

**ADDENDUM/CORRIGENDUM/AMENDMENT-2 TO REQUEST FOR PROPOSAL (RFP) FOR OPERATING (INBOUND AND OUTBOUND) CALL CENTER ACTIVITIES DATED 04-NOV-2016**

With reference to the query received from bidders, following are the amendments to the captioned RFP.

**RFP DOCUMENT DETAILS**

<b>RFP Section Heading</b>	<b>Existing Clauses</b>	<b>Amended Clause</b>
Eligibility of Bidders	The bidder should be a profit making with a minimum turnover of Rs.500Crores per annum for the last three consecutive financial years.	The bidder should be a profit making with a minimum turnover of Rs.50 (Fifty) Crores per annum for the last three consecutive financial years.
Annexure-IV i.e. Rate Quotation Form	Outbound Center- Per lead generation	Outbound Center- Per CSO i.e. FTE model in both type of services.
<u>Features &amp; Requirements: Call Center</u>  Language Proficiency of Manpower	Apart from Hindi & English language, the Company seeks a comprehensive calling agent mixture of regional languages including but not limited to Kannada, Telugu, Tamil, Malayalam, Marathi, Gujarati, Punjabi, Bengali, Odia & Assamese with minimum Graduate qualification.	Requirement of regional languages particularly Tamil, Kannada & Telugu would be a preferential option apart from English and Hindi languages.
<u>Features &amp; Requirements: Call Center</u> Uptime	Adequate environment for Server and Network Equipment in Data Center with uptime greater than 99.99%.	Adequate environment for Server and Network Equipment in Data Center with uptime greater than 99.5%.
Bid Details & Important Dates for Bidders	Date and Time for submission of Proposal by Bidders : 30-NOV-2016 (Time - 3.00PM )	Date and Time for submission of Proposal by Bidders : 19-DEC-2016 (Time up to 2.00 PM)
Bid Details & Important Dates for Bidders	Date of opening of Bid : : 30-NOV-2016 (Time- 4.00PM )	Date of opening of Bid : 19-DEC-2016 (Time- 3.00PM )

**Clarifications regarding other queries of Bidders are given in an Annexure attached below.**

**ANNEXURE**

<b>CLARIFICATION TO QUERIES OF BIDDERS ABOUT STOCKHOLDING'S RFP FOR CALL CENTER (IN BOUND &amp; OUT BOUND) ACTIVITIES</b>		
<b>Sr.No</b>	<b>Bidder's Queries</b>	<b>StockHolding's response</b>
1	Request SHCIL to share the predicted/past volume of calls/chats/email on a monthly basis: This will help us in creating a solution for optimal team utilization.	Total Inbound & Outbound Calls per month is 19000(approx.) currently. This is expected to increase due to marketing focus provided by the call centre. Currently Chat service is not available at StockHolding's end.
2	Language requirement mentioned is for 10 regional languages over and above Hindi and English for a 10 associate requirement. This will not work practically basis our experience. Would recommend to finalise on top 3 languages other than Hindi and English.	Requirement of regional languages particularly Tamil, Kannada & Telugu would be a preferential option apart from English and Hindi languages.
3	Request if SHCIL can share a typical Job Description of the CSO and CSO TL	In case of outbound calls, the CSO is expected to do make welcome call, festive season greeting calls, business lead generation, billing recovery, cross selling/up selling to existing customers , entries of leads generated in LMS, assignment of leads to SPOC/Branch Head, customer survey etc. as per requirement. In case of In bound calls, customer to be handled with greetings,providing resoltion to basic product queries, handling complaint/queries of customers, call back to customers in case of requirements for the issues related to products, escalating to concerned team in case of non-resolution, etc. Role of TL to oversee functioning of his/her team, imparting training, handling report/MIS etc. as required from time to time.
4	Please confirm if SHCIL has any location preference for the delivery of services.	No such location preference for delivery of services.

5	RFP says that the initial training session will be of 1 week. Does it include both process/product training and handling live volumes under SHCIL supervision or this training session pertains only to process/product training	Initially it would be a product training and process training can be arranged as per requirements.
6	Outbound charges are to be provided as per lead generated, this will not be possible without proper study and performance analysis. Request to convert this to seat requirement	Bidder can now provide FTE pricing model for both in bound and out bound operations i.e. same rate quotation format for both inbound and outbound operations.
7	Please confirm if outbound email service will be provided.	StockHolding will organise for the necessary email access.
8	99.99% uptime is satted as requirement in RFP. Generally for all similar processes this is 99.5% half yearly. Would request SCHIL to consider relaxation as it will lead to increased cost for a 10 seater opportunity.	Uptime relaxed to 99.5% instead of 99.99%.
9	Please confirm the bandwidth required per user.	Minimum 2 Mbps per user.
10	Request SHCIL to provide the IVR call flow. Please clarify if there is a requirement of IVR Backend Integration.	IVR will not be a current requirement but the bidder should have capability for this.
11	Link connectivity will be provided by SHCIL to access applications hosted in SHCIL data centre. Please confirm.	Link connectivity permission will be provided by StockHolding to access its applications hosted at StockHolding's data centre as per requirement.
12	Please confirm if there is a requirement of any CTI-CRM integration.	Yes
13	While RFP mentions that SHCIL will provide access to it's CRM to the vendors, request if SHCIL can confirm if the CRM is web-based.	Access to StockHolding's CRM will be provided as per the requirements through web.

