



UCO Bank
Department of Information Technology
Head Office, Kolkata

AMENDMENTS/ADDENDUM AND REPLY TO PRE-BID QUERIES RECEIVED IN RESPONSE TO RFP REF.NO.DIT/CSC/1788/2011-12 dated 12.01.2012

| S.No | Page No. /Clause | Referred RFP Clause | Bidder's queries | Bank's clarification / Amendments |
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| 1. | Page 16, 3.14 | ATM | Hardware/Software version details of ATM switch, which is under the procurement process of bank. | Bank is in the process of procuring a leading industry switch, The vendor is expected to provide required interface(s) for ATM switch and is also expected to factor for the cost of the same in the bid. |
| 2. | Page 17, 3.14 | Lending Automation System (LAS) | More information on the LAS (Lending Automation System) software and hardware details. | The Retail Hubs functioning at Head Office and Zonal Offices of the Bank is using LAS software provided by the vendor M/S Sys Arc Infomatrix as an evaluation tool to evaluate the quality of retail loan proposals submitted by the branches. The LAS software is in turn interfaced with CBS-Finacle software. Although Bank is using only retail module of LAS, other |

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| | | | | modules such as agriculture, SME modules etc would be used in future. |
| 3. | Page28, 3.4.4 | Deliverables | Is digital phones in the infrastructure are mandatory or IP Phones will do, as they have many advantages comparatively, also bank is open to use Soft phones? | In order to have a level playing field for all the prospective bidders, bank has decided to have only digital phones in the infrastructure. |
| 4. | Page7, point 5 | Eligibility Criteria | Can the PB/Consortium partner showcase the Back office operations(Retail) for Scheduled commercial banks in India/International as a reference for their experience along with Call center experience in the BFSI segment for the total of 3 references | No Change in the RFP Clause. It is clearly mentioned in the RFP document. |
| 5. | Page11, point 3.1.1.1 | | It is stated in the RFP that the location would be Kolkata and Bangalore. Would you be open for our views on delivery locations (to achieve significant cost advantages without compromising on the quality) | For the purpose of TCO these locations (Kolkata and Bangalore) only should be considered. |
| 6. | Page13, point 3.1.2.2 | Level wise job roles | Does L3 support staff using the same infrastructure (software, IP, seats etc)? | YES |
| 7. | Page25, | Technical infrastructure | Would we be allowed for a site visits to bank's own premises | As mentioned in RFP, Bank's premises for setting up customer care centre is not |

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| | point 3.2 | | before submitting the proposal to recommend the most suitable floor plans | ready as on date. Hence there is no scope for any such site visit. |
| 8. | | General | Would you have the training materials ready or need to be co-developed or would be developed by the Bank or can we use our industry standard materials | The training materials in the way of product brochures and product information regarding Bank's products and services would be provided to the selected bidder. |
| 9. | Page10, point 3.1.1 | Customer Access Strategy | When is the approximate ready date of your Kolkata facility / space | Please refer RFP clause No. 3.1.1 |
| 10. | | General | Do you expect us to rebadged your employees (from your existing operations if any) or can we hire and train the staff | Except for the level 3 support, Bank staff will not be involved in the Customer Service Centres. The bank will not provide any employee for handling calls. |
| 11. | Page 60 | Annexure-1 | Is there a minimum commitment of call volumes for the contract period | There is no commitment on the minimum call volume, for more details please refer Annexure-1 of the RFP. |
| 12. | Page7, point 5 | Eligibility Criteria | Do you have any restrictions / suggestions on the consortium models (JV, strategic partner etc) | Please refer clause 44 – Consortium given in the RFP. |
| 13. | Page39, point 10 | Earnest Money Deposit | Can the bank reconsider the EMD to a lower amount? | No change in RFP clause |
| 14. | Page7, point 7 | Eligibility criteria | Can the PB/Consortium partner showcase the experience for two years? | No change in RFP clause |

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| 15. | Page 16, 3.1 , 3.1.4 | The customer service centre bidder is expected to provide a transactional CRM software (work package) which interfaces to the below applications | How is the sign on by the agents for the below 6 applications (mentioned in RFP) is proposed. 1.Core Banking System 2. Internet Banking 3. Demat and online trading 4. Bill pay and online 5. Electronic ticketing 6.Lending Automation System(LAS) | Selected bidder shall be required to develop the necessary interfaces with the concerned applications mentioned in RFP. The vendor has to develop necessary interface(s) based on restricted view/rights and other applications which can be used by the work package provided to the agents with transactional information. |
| 16. | Page 16, 3.1.4 Core Banking System | The vendor will be provided with restricted view interface to Finacle which can be used by the work package provided by the bidder to provide callers with account level information. | Kindly confirm the assumption: - Customer account level information needs to be reflected in bidder CRM software (Workpackage) via the view interface with the Banks CBS Finacle. If Yes kindly elaborate more on the interface expected with Finacle. | The RFP clause is self explanatory. The responsibility of developing such interfaces required in achieving the desired result is that of the selected bidder. |
| 17. | Page 17, 3.1.4, ATM | The work package must be capable to interface with the ATM application and display relevant information to agents. | Again, more details on interface with the ATM application is required. Since this is third party application would required support from vendor or would any documents be provided? | Bank is in the process of procurement of own ATM switch and it would be a leading industry switch. The vendor is expected to factor for the cost of the same in the bid. When the migration to the procured ATM switch is complete, the customer service centre integration for the ATM functionality will be taken up. In the interim such calls would land at the proposed customer service centre and |

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| | | | | details will be transmitted to the switch provider without delay over phone/email. |
| 18. | Page 17, 3.1.4 ATM | Any account credit requests are to be registered by agents and forwarded to UCO Bank back office. | Kindly confirm the Assumption: - The account credit requests would be registered by Agent in bidder CRM Software (Workpackage) and the same can be accessed by UCO Bank back office team via Webportal. | The operating model is to be finalized with the selected bidder during the implementation phase |
| 19. | Page 17, 3.1.4, ATM | Issues pertaining to ATM card issuance, blockage, renewal etc. should be online and executed by the customer service centre. | Would the required rights to the ATM service providers link to block , renewal of the ATM card will be given to customer service centre? | Required rights would be provided to the Bidder's agents to perform the required activities after the switch migration is complete and the customer service centre integration with the switch is taken up. |
| 20. | Page 17, 3.1.4, ATM | If the link to the service provider is not operational the bidder is expected to provision a process through which these activities can be relayed to the ATM service provider's back office. | If the link is not operational in such cases contact centre would not be able to execute the requests and will only forward it to ATM back office for execution? | If the link is not operational, then the bidder will only forward it to ATM switch centre Back office so that such requests can be handled manually within co-developed stringent timelines. |
| 21. | Page 17, 3.1.4 Bill pay and online | The work package should be capable of executing requests for bill payments which are offered through UCO | Kindly elaborate on the expectations of CRM software (Workpackage) to execute the bill payments. | The concerned clause stands amended as given below; The work package should be able to provide information on the status of |

