

Corrigenda For Call Center Services

Agriculture Insurance Company of India Ltd. (AIC)

RFP Number: Infotech Project SEWA 2016/Call Centre/02.06.2016

Date: 22.06.2016

CLARIFICATION/AMENDMENT

REQUEST FOR PROPOSAL (RFP)

FOR

Call Center Services



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Amendment for RFP for Call Center Services

In reference to the Request for Proposal for Call Center Services, reference no. Infotech Project SEWA 2016/Call Centre/02.06.2016, the following Amendment & Clarifications are issued herewith.

Please treat this Amendment & Clarifications provided herewith as an integral part of the RFP document issued.

1. Modification in Section 3.2 Stage 1- Evaluation of Eligibility Criteria

Table of Eligibility Criteria

#	Eligibility Criteria Requirements	Supporting required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation
2	The Bidder/Group Company/ Subsidiary/ Parental Company should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation
3	The Bidder/Group Company/ Subsidiary/ Parental Company should have positive operating profit in two out of last three financial years (2012-13, 2013-14, and 2014-15)	Audited Financial Statements for 2012-13, 2013-14, 2014-15 Or Certificate from the chartered accountant
4	The Bidder/Group Company/ Subsidiary/ Parental Company should have a minimum turnover of Rs.25 crores per annum in two of last three financial years (2012-13, 2013-14, and 2014-15)	Audited Financial Statements for 2012-13, 2013-14, 2014-15 Or Certificate from the chartered accountant
5	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder
6	The Bidder/Group Company/ Subsidiary/ Parental Company providing BPO/Call Centre services must have registered itself with Department of Telecommunication (DoT)/ TRAI.	Copy of DOT/ TRAI certificate for the proposed sites
7	The Bidder/Group Company/ Subsidiary/ Parental Company providing BPO/Call Centre services, should be operating with an aggregate of at least 500 Full Time Equivalent (FTEs) on company payroll for its Indian Call Centre as on date of RFP.	Certificate from the Bidder's HR head
8	The Bidder/Group Company/ Subsidiary/ Parental Company providing BPO/Call Centre services, must include one Financial Services sector company for whom the vendor has set up a Call Centre of at least 40 FTEs	Letter from client on its letter head/ LOI/ Agreement that confirms all the required points
9	The Bidder should have obtained an ISO 27001 certification	Copy of the certificate

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#	Eligibility Criteria Requirements	Supporting required
10	Bidder should provide an undertaking for providing data and information security	Annexure 4: Undertaking for Data and Information Security

Bidder needs to modify the contents of table mentioned in Annexure 03: Confirmation of the Minimum Eligibility Criteria as per table above.

2. Addition in Section 4.3 Penalties

Maximum Penalty applicable for any month shall not exceed 30% of the applicable fees for the respective month.

AIC shall have the right to encash the Performance Bank Guarantee or terminate the contract or both in any of the following cases:

- Overall penalty applicable on bidder for any of the Quarter exceeds 25% of the quarterly payment
- Overall penalties applicable on bidder for both the consecutive Quarter is above 20% of the quarterly payment

3. Addition to Instruction in Annexure 10: Bill of material

AIC may at its sole discretion ask the bidder to augment the Call Center executives for any additional call based service, increase in call volumes or any other reason. These additional staff members would be billed at FTE rates provided in Commercial BOM.

Bidder shall be able to provide additional call center executives within 15 days of date of request. During these 15 days SLAs shall not be applicable for the languages for which FTEs are asked to be hired.

AIC may reduce the number of FTE's for a language if the call volumes envisaged is less than the projections or requirement of AIC.

If the cumulative effort required for any change is less than 5 Man days per change request, it shall be borne by the Bidder at no extra cost to AIC. However, if the effort required is more than 5 Man days as mutually agreed between successful Bidder and AIC, anything over and above 5 man days of effort, it shall be considered as chargeable.

4. Addition to Payment Terms

Note :

- Bidder should quote the number of FTEs required based on its assessment to meet the SLAs for call volumes envisaged for AIC. If the bidder is not able to meet SLAs with the required no. of FTEs then more FTEs shall be deployed for AIC at no additional cost to AIC.
- AIC reserves the right to decrease or increase the FTEs. Actual pay out for the Call Center services would be based on the actual number of FTEs deployed.
- Per month FTE rate would remain fixed for the duration of the contract.
- An FTE is defined as 176 log-in hours.
- No counter condition/assumption in response to commercial bid will be accepted. AIC has a right to reject such bid.
- Prices quoted by bidder should be inclusive of taxes.
- No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by AIC. The bidder cannot take the plea of omitting any charges or costs and later lodge a claim on AIC for the same.
- AIC would be bearing the cost of network and telecom charges as indicated in this RFP.
- The bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
- For any increase or decrease in the number of FTE requirement has to be justified by the successful bidder and same has to be approved by AIC.
- Bidder may propose FTE that is fluent in more than one language as per requirement
- Bidder has to provide software and hardware as per the requirements mentioned in the RFP. AIC will not bear any additional cost for the same
- AIC reserves the right to award the Contract in whole or in part.
- AIC may at its sole discretion ask the bidder to augment the Call Center executives for any additional call based service, increase in call volumes or any other reason. These additional staff members would be billed at FTE rates provided in Commercial BOM.
- Bidder shall be able to provide additional call center executives within 15 days of date of request. During these 15 days SLAs shall not be applicable for the languages for which FTEs are asked to be hired.
- AIC may reduce the number of FTE's for a language if the call volumes envisaged is less than the projections or requirement of AIC.
- If the cumulative effort required for any change is less than 5 Man days per change request, it shall be borne by the Bidder at no extra cost to AIC. However, if the effort required is more

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than 5 Man days as mutually agreed between successful Bidder and AIC, anything over and above 5 man days of effort, it shall be considered as chargeable.

- AIC may at its sole discretion ask the bidder to augment the Call Center executives for any additional call based service, increase in call volumes or any other reason. These additional staff members would be billed at FTE rates provided in Commercial BOM.
- Bidder shall be able to provide additional call center executives within 15 days of date of request. During these 15 days SLAs shall not be applicable for the languages for which FTEs are asked to be hired.

5. Modification in Section 2.2.11 Call Center Infrastructure Technology

Note:

- Any component (service/ hardware/Software) that is not explicitly mentioned in the table above is to be provided by the successful bidder if required for completing the objective of the RFP.
- Along with the seats and cabin at the Call Centre, bidder is also required to provide supporting infrastructure including training rooms and meeting rooms with facilities, desktops sets, connectivity, application access, etc. as well as seats, furniture etc.
- SMS to be sent on call registration would be sent by bidder. AIC to bear the cost as per usage.
- Email Licenses will be procured by AIC.

6. Modification in Section 2.2 Detailed Scope of work

The clause

“It may be interfaced with the Core system of AIC so send/receive data which needs to be populated (as in when developed). AIC will give read access rights to bidders for its current Core insurance solution (TCS B@ncs).”

has been modified to

“It may be interfaced with the Core system of AIC so send/receive data which needs to be populated (as in when developed). AIC will give read/write access rights to bidders for its current Core insurance solution (TCS B@ncs).”