14	Would SHCIL allow the bidder to participate who has either EBITDA positive for any of the past 2 years or profit in one of the year of the 3 financial years ?	Net Profit for the last 3 consecutive years
15	Would SHCIL need ISO 9001: 2013 or any other equivalent certification.	As per RFP
16	Please provide the number of FTEs to be deployed for each Line of Business	Initially 10 but likely to be scaled up as per requirement
17	Targets would need to be baselined during the initial beta period of 3 months & only basis which targets would be mutually set & agreed	Beta period of 1 month will be given.
18	For the scope mentioned inRFP, all tools associated to capture customer interactions would be extended by SHCIL ?	Yes
19	Will the bidder be required to have resources dedicated to inbound/outbound activities or the resources can be rotated during the month.	It would be better to have dedicated resource for Inbound & Outbound. But the bidder should have capability to make transition, if there is any requirement.
20	Please confirm if any external certifications are to be done for agents/TL	In case of outbound calls for telemarketing of Insurance/Mutual Fund products; external certification is required. For other products, there is no such requirement as on date.
21	Please confirm if background verification needs to be done for agents and if yes then we understand that SHCIL will pay for the same at actual e.g. AMFI, IRDA etc.	Back Ground Verification of agents is required to be done by the bidder to avoid mis-selling and mis-information to any prospects. StockHolding would reimburse the AMFI/IRDA certification examination upon passing of such examination.
22	Our understanding is that all applications and CRM for voice, email, chat, social media etc. for business operations will be provided by SHCIL. Please Confirm	StockHolding would provide necessary access to CRM systems.
23	Please confirm if MS Office is required on agent desk	It is better to have it for reporting/MIS purpose only.

24	Please confirm if the calling will happen manually or via dialer. If dialer then on preview or predictive	Dailer-Predictive.
25	Would taxes as applicable be inclusive of the pricing or exclusive ?	Price is exclusive of taxes (if any)
26	Who bears the cost of telecom charges - Rentals, onetime setup fee, toll free , etc. ?	StockHolding would reimburse the telecom rental cost and call charges every month or as required. No other reimbursement will be given.
27	While the RFP states as a 3 year bid, what are the contract lock in terms from either side ? Is the rate fixed for 3 years or bidder can propose annualized pricing ?	Contract lock in for 3 years but to have certain clauses for discontinuation to both parties. Contract Rate is fixed for 3 years.
28	Please elaborate the scope and flow for the IVR.	IVR will not be a current requirement but the bidder should have capability for this.
29	Please clarify how the access to SHCIL CRM will be provided. Will it be over P2P link/Internet / MPLS ? In case of P2P or MPLS .	It will be through internet. All data bases are hosted on StockHolding's captive data center at Mahape, Navi Mumbai.
30	What will be the bandwidth requirement for accessing the SHCIL Application (CRM) per agent session ?	Minimum 2 Mbps per agent.
31	Does the call center agents require MS Office or any other application ? Please specify the requirements ?	It is better to have it for reporting/MIS purpose only.
32	For query resolution and product information, will the knowledge base application be provided by Client. If not define the expected scope of knowledge base to be developed	Initial training and updates about the Products will be shared with the bidder.
33	What all applications that are currently used by the client & will be used by the service provider? How would agents access the said applications { over internet / integrated with call center system }	Initially outbound calls to start and later on the inbound calls to start. If required, necessary permission for accessing the system will be provided.

34	If agent is unable to resolve a query, how is this information passed to SHCIL for resolution. Do we need to develop a portal, accessible to SHCIL for service requests created by contact center	Escalation matrix will be provided by StockHolding.
35	Email chat and live chat will be part of CRM or need separate application	Yes. It will be the part of CRM.
36	Expected timelines for 1 <sup>st</sup> Go live from LOI/agreement signoff	Within 1 month.
37	Will Stock Holding provide PRIs for Inbound & Outbound?	Toll Free/Tolled Number will be provided by StockHolding but the PRI lines for the same need to be taken by the bidder.
38	Who are the current service providers for Toll-free numbers?	MTNL
39	Should Service provider's CRM be integrated with Stock Holding CRM ? If yes ,How?	Will be worked out mutually with the help of the concerned departments.
40	Where are Stock Holding applications hosted? This is required to work on the connectivity between our delivery center and Stock Holding Data Center.	All product applications are hosted on StockHolding's captive data center at Mahape, Navi Mumbai.
41	What is the bandwidth required to access Stock Holding applications?	Minimum 2 Mbps per agent is required.
42	In the RFP , it is mentioned that Service Provider would have to conduct cross selling and upselling activities . Will the database for calling be provided by SHCIL.	StockHolding would provide the outbound data base for calling purpose and the vendor is required to scrub the contact data at their end. However, bidder is required to assist StockHolding in procuring the same as and when required.