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| | Electronic ticketing | Bank's online portal. | | requests for bill payments executed through UCO Bank's online portal. |
| 22. | Page 17, 3.1.4 Bill pay and online Electronic ticketing | The work package should be able to provide information on how to use the electronic ticketing options from UCO Bank's online portal | Does UCO Bank intends to incorporate the Online portal user manual as one of the information in the Knowledge management repository of the bidders CRM software (workpackage). | YES |
| 23. | Page 18, 3.1.5 PROCESS DELIVERY | The bank expects the service provider to ensure an end to end process delivery by entering customer details in the work package, generating a ticket number for each unique query which can be provided to the back end departments as a link to pursue the query and bring it to its conclusion. | Does UCO Bank needs CRM Software (workpackage) to generate a unique ticket no for each query and if the agent is not able to resolve it all such open cases would be accessible by the UCO Bank respective departments via Webportal to provide resolution for the case to be closed at the call centre? | The software must be able to generate a unique ticket number for each query. If calls cannot be resolved by the agents (L1 & L2), it should be escalated to bank's team sitting in the central location along with the complete details/history to enable them to resolve the query. Besides an SMS to be sent to the customer mobile number giving the full details of the request along with the ticket number and turn around time. The vendor is expected to provide the interface to the SMS gateway and its related services including SMS Generation & sending. The confirmation part will be handled by Bank's existing SMS aggregator and the cost of the sending the SMS would be borne by the bank on an actual basis. |
| 24. | Page 20, 3.1.6.4 Customer | Enable Managers/Supervisors to monitor the overall | What kind of interaction is needed? For e.g chat etc? Kindly elaborate | The supervisor should be able to monitor and communicate through the application about the status of their activities in an |

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| | service centre Application | performance of the Customer service centre Agents and interact when needed | | online interactive mode. |
| 25. | Page 20, 3.1.6.4 Customer service centre Application | The application must also interface with the Bank's applications outlined above in order to retrieve information and perform tasks which would be required by the agent | Please elaborate on type of interface required with each application. Also pls clarify the "Customer service application" & Workpackage are the same i.e the CRM software to be provided by the bidder. | The responsibility of developing such interfaces required in achieving the desired result is that of the selected bidder. The interface is the data exchange mechanism between two applications (CRM & backend application) designed to exchange data to get the desired functionality. Yes, the customer service application, CRM and work package are the same. |
| 26. | Page 20, 3.1.6.4 Customer service centre Application | The work package should prompt the agent on the authentication requirements for each type of transaction based upon its severity. This should be configurable and flexible through a GUI | Kindly confirm the understanding:- The sets of parameters / authentication requirements for transaction should be configurable within the CRM software (Workpackage) so that can be reset/modified whenever required. | The RFP clause is self explanatory. |
| 27. | Page 20, 3.1.6.5, Campaign and Leads Management | The Leads Management System should have an inbuilt workflow to track the detailed sales process across the sales processes configured and to | Is the Lead management system to be provided by the bidder? | Yes |

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| | | provide periodic reports on the same | | |
| 28. | Page 21, 3.1.6.6, Performance Monitoring | The CCF shall provide advanced analytics and dashboards in electronic format which is end-user specific, periodic (daily, weekly, monthly, quarterly) and multi-level (serves various levels of UCO Bank | Kindly elaborate on the expected type of electronic formats? | Electronic format here means GUI screens & relevant reports where the said details are available to the Bank |
| 29. | Page 22, 3.1.6.9, Collections | The bidder will have to implement a collections application that will interface with the Loan Application Solution to access the relevant customer data. | Is there any existing collection application or Does UCO Bank intends the bidder to provide the collections application? What type of interface is required with the Loan Application? | Bank doesn't have any collection application at present. Bidder has to provide the same. Interface is required to meet the bank's requirements. |
| 30. | Page 22, 3.1.6.9, Collections | The overall customer service centre solution should have the capability to send SMSes to customers based upon pre-defined criteria, | Will SMS infrastructure or tying up with SMS vendor be done or provided by UCO or needs to be provide by bidder. | The vendor is expected to provide the interface to the SMS gateway and its related services including SMS Generation & sending. The confirmation part will be handled by Bank's existing SMS aggregator and the cost of the sending the SMS would be borne by the bank on an actual basis. |
| 31. | Page 42, 13.4, Interface Requirement | The vendor needs to propose the methodology for interfacing the customer service centre solution | Apart from above 6 application are there any other host & satellite systems in bank | The applications for which interface has to be provided by the bidder has already been mentioned in the RFP. |

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| | | with various host and satellite systems in the bank. | | |
| 32. | Page 12, 3.1.2, 3.1.2.1/Point no 2 | Ability to handle and track calls in a timely manner | Please elaborate, does this mean every call needs to be tagged or in how many rings call needs to be answered | Yes, every call to be answered within three rings. Vendor would be required to submit report for each call showing the status such as attended, dropped, time in response, time taken in resolution of query etc. |
| 33. | Page 12, 3.1.7 | Language Requirements | Can we get the split of agents required for eng, Hindi, Bengali & Oriya? | Each agent must be conversant in three languages out of which English & Hindi will be mandatory. For the third language the breakup will be as follows: Bengali :30 % Oriya:10% Marathi:15% Tamil:15% Telugu:10% Kannada:10% Malayalam:10% |
| 34. | Page 12, 3.1.2, 3.1.2.1/Point no 9 | Calls per hour | Point 5 on the same page says 8 hr shift inclusive of 60 mins of break, point 9 refers to 80 calls in 8 hr shift, will the agent be taking calls for 8 hrs or 7 hrs as per point 5 | The total shift is for 8 hours including a 60 minute break. |
| 35. | Page 82, General | Knowledge Base | Do we get an existing knowledge base or a format, how do we get initial set of information to be uploaded in knowledge base | The Operational and other manuals of the Bank would be made available to the selected vendor. |

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| 36. | Page 6, 1.2, Point No 3 | Training | Who will provide training to first set of 50 agents | Selected bidder to provide Call Center specific training. Training on Banking products and services will be provided by the Bank for the first 20 agents, the vendor will be expected to provide this training to subsequent batches. |
| 37. | Page 23, 3.1.8 | Operating Window | Are we looking at 3 shifts 8 hr each or overlapping shifts | The shift scheduling has to be done based upon the call volumes to ensure that service levels are maintained. |
| 38. | Page 22, 3.1.6.7, Recording | Please clarify what's the retention period for voice and screen recording as the requirement mentioned in the RFP are conflicting. | Need clarification | Calls and Agent Screens must be stored on-line locally for 15 days and must be archived through a tape backup and thereafter stored for a period of seven years. |
| 39. | Page 22, 3.1.6.7, Recording | How many days the voice and screen recording would be made available online? Also, How many days/month the voice and screen recording would be retained offline on storage media? | Need clarification | Calls and Agent Screens must be stored on-line locally for 15 days and must be archived through a tape backup and thereafter stored for a period of seven years. |
| 40. | Page 22, 3.1.6.7, Recording | Does UCO bank provide the storage media for offline archival? | Need clarification | The media for archival (tapes) will be provided by UCO Bank. |
| 41. | Page 29, 3.4.5, | Can the UCO Bank process be part of the | Need clarification | UCO Bank will be on a segregated |

