

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" | 25 | |
| 2 | Bidder's Capabilities & Past Experiences as per Annexure-10 (A) | 15 | |
| 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 | |
| | Total Marks | 100 | |

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

- a. Bank reserves the right to conduct interviews of the proposed team members.
- b. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- c. 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">• More than 15 years - 15 Marks• More than 10 years - 12 Marks• More than 5 years - 8 Marks• Less than 5 years - 4 Marks | 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.

