidder to refer RFP.
116	59	Annexure 9 Scope of Work	Design overall technology stack & identify advanced tech solutions to be implemented and arrange its implementation, monitoring during the tenure.	Designing the overall process flows for the internal follow-up journeys.	For designing the overall process flows for the internal follow-up journeys: a. What are the key objectives or goals of the internal follow-up journeys? b. Can you provide an overview of the existing process flows that need to be redesigned? c. Are there any specific requirements or constraints that should be considered during the design phase? d. What are the expected deliverables or outcomes of this process flow design?	Bidder to refer RFP.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

117	59	Annexure 9 Scope of Work	Evaluation of Bid & Vendor Selection	Take presentation from vendor together with Bank Team.	For taking a presentation from the vendor together with the bank team: a .What are the objectives or expectations for the vendor presentation? b.Are there any specific topics or areas that should be covered during the presentation?	Bidder to refer RFP.
118	62	Annexure 9 Scope of Work	Program management and implementation of Internal Follow-up outbound Call centers	7 Days training for Banks Domain/Products will be conducted for all the Agents post joining as hitherto conducted for agents at Call Center	Will the training for the bank's domain/products, as mentioned in the statement, be billable to the bank. Additionally, request you to provide information on the duration of on-the-job training (OJT) for the agents/supervisors Will refresher trainings be conducted for the Agents on a regular basis, and who will be responsible for training the Trainers of the Agents?	The training will be given to trainers of vendor by the Bank.
119	65	Annexure 9 Scope of Work	ii. At Regional Office level:	Based on the number of branches mapped to each Regional Office, following number of call center employees may be allotted to each RO.	We understand that the agents placed at RO have to contact branches, but to calculate the manpower at each RO, request the bank to share the branches count for each RO as it is available of each CO in Annexure 16	The details of branches are available in the website www.Canarabank.com
120	66	Annexure 9 Scope of Work	Staff Estimation	So out of total 950 Call center staffs, 200 Nos shall be supervisors and 750 shall be agents.	What is the recommended support staff ratio for agents in relation to the total call center staff, considering the statement that out of a total of 950 call center staff members, 200 will be supervisors and 750 will be agents? Please confirm	Bidder to refer RFP
121	59	Annexure 9 Scope of Work	Evaluation of Bid & Vendor Selection	Evaluation of Bid & Vendor Selection	Kindly elaborate on the evaluation of bid & vendor selection process, as per the RFP it is mentioned that "Take presentation from vendor together with Bank Team." we would like to understand who is supposed to take the presentation and evaluate the vendor	The bank will take presentation from the prospective bidders, where they shall present to the bank the proposed solution.



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

122	General Queries			Can you estimate the overall timeline of the project and highlight any important milestones?	Bidder to refer RFP.	
123				What is the vendor's responsibility in terms of overall implementation and transformation of outbound follow-up Contact Centers?	Bidder to refer RFP.	
124				Are there any performance-based incentives or bonuses for agents in addition to their base salary. Please confirm	There will not be any performance-based incentives or bonuses.	
125				We request the bank to provide an overview of the current technology architecture and systems used in the Canara Bank Call center?	Vendor to provide software best in use for dashboard and reporting system	
126	100	Order cancellation/Termination of contract	12.3	Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services without assigning any reasons	We propose to have a 90-day prior notice from bank as well as vendor's side.	Bidder to comply with RFP terms and conditions
127	67	Annexure 9 Scope of Work	Cyber Security	Adherence to compliance requirements as per standards such as ISO 27001, PCI DSS, ISO 22301, etc. as applicable	As per RFP, we understand that the vendor has to set up sites at the bank's premises and as the bank is asking for PCI DSS it is based on location. Please give more clarifications on the compliance requirements	Bidder to comply the cyber security norms as applicable to call centers.



128	11	Penalties & Liquidated damages	Penalties/liquidated damages for Agents	In case the Agents goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of Agent charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Agent charges payable to the selected bidder for that month for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% of the total charges payable for Agent charges for that month.	We presume LD will be only for the billing done for location (center) where the absence existed for the billing period and not for the entire bill for the period.	Bidder to refer corrigendum. Penalty will be applicable for the deficiency observed in a particular center on the corresponding bill.
129	13	Payment Terms	3.7	Payment to the Vendor will be made subject to satisfaction of the Bank regarding the above deliverables based on the defined scope, after deducting applicable taxes (TDS, GST and so on) as per applicable laws of land.	Clarification required - Billing will be done centrally at HO or circle wise?	Payment will be made at RO/CO.
130	11	Section C - Deliverable and service level agreements	Project Timelines	Formulating Plan & strategize, functions of the outbound callcenter for internal follow-up with discussions with Stakeholder Wings as per Bank's requirements - 2 weeks.	3 weeks required	Bidder to comply with RFP terms and conditions



Replies to the pre bid queries for GeM Bid ref: GEM/2023/B/3579907 dated 16/06/2023 for Selection of service provider for setting up out bound call centers for internal follow-up at Circle and Regional Offices of the Bank.

131	11	Section C Deliverable and service level agreements	Project Timelines	Procurement of new age technology - 3 weeks	5 weeks required	Bidder to comply with RFP terms and conditions
132	66	Staff Estimation	ii. At Regional Office level:	ii. At Regional Office level:	CO/RO wise resource requirement needed.	Bidder to refer RFP.
133	54	Annexure 9 Scope of Work	General Query	To set up a call center to make outbound calls for follow up of routine matters between COs, ROs and Branches in vernacular/Hindi/English languages and occasionally to customers towards popularization of products/services and their features.	In southern states, whether Hindi is mandatory? Agents with English & Local language will be provided.	Agents with English and regional language of the state where our CO and RO is located.
134	General Queries				1. If outgoing SMS/WHATSAPP messages are to be sent, SMS/WhatsApp gateway has to be provided by the Bank	Bidder to refer RFP.
135					2. Software application will be ported in the centralized server provided by the Bank at it's Head office and PRI /SIP Trunk line procured by the Bank will be terminated there. Calls from all locations will be dialled through this line.	Bidder to refer RFP.
136					3. Input data in excel sheet containing Branch Name, DPCD, Phone Nos, and all other fields to be provided by the Bank which will be uploaded into the system	Bidder to refer RFP.
137					4. Whether Closed cover bid or reverse auction	QCBS Evaluation (Technical:Financial):70:30



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138	65	Annexure-9 Scope of Work	ii. At Regional Office level:	Number of Call center staff required	Please allow bidder to participate for Selective Regional offices.	Bidder to comply with RFP terms and conditions
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Date: 07/07/2023
Place: Bengaluru


Deputy General Manager