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| | Network | Bidder domain/ Network Infrastructure on a logical segregated VLAN? | | environment. |
| 42. | Page 57, 46, Toll free | Toll Free number and PRI would be provided and owned by UCO Bank. Please confirm. | Need clarification | Toll Free number and PRI will be the vendor's responsibility. Vendor has to make sure that the SLA is maintained. |
| 43. | Page 25, 3.2.2, Internet | Do All agent systems require internet access & MS Office? | Need clarification | Need base internet access would be provided by the Bank to the agents & supervisor in a restrictive manner to facilitate the access of Interfaces / web portals associated with the bank business. 50 Office automation licenses are to be quoted by the bidder for the entire duration of the project. |
| 44. | Page 11, 3.1.1.2, Connectivity | Except the Kolkata DC to Bidder premises for the first year, all other connectivity required at Bangalore as well as Kolkata contact center would be provided by the Bank. Please confirm. | Need clarification | Referred Clause is self explanatory. |
| 45. | Page 25, 3.2, Technical Infra | What's the current technology Infrastructure being used by the bank for contact center operations? | Need clarification | The existing call centre of the Bank does not have any relation with the proposed customer care centre for which RFP has now been issued |
| 46. | Page 25, | What's the expected seats requirement at | Need clarification | Please refer page 46, clause 16.9 |

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| | 3.2, Technical Infra | both Kolkata & Bangalore to start with? | | |
| 47. | Page 28, 3.4.4, System Installation | Does the bank open for softphone instead of hard phone for customer service agents ? | Need clarification | Softphones are not acceptable. Only digital phones are to be provided. |
| 48. | Page 31, 3.4.10, Linkages | What's the scope of linkages UCO Bank back office ? Please elaborate scope ? | Need clarification | Linkages (process) are to be developed to ensure end to end process delivery for the in scope processes for the call center. |
| 49. | Page 16, 3.1.4, ATM | Have to find out integration cost with an ATM switch? | Who will bear the cost | Bank is in the process of procurement of own ATM switch and it would be a leading industry switch, the vendor is expected to factor for the cost of the same in the bid. When the migration to the procured ATM switch is complete the customer service centre integration for the ATM functionality will be taken up. In the interim such calls would land at the proposed customer service centre and details will be transmitted to the switch provider without delay over phone/email. |
| 50. | Page 19, 3.1.6.1, IVR | Technologies to be implemented - Will regional languages need dynamic feedbacks from database. E.g. figures to | Need clarification | All figures and the entire IVR tree need to be configured for English and Hindi. However there should be a provision for |

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| | | be spoken in English or regional language? | | extending the entire IVR tree to regional languages. |
| 51. | Page 19, 3.1.6.2, ACD | Automatic Call Distribution - Can an integrated system comprising modules from different vendors be sufficient for this? | Need clarification | ACD should meet the desired functionality. |
| 52. | page 19, 3.1.6.3, CTI | Who will configure the integration with banking system. Will bank bear the cost of various licenses and customizing cost needed for integration with backend banking system? | Need clarification | The vendor will have to bear all costs of interfacing CRM with the existing bankside applications. |
| 53. | Page 20, 3.1.6.4, Customer service centre application | Who will configure the integration with banking system? Will bank bear the cost of various licenses and customizing cost needed for integration with backend banking system? | Need clarification | The vendor will have to bear all costs of interfacing CRM with the existing bankside applications. |
| 54. | Page 22, 3.1.6.7, | For screen recording, will the snapshot of the final disposition screen be | Need clarification | The entire flow is to be recorded for all financial transactions, the bank will provide tapes for recording and the |

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| | Recording | sufficient? Will bank provide the archival tape recorder also. If not, since tape capacity and media and brand not clarified. Can bidder assume a pass on cost for recorder over and above the bid price? | | recorder/recording solution has to be provided by the vendor. |
| 55. | Page 22, 3.1.6.9, Collections | Who will configure the integration with banking system? Will bank bear the cost of various licenses and customizing cost needed for integration with backend banking system? | Need clarification | The vendor will have to bear all costs of interfacing CRM with the existing bankside applications and also responsible for required configuration. |
| 56. | Page 28, 3.4.4, System | Installation - Can bidder use IP phones instead of digital ones? | Need clarification | Only Digital phones are to be provided. |
| 57. | Page 38, 8, Uptime | Is individual PC also expected to produce an uptime of 99.95% or the reflection of uptime is with respect to overall business availability? | Need clarification | SLAs are for all individual items. |
| 58.5 | Pg 73, Technical | It should support at least 200 agents (including | We request the clause to be modified to "It should support | The PBX should support up to 1400 agents. |

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| 8 | Specification for PBX, Point no 7, | voice + multimedia) which can be configured in a single server | <p>atleast 1500 agents (including voice + multimedia)".</p> <p>The reason is that As per mentioned call volume & expected locations in future (in next 5years) number of agents will be required atleast 700 which is already mentioned in page number 25. But considering the Call volume projected after 5 years, and the customer profile of UCO (AHT of 7 minutes is possible), the PBX should support 1500 agents. This can also accommodate Internal soft and hard phones if necessary</p> | |
| 59. | PG 27 & 97,IVR | Point No 45. IVR ports should be twice number of agents as UCO wants more call closure on IVR | <p>We request IVR system should be scalable to atleast 2000 ports.</p> <p>This is because as per page number 25 max concurrent agent require is 700 & it is also mentioned (page no 97) that number of IVR ports will be twice than ACD ports. However if the number of agents are modified to 1500 to accommodate suggested AHT, the IVR port should be at least 2000</p> | The number of IVR ports available and supportable on the IVR should be 1400 ports. |
| 60. | Pg 73, Technical | The solution will include a predictive dialer | We request the clause to be modified to "The solution will | The clause should be read as "The solution will include a dialer system that |

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| | Specification Dialer for outbound, point no 2 | system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns. | include a preview dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns. System should also support Predictive dialing capability in near future". The reason is that Predictive dialing is only required when numbers of outbound agents is very high. As per the industry best practices this feature is required whenever nos of agent is more than 150. To start an outbound process it is always suggested that before call gets connected to the customer agent should have access to initiate the call by a single click which you have already mentioned point no 4 & 5 under "Outbound" | automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives. |
| 61. | Pg 73, Technical Specification Dialer for outbound, point no 2 | The advanced predictive dialer facilities which determines and uses many operating characteristics that it learns during the calling campaign and adjusts automatically to the behavior of an ongoing | Advanced predictive is OEM specific terminology. Hence kindly remove this point | The clause should be read as "The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out |

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| | | <p>campaign.</p> <p>Examples of such statistics include call connection rates (both current and average for recent past days by hour of the day), average agent connection time, geographic location dialed, etc.</p> | | <p>bound agents through a step by step online sales process to achieve desired objectives.</p> |
| 62. | Pg 80, Technical specification for Interfaces, Point 9 | <p>All features available in telephony interface should be available in the web interface and vice-versa.</p> | <p>We request the clause to be modified to " All features available in telephony interface should be available in the web interface/thick client and vice-versa."</p> <p>This is because Since softphone has been asked along with IP hard phone this feature is possible through thick client</p> | <p>All features available in telephony interface should be available in the web interface/client and vice-versa."</p> <p>Only digital phones are required.</p> |
| 63. | Pg 80, Technical specification for Interfaces, Point 10 | <p>The Web interface can also be used to control a combined web-telephony mode where audio flows through the telephone.</p> | <p>We request the clause to be modified to " The Web interface can also be used to control a combined web-telephony/thick client mode where audio flows through the telephone."</p> <p>This is because Since softphone has been asked along with IP hard phone this feature is possible</p> | <p>This clause may be read as "The Web interface can also be used to control a combined web-telephony/client mode where audio flows through the telephone."</p> |

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| | | | through thick client | |
| 64. | Pg 80, Technical specification for Interfaces, Point 3 | Each voice message includes header information for the calling party, the called mailbox, and time of the call. Vendor must specify how and when the system binds the mapping of calling party to that party's identity, and how the system handles Caller Name, directory telephone number, Caller-ID blocking and similar concepts when presenting Caller-ID information. | Kindly remove this point as this is vendor specific implementation. Bidder should be allowed to quote equivalent implementation of the same. | The bidder may provide similar or equivalent functionality. |
| 65. | Pg 95, ACD (Automatic Call distribution), point no 3 | The ACD hardware and software should be from a single OEM and should support VMWare Virtualizatoin for Hardware Optimization. | Kindly modify the clause to "The ACD hardware and software should be from a single OEM (Server should be industry std like HP/Dell/IBM etc) and should support VMWare / equivalent Virtualizatoin for Hardware Optimization. "Vmware virtualization technology is OEM specific. | The ACD hardware and software should be compatible with no extra charges and should support leading techniques for hardware optimization. |

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| 66. | Pg 95, ACD (Automatic Call distribution) , point no 6 | The solution should support 50 Agent in one location to start with expandable up to 400 across 8 locations | This figure needs to be revised based on the final list of max ACD required in future | Clause stands modified as “The solution should support 50 Agent in one location to start with expandable up to 400 across 2 locations” |
| 67. | Pg 97, 6. Voice Recording, Point 58 | Voice recording solution should support both active and passive voice recording. | We request the same to be modified to “Voice recording solution should support active voice recording”. This is because Passive recording is old technology & can easily be tapped from LAN switch with the help of port mirroring. Active recording is sufficient | Voice recording should be active voice recording |
| 68. | Pg 69, 2. ACD/CTI | Support routing for Web-Chat: | How many agents need multimedia integration? Please clarify. | 10% of all agents deployed at any time need multimedia integration |
| 69. | Pg 70, 2. ACD/CTI | Support routing for the faxes received (faxes sent by the customers to the Contact Center) | How many agents need multimedia integration? Please clarify. | 10% of all agents deployed at any time need multimedia integration |
| 70. | Pg 70, 2. ACD/CTI | 16. Support routing for emails received on the Contact Center email account | How many agents need multimedia integration? Please clarify. | 10% of all agents deployed at any time need multimedia integration |
| 71. | Pg 71, 3. IVR | 7. Ability to be integrated to speech recognition engine (If the speech recognition engine is available as part from the proposed | Do we need to consider the same in our proposal? if yes, please provide number of ports need to be consider in proposal. | Speech recognition engine is not required. |

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| | | solution, please identify the type of the engine and the engine capability and supported languages in the Comments field) | | |
| 72. | Pg 71, 3. IVR | 14. Ability to send faxes with some type of information to the customer based on request (i.e. statement) | How many ports need to be configured? Please clarify. | 10 ports for Fax |
| 73. | Pg 72, 4. CTI | 1. The CTI, inbound component can be configured in Active/Hot-standby mode in the same campus & can also be configured Hot/warm standby mode at DR site. | Need more clarity on this. Please clarify. | CTI should be configurable in Active/Hot-standby mode both at Kolkata and Bangalore Customer call centre. |
| 74. | Pg 72, 4. CTI | 25. CTI solution will have provision to import scripts from remote locations, by functional experts | Need more clarity on this. Please clarify. | There should be a facility to import scripts onto the CTI remotely |
| 75. | Pg 72, 4. CTI | 26. Ability of the CTI application to generate a unique service request number | Need more clarity on this. Please clarify. | The CTI needs to generate a unique service request number to track each transaction that flows through the CTI |
| 76. | Pg 73, 6. Dialer for Outbound | Pls confirm how many agents need to configure with outbound capability | Please confirm how many agents need to configure with outbound capability? Please clarify. | 10% extendable to 20% of the agents deployed at all times should be configured for outbound services. |

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| 77. | Pg 73, 6. Dialer for Outbound | The solution should be capable of creating and configuring campaigns. Supervisor should be able to specify a daily time range during which outbound calls are made and a set of Queue whose agents make the B194outbound calls. Supervisor should also be able to specify and import a list of customer contacts to be called. | Need more clarity on B194 outbound call | Please read the clause without "B194". |
| 78. | Pg 73, 6. Dialer for Outbound | The advanced predictive dialer facility which uses the above statistics continually to make sophisticated..... The clause should be read as "The advanced predictive dialer facilities which uses the above statistics continually to make sophisticated predictions so as to minimize agent idle time." | Need more clarity on this. Please clarify. | The subject clause stands amended as "The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives. |
| 79. | Pg 70, 2. | As per industry best practice & other call | Do we need to provide similar feature to do an optimized sizing & | RFP clause is self explanatory |

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| | ACD/CTI | centers in BFSI "System allows contact centers to dynamically invoke reserve agents as needed, based on two thresholds that are assigned to skills". System will automatically do agent allocation based on call volumes instead of manually by the supervisor | making the call center more effective? | |
| 80. | Pg 70, 2. ACD/CTI | As per industry best practice & other call centers in BFSI "Individual agent percent allocations of calls should be automatically adjusted to meet their original targets". This will ensure equal distribution call to all agent | Do we need to provide similar feature to do an optimized sizing & making the call center more effective? | RFP clause is self explanatory |
| 81. | Pg 70, 2. ACD/CTI | As per industry best practice & other call centers in BFSI "System do have Predicted Wait Time, based on the total time an inbound ACD call is predicted to wait in queue for the next | Do we need to provide similar feature to do an optimized sizing & making the call center more effective? | No change in the RFP clause. |

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| | | available agent."This will ensure that the agent with the best skill is available to the customer as per his profile. | | |
| 82. | Pg 70, 2. ACD/CTI | As per industry best practice & other call centers in BFSI "Proposed solution should support automated load-balancing capabilities and customized conditional routing capabilities. Proposed system can comparisons be made in queue conditions before routing calls so that split/skills are not overloaded or it can be made in queue conditions after routing calls to determine if calls should be re-routed to alternate destinations.". This will ensure equal distribution call to all agent | Do we need to provide similar feature to do an optimized sizing & making the call center more effective? | No change in the RFP clause. |

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| 83. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI "IVR solution should support MRCP interface for standard based integration to speech engines." This is a open protocol which helps to integrated any third party speech engine | Do we need to provide similar feature to do an optimized sizing & help in more effective and seamless integration with the speech engine. | Speech recognition engine is not required. |
| 84. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI "The scripting tool should support end to end call flow creation for IVR and Contact center". This will help to design a end to end call flow from same application | Do we need to provide similar feature to do an optimized sizing & help in more effective and help to design an end to end call flow from same application | No change in the RFP clause |
| 85. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI" Same scripting tool should support to create the workflows for multimedia i.e. email, chat, sms etc.". This will help to design a end to | Do we need to provide similar feature to do an optimized sizing & help in more effective Call center setup& increasing the efficiency design an end to end call flow from same application | No change in the RFP clause |

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| | | end call flow from same application | | |
| 86. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI" "The IVR System must support dynamic licensing with centralized license management providing automatic failover and disaster recovery". This will help to utilize the licenses & IVR ports properly based on time to time requirement | Do we need to provide similar feature to do an optimized sizing & help in more effective and help to design an end to end call flow from same application | No change in the RFP clause |
| 87. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI "Same IVR ports should support for both inbound and automated outbound applications including multimedia i.e. e-mail, chat, sms etc." | Do we need to provide similar feature to do an optimized design which will help to utilise the licenses & IVR ports properly based on time to time requirement? Though 10 such ports has been asked but not mentioned in the specification. | RFP clause is self explanatory |
| 88. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI" IVR should support SOAP/XML/WSDL | Do we need to provide similar feature to do an optimized design which will help to utilize the licenses & will help to integrate any third party open data base | No change in the RFP clause |

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| | | <p>Interface for advanced Web Services integrations for enterprise applications and Internet services. ".</p> <p>This is a open protocol which will help to integrate any third party open data base required for any complex application landscape</p> | required for any complex application landscape? | |
| 89. | Pg 71, 3. IVR | <p>As per industry best practice & other call centers in BFSI "IVR solution should be enabled for next generation dynamic video self service interactions with 3G, flash – Sip etc.".</p> <p>This will give a flexibility to include video functionalities in future without changing any existing hardware</p> | Do we need to provide same feature to design a scalable call center include video functionalities in future without changing any existing hardware? | RFP clause is self explanatory |
| 90. | Pg 71, 3. IVR | As per industry best practice & other call centers in BFSI "Call | Do we need to provide same feature to ensure designing of an efficient call center setup which | All components should be as per the desired requirements in the RFP. |

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| | | logger/call recording should be form the same OEM as that of the ACD.". It will ensure that you can extract advanced analytical reports based on the recordings which will give a lot of information on the call statistics/quality | will ensure that you can extract advanced analytical reports based on the recordings which will give a lot of information on the call statistics/quality | |
| 91. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "Offered system should be capable to provide 100% call recording for all ACD agents including the future capacity mentioned in the RFP". This will provide 100% call recording for all ACD agents including future scalability. | Do we need to provide same feature to design an scalable call center to provide 100% call recording for all ACD agents including future scalability? | No change in RFP clause, Refer clause 3.1.6.7 of RFP. |
| 92. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "The recording solution must be able to record IP phone communication | Do we need to provide same feature of recording? | The vendor is expected to provide the recording solution for both voice and video recording and recording should be active recording. |

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| | | via the LAN, without employing a passive IP sniffing on the network." Passive recording is old technology & can easily be tapped from LAN switch with the help of port mirroring | | |
| 93. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "The recording solution must provide a single universal license that can support recording on all phones including analog phone, digital phone, IP phone, IP soft-phone." This will give flexibility to the bank for future expansion | Do we need to provide same feature to design an scalable call center include video functionalities in future without changing any existing hardware? | No change in the RFP clause |
| 94. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "The solution must be able to record encrypted IP phone communication via the LAN. | Do we need to provide same feature to ensure requisite security for call center? | RFP clause is self explanatory The solution must be able to record all phone communication via the LAN and WAN. |
| 95. | Pg 74, 7. Call | As per industry best | Do we need to provide same | RFP clause is self explanatory |

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| | logger / Call Recording: | practice & other call centers in BFSI "Should supports SIP/IP/TDM endpoints". Will give flexibility for future expandability | feature to design a scalable call center? | Should support industry standard endpoints. |
| 96. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "Should be able to support Master-Slave configuration incase of large deployments". To built redundancy in future | Do we need to provide same feature to design a scalable call center with requisite redundancy? | No change in the RFP clause |
| 97. | Pg 74, 7. Call logger / Call Recording: | As per industry best practice & other call centers in BFSI "The solution have the capability to record based on a particular schedule (for example, record all calls on Tuesday from 9:00 - 11:00 AM for agent XYZ)". This will give more | Do we need to provide same feature to design a scalable call center to provide requisite flexibility to use licenses & other resources properly? | Solution should support rule based reporting. |

| | | | | |
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| | | flexibility to use licenses & other resources properly | | |
| 98. | Pg 74, 7. Call logger / Call Recording | As per industry best practice & other call centers in BFSI Should be able to support Live Monitor | Do we need to provide same feature to design a Call center with requisite security? | RFP clause is self explanatory |
| 99. | Pg 74, 7. Call logger / Call Recording | As per industry best practice & other call centers in BFSI "The solution have the capability to record based on a particular schedule (for example, record all calls on Tuesday from 9:00 - 11:00 AM for agent XYZ)". This will give more flexibility to use licenses & other resources properly | Do we need to provide same feature to design an scalable call center to provide requisite flexibility to use licenses & other resources properly? | Solution should support rule based reporting. |
| 100. | Pg 74, 7. Call logger / Call Recording | As per industry best practice & other call centers in BFSI "System should support Rules-based recording ". | Do we need to provide same feature to design an scalable call center which will help to define different rules for different process? | Solution should support rule based reporting. |

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| | | This will help to define different rules for different process | | |
| 101. | Pg 74, 7. Call logger / Call Recording | As per industry best practice & other call centers in BFSI "All components ACD, Dialer, IVR, and Logger should be from the same OEM". This will ensure to better interoperability across all the contact center components. | Do we need to provide same feature to design an scalable call center with better interoperability? The same feature will also help seamless integration. | No change in the RFP clause |
| 102. | Pg 97,6. Voice Recording | The application must integrate with the CTI and should be able to pull IVR usage details of the customer including all options selected by the customer and all details entered by customer from the time the customer calls till the time the customer reaches an agent | which specific applications should the customer service application interface with? | Applications running in the Bank that need to be integrated with the customer service centre solution are as follows: <ol style="list-style-type: none"> 1) Core banking 2) Loan Application System 3) Govt. Business Module 4) Alternate Delivery – ATM, e-Banking, Mobile Banking 5) Bill Pay & Online e-Ticketing 6) Demat & Online Trading 7) Cash Management Services 8) NRI Banking |
| 103. | Pg 20, 3.1.6.4 Customer | | We would request a little more details on customer service center application for clarity. What is the | RFP clause is self explanatory |

| | service centre Application | | expectation out of this? | |
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| 104. | Pg 71,20 | TPIN/PIN generation and Printing facility | Is TPIN printing part of the RFP scope? | The vendor has to provide the TPIN generation capability, the TPIN Server, the interface of the TPIN Server to the ACD, IVR, CTI and any other applications needed to execute the relevant functionality. The vendor also has to provide the formats in which master data has to be uploaded one time and incrementally into the TPIN server. |
| 105. | Pg 20,3.1.8 | Operating Window | We would request more clarity on the operations window. Does the bank expect same amount of coverage on all shifts | This is the broad operating window. The vendor is expected to deploy and to schedule resources as per anticipated call volumes |
| 106. | Pg 60, Annexure I: | Call volume | The published call volume is against how many hours? | Please refer RFP Clause no. 3.1.2.1, sub clause 9, |
| 107. | Pg 21, Point f | The outbound calling is to be provided for while the associated activities will not commence immediately post go-live | Indicate the time for in months post go-live for outbound campaign to begin | 3 months post inbound calls going live. |
| 108. | Pg 22, 3.1.6.7 | 100% recording of voice calls for the tenure of the project, all agent screens | Screen recording is network intensive activity. Based on the resolution, network utilization will | The screen and voice recording components will be placed locally in the |

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| | | for the first 3 months and after that all financial transaction based screens only of all deployed agents for the tenure of the project should be recorded. The recordings should contain detailed call information and the solution must provide advanced searching capabilities | vary up to 1.2 Mbps per agent. The CSC setup is in BDC, This means heavy WAN BW utilization. To regulate this Screen recording can be placed in CSC LAN. In this case screen is recorded locally while access is only from BDC. Will Bank allow placing this server in vendor premises to avoid WAN overheads? | Customer Service Centre. |
| 109. | Pg 25,3.2.2 | The Selected bidder should provide infrastructure (including IDS, IPS, firewall etc) for Internet and intranet access to all the CSR's and other officials. There should be redundancy in Internet links, service provider for higher uptime. The non-availability of any of the Internet links should not have any effect on the functioning of Contact Centre. The Selected bidder will be required to | As the contact center infrastructure will be at Banks DC and DR, separate IPS firewall should not be necessary. Kindly clarify if the same is needed? | No Change in the RFP clause. The vendor is expected to provide the IPS, IDS, Firewall, Switch, Router and all necessary equipment at both the sites (Kolkata & Bangalore). The Bank will facilitate in integrating this infrastructure with the bank's infrastructure with the existing service provider. |

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| | | restrict the access of websites for the agents as per the UCO Bank requirements. | | |
| 110. | Pg 28, 3.4.4. | 400 Digital phone instruments supplied which are interoperable with any customer service centre platform to be supplied in phases as mutually discussed with one months notice, the same rate will be used for additional purchases | Kindly clarify as the requirement is not coming out clearly | Bidders are required to quote for 400 digital phones for TCO purpose, however, actual quantity will be ordered in-line with agent deployment |
| 111. | Pg 31, 3.4.10 | Develop linkages to the city back offices or branches of UCO Bank so that the customer service centre agents can relay caller requests to the city back offices or branches and track the status of these requests | CSC connects to KDC and BDC. Can we assume the rest of the branches and back offices are available for connectivity using the same link. Also define the type of linkages for example, WAN, PSTN etc | This statement means that the vendor is expected to develop end-to-end processes between the customer service centre and branches/offices |
| 112. | Pg60, Annexure 1 | Estimated daily call volumes | Please define the daily inbound call volume per shift for all shifts year wise | Please refer Annexure-1 of the RFP document. |
| 113. | Pg 35,3.6 PROJECT | ◆ Project mobilization: 2 weeks from signing the master contract | Firstly please elaborate what would be the timeline gap between PO and master contract/contract in a | <ul style="list-style-type: none"> • Project implementation: 12 weeks from signing of contract. |

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| | TIMEFRAME | ◆ Project implementation: 12 weeks from signing of contract/acceptance of purchase order. | sequential manner. Secondly Please amend the Project Implementation phase to 16 weeks since there are multiple OEMs involved and also Proper trouble free Integration with banking application needs 2-3 weeks extra time post implementation. | |
| 114. | Pg 36,4.0 Payment Terms | Multiple Payment Break Up for Hardware / Softwares and Manpower as mentioned in Clause 4.1 upto 4.12 | Request you to make it flexible and ease for both buyer as well as seller. Multiple payment break up will call for unnecessary multiple invoices for same equipments/work/services and the buyer's account dept also needs to vet and approve the same which would certainly calls for thorough effort and maximum time. Please amend it to : 1. For Equipments /Hardware's /Softwares : A)At least 25% Advance dor mobilisation against Advance Bank Guarantee of equivalent amount B) 50% against Delivery &CVR ; C) balance 25% against Installation & UAT certificate ; 2. For Services like Implementation /AMC/Warranty : A) After Implementation against Implementation Report ,AMC cost would be paid at the beginning of | No change in the RFP clause |

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| | | | every year after expiry of warranty period ; | |
| 115. | Pg 38,7 ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SUPPORT | Comprehensive on-site maintenance charges, for the post warranty period (for the 4th and 5th year), would form part of TCO (Total Cost of Ownership) | Will the L1 bidder be decided on the basis of Price Bid Value inclusive of 4th & 5th year AMC cost or only with 3 years Warranty Inclusive cost? | Post warranty: For items that are being quoted from the second year onwards the vendor is to provide a quote for 3 years warranty and one year AMC and so on TCO: The successful bidder will be decided on the basis of 5 years TCO Arrived from item no. 12 of table No. 12 of Appendix-04. |
| 116. | Pg19,3.1.6.1 | Text – to – speech capability must be supported for multiple languages including English Bengali, Telugu, Tamil, Kannada, Malayalam, Oriya, Marathi and Hindi | we understand that this means the IVR and operations should support the above said languages. Kindly confirm. | Yes |
| 117. | Pg 28,3.4.3 | Ensure that UCO Bank gets all requisite clearances and licenses from the DoT for it's domestic customer service centre before the planned go-live date Deliverables: | . It is understood that though the facilities will be owned by UCO, we are expected to liaise with DoT for acquiring contact centre registration. Kindly confirm . Since the operations are going to be run from UCO premises, kindly let us know the components which | For DoT registration UCO Bank will only fill up the form and provide the information needed within it. The rest of the liaisoning work including costs is to be done / borne by the selected vendor. For the period when Customer service centre would operate from the Bank's |

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| | | <ul style="list-style-type: none"> DoT registration of customer service centre with all requisite approvals and clearances this will include all costs for any liaisoning to be done. | bidder will be responsible for and the components which would be provided by UCO (i.e. workstations, electricity, water, DG etc) and also maintenance of the same. | premises, bank would provide only the premises, electricity, water, DG set, Furniture and fixtures. The vendor will provide everything else including transportation facilities for agents and their canteen facilities at all sites. |
| 118. | Pg 36,Pt 4 | | . Under Payment terms payout break up in percentage terms is mentioned. E.g. 4.1 Customer service centre ACD costs (15% on signoff on the Business Process Analysis & Documentation, 25% on User Acceptance Test sign-off, 25% on go-live of ACD functionality, 30% on successful completion of 3 months post go-live of Customer service centre). Pls let us know whether UCO is expecting separate commercials for manpower operations (per agent cost) and technology components (like IVR, ACD, CRM solution etc)? | The RFP clause is self explanatory, Please Refer Appendix-04-commercial template. |
| 119. | Pg 49,Pt 18 | | . Pls let us know the AHT (Average Handling Time) for the estimated call volume | All calls should be concluded in 240 seconds on a daily average basis for the first year and there should be an annual reduction of 5 percent annually that must take effect from the 1 month of every successive year. |

| 120. | Page 2 of SLA (Annexure II) | | . Pls let us know whether the SLAs mentioned in Annexure II can be discussed in the migration stage or these are fixed? | SLA given in annexure-II is final and binding on the selected bidder. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------|-----------------------------|-------|---|---|-----|-----|-----|-----|-----|--------|--|--|--|--|----|----|----|-----|-----|---|----|----|-----|-----|----|-----|-----|-----|-----|----------|--|--|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|-------|
| 121. | | | . Pls let us know whether following table is correct in terms of interpretation of location wise headcount over 5 years & daily volume | Please refer to Annexure I and clause 16.9 in RFP. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | <table border="1"> <thead> <tr> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td colspan="5">People</td> </tr> <tr> <td>50</td> <td>50</td> <td>75</td> <td>125</td> <td>200</td> </tr> <tr> <td>0</td> <td>50</td> <td>75</td> <td>125</td> <td>200</td> </tr> <tr> <td>50</td> <td>100</td> <td>150</td> <td>250</td> <td>400</td> </tr> <tr> <td colspan="5">Location</td> </tr> <tr> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> </tr> <tr> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> </tr> <tr> <td>3000</td> <td>6000</td> <td>12000</td> <td>24000</td> <td>33000</td> </tr> </tbody> </table> | | Yr1 | Yr2 | Yr3 | Yr4 | Yr5 | People | | | | | 50 | 50 | 75 | 125 | 200 | 0 | 50 | 75 | 125 | 200 | 50 | 100 | 150 | 250 | 400 | Location | | | | | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | 3000 | 6000 | 12000 | 24000 |
| Yr1 | Yr2 | Yr3 | Yr4 | Yr5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| People | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 | 50 | 75 | 125 | 200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 50 | 75 | 125 | 200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 | 100 | 150 | 250 | 400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UCO | UCO | UCO | UCO | UCO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UCO | UCO | UCO | UCO | UCO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3000 | 6000 | 12000 | 24000 | 33000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | We understand that the LOBs (Lines of Businesses) to be managed are inbound, outbound, email & chat. Pls let us know expected bifurcation of the same within the above mentioned agent count. | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 122. | Pg8,2.1.2.4 | | Pls let us know envisaged training duration - for product and process training | Selected bidder to provide Call Center specific training. Training on Banking | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | | | <p>products and services will be provided by the Bank for the first 20 agents, the vendor will be expected to provide this training to subsequent batches.</p> <p>The bank will provide two week training on its products and services.</p> |
| 123. | | | Pls let us know envisaged contribution of regional languages in the above mentioned volume | The total regional language calls will be anticipated at 25% of all calls. This can be considered by all vendors to quote. However the precise regional and national mix will be known only post volume stabilization and the selected vendor will have to adjust the agent mix accordingly. |
| 124. | | | No segregation of voice and multimedia agents required. | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 125. | | | we didn't see the bifurcation of the agents among Inbound and Outbound. Please clarify the same | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 126. | | | Is it predictive dialer you need? | The clause should be read as "The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should |

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| | | | | recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives. |
| 127. | | | Is there any agent phone type preference I.e. hard digital or IP phone or soft phone, | Bank needs only digital phones |
| 128. | | | On page 28 you have asked for 400 digital phones, so is it going to be on the same PBX we are offering for call center and what is the location of these phones? | Yes and location will be as per customer access strategy 3.1.1 |
| 129. | | | on page 6 of the technical specification you have asked 41000 user support and 36000 user support. Can you please clarify on this? | <ul style="list-style-type: none"> • This is the No. of connections that the PBX needs to support across the CSC solution. • Please read the clause as “Stations per Server: Up to 41,000 total stations” • Please consider the following clause as deleted “Stations per Server: Up to 36,000 total stations”. |
| 130. | | | Keeping the sizing asked in the RFP, single server support and BHCC is too high. Request you to make it 15000 supports with 300000 BHCC. It is very much in line with the existing requirement and future expansion of the UCO bank. | No change in RFP clause |

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| 131. | | | What kind of interfaces will be provisioned to integrate with the backend Banking DBMS and CRM portals? | As required during implementation |
| 132. | | | What will be the interface that will be used to fetch the information required for answering the issues/queries under PRODUCTS AND SERVICES namely:· ATM Queries;· Retail Banking;· Internet Banking;· Government Business Queries;· NRI Banking;· Mobile Banking;· Online Share Trading;· Cash Management Services;· Retail Processing Hub;· SME Hub; | As required during implementation |
| 133. | | | What are the interfaces provided by:· Core Banking System;· ATM backend systems;· Internet Banking;· Bill pay and online Electronic ticketing;· LAS; | Selected bidder shall be required to develop the necessary interfaces with the concerned applications mentioned in RFP. The vendor has to develop necessary interface(s) based on restricted view/rights and other applications which can be used by the work package provided to the agents with transactional information. |
| 134. | | | Work Items for back office: How the work items meant for the back office or 3rd party organizations will be sent to them either through email generated by the agents or how is it supposed to be? | To be developed during the time of implementation |

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| 135. | | | SMS: Do all agents need to have SMS sending capabilities? | Yes |
| 136. | | | What is meant by Dual user authentication? What needs to be done with Failed Login attempts? Can we integrate with the backend user login information systems like LDAP or AD that can implement a central Authentication policy? | Dual user authentication is two levels of authentication, failed login attempts need to be recorded, integration strategy is upto individual bidders |
| 137. | | The connectivity from the BDC to the Kolkata site will be provided by the bank upto the Kolkata Data Centre (KDC) and the bidder is expected to take the last mile connectivity in redundant mode from the KDC to vendor premises in Kolkata. | Please elaborate what is meant by "the bidder is expected to take the last mile connectivity in redundant mode from the KDC to vendor premises in Kolkata" | Last mile is expected to be provided by the bidder |
| 138. | | Furniture's, Fixtures & Other Infrastructure Queries | | For the first year the CSC will operate out of the vendors premises and the vendor has to provide all the infrastructure as per the planned deployment. From the 2 nd year onwards the Bank will provide cubicle/Workstation, Team leader cubicle/workstation, required furniture, fire alarm systems, access card, Electricity , electricity bill, Power Back- |

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| | | | | <p>up, Physical Security, Lockers, Building Management Services (BMS), Air-conditioning.</p> <ul style="list-style-type: none"> • PB should provide required desktops with latest and standard configuration to meet required functional and uptime requirements. • Layout of the facility will be co-developed by the PB and the Bank. |
| 139. | Pg 7,2 - Eligibility Criteria | The requirement in the RFP is PB/Consortium partner must have executed customer service center for at least one scheduled commercial bank in India | Request to change the clause to at least one BFSI client instead of scheduled commercial bank in India | No change in the RFP clause |
| 140. | Pg 7,2 - Eligibility Criteria | The PB or consortium partner should also have experience in supply, installation and management of customer service center hardware | Since the supply and installation is always performed by the equipment providers, request you to relax this condition to only management of customer service hardware | No change in the RFP clause |
| 141. | Pg 10, 3.1.1 - Customer Access | Requirement for PB to setup customer service centers in Bank Premises at Bangalore and Kolkata locations | Request to extend the option of having an hosted model rather than setting up the customer service center at Bank premises | No change in the RFP clause |

| | Strategy | | | |
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| 142. | Pg 6, 1.2 | <p>Broad Scope Provide implementation services for the application provided to carry out</p> <ul style="list-style-type: none"> • Business process analysis and documentation • System installation • Network implementation • System configuration • Documentation for the customer service centre processes Implemented • Application Development (Interfaces & Any-Customization) • System Testing • Training • Go-Live and Post-Implementation Support | <p>What will be the duration of the training? Will the initial training manual be provided by UCO? Is the product knowledge training a responsibility of the Bidder</p> | <p>Selected bidder to provide Call Center specific training. Training on Banking products and services will be provided by the Bank for the first 20 agents, the vendor will be expected to provide this training to subsequent batches.</p> |
| 143. | Pg 12, 3.1.2- Agent qualities | <p>Agent must handle a minimum of 80 calls per 8 hour shift during the shift period ranging from 7 am to 1 am. From 1 am</p> | <p>Please confirm the shift period. Is it 7 am to 11 pm and from 11 pm to 7 am. In this manner it works out to be three eight hour shifts</p> | <p>The customer service centre is a 24*7 operation. We expect that for any number of shifts between 7 a.m. and 11 p.m. the calls to be handled by agents in this period</p> |

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| | | to 7 am, they may handle call volume as they occur | | are 80 calls per agent. |
| 144. | Pg 10 | At each site, selected bidder shall provide necessary infrastructure and physical facilities such as furniture, hardware, software, telecom infrastructure and arrangement for connectivity to Bank's data sources / CRM portal for smooth operations including WAN connectivity between Kolkata and Bangalore customer service centers for call diversion as stated above. The infrastructure shall be available for scaling up of operations up to 200 seats at each location during the contract period. | If bidder operates out of its own Kolkata premises for first year, does UCO bank reimburses CAPEX as well as Opex | RFP clause is self explanatory |
| 145. | Pg 61, Annexure II- Service Level Agreements | Agent Performance Metrics | Will there be any penalty for not meeting the SLAs | Yes. |

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| 146. | Pg 104, Table 5- Facilities Management | It has been mentioned that Bank would initially go with seat capacity of 50 in the 1st year. But in Page No -104(Table-5 Facilities Management (Agent & Technical support cost) the No. of Agents resources required is given as 50 agents. | Please confirm as whether planning to operate 50 seats with 50 agents in first year. What will be the seat utilization. | To start with Bank will go live with 20 agents and 4 supervisors and based on the evaluation Bank will deploy agents in batches of 10 giving the vendor a notice of one month for each deployment. |
| 147. | Pg 72 | IP PBX | Is IP multimedia is mandatory. Request to relax this as far the solution supports all channels of communication | The PBX quoted should support all channels of communication. |
| 148. | Pg 97, Technical Requirement | IVR ports should be twice number of agents as UCO wants more call closure on IVR | What is the basis for IVR ports calculation? Please provide the estimate (%) of calls to be serviced thru IVR. This is required for port calculation. | The IVR should be scalable to support 1400 ports. |
| 149. | Pg 20, 3.1.6.4 | The application must also interface with the Bank's applications outlined above in order to retrieve information and perform tasks which would be required by the agent | What kind of information is to be retrieved? | RFP clause is self explanatory. |
| 150. | Pg 20, 3.1.6.4 | The work package should prompt the agent on the | What kind of transactions and who will define the severity | The transactions have been mentioned in the requirements and the severity will be |

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| | | authentication requirements for each type of transaction based upon its severity | | determined at the time of implementation. |
| 151. | Pg 20, 3.1.6.4 | Agent should be able to log and track each ticket. Information of the escalated tickets should be made available as and when required by the Bank's management. | What is the escalation Matrix and TAT for the same | To be decided during implementation. |
| 152. | Pg 20, 3.1.6.4 | The application should integrate with a digital scoreboard to display real time queue and agent statistics; the bidder is required to procure all hardware and setup the scoreboard. The score board should also support customized messages and be able to setup the success and failure criteria. | Need more clarity on this. | RFP clause is self explanatory. |
| 153. | Pg 21, 3.1.6.5 | The bank expects an enterprise-wide license for the LMS Application | Required for Per User/Per Login | No change in the RFP clause |
| 154. | Pg 21, 3.1.6.5 | There would be no limit for a scrub list however the DNC or exclusion list | Need more clarity on ownership of scrubbing list/Who would do the DNC scrubbing and if the | This is the vendor's responsibility and the vendor has to provide this. |

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| | | must be capable to handle at least 100,000 entries | customer's number is listed in DNC, what will be the alternate mode of communication? | |
| 155. | Pg 21, 3.1.6.6 | Provide the capability to define Key Performance Indicators (KPIs) and measure performance against defined KPIs, both online and with scheduled/ad-hoc reports. | Who will define the parameters for this | To be decided during implementation. |
| 156. | Pg 23, 3.1.9 | System access to information proprietary to UCO Bank must comply with the bank's privacy and access to information security policy. | Who will define the compliance and access mechanism to UCO bank information | To be decided during implementation. |
| 157. | Pg 24, 3.1.11 | The customer service centre solution would thus need to be updated with this information and the TPIN for the same to be generated and authentication to be ensured for these accounts in the system | Will there be any integration with TPIN server and CRM | There should be a seamless integration across all components of the customer service centre solution to ensure that the TPIN is the prime method of customer authentication |
| 158. | Pg 25, 3.2.3 | UCO Bank currently uses Oracle for the core banking application. The | How will be the connectivity defined between UCO DB and CRM DB, what kind of information will | RFP clause is self explanatory. |

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| | | bidder would be required to interface the application with this database and other third party applications / delivery channels based on the functional and technical requirements specified in this tender | be shared across applications | |
| | | Leads Managements | Will this be dialer integrated | Yes this will be dialer integratable. |
| 159. | Pg 3, 3.1 | Bank proposes to have two Customer service centers at bank's own premises, one at Kolkata and the other at Bangalore. Bank will launch the Customer service centre at Kolkata in first place, followed by Bangalore. In case bank's own premises at Kolkata is not ready by the time implementation starts, the selected bidder shall setup the customer service centre in Kolkata at bidder's premises for a period of one year. In such case, after the first one year the vendor may | This would involve some Down time .Would this be acceptable . | No change in the RFP clause |

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| | | have to shift this Customer Service Centre along with infrastructure , resources etc. to Bank's own premises in Kolkata. | | |
| 160. | Pg 3, 3.1.6.2 | | Would UCO Bank be Responsible for E1/PRI Termination? | E1/PRI will be the vendor's responsibility. Vendor has to make sure that the SLA is maintained. |
| 161. | | | What would be the mode of connectivity for the Data Center if operated out of bidder's own premises | Leased line with backup link. |
| 162. | | Would Vendor be hosting the local DB Server for IVR and what would be the mode of updating the same? | | DB server to be placed along with the customer service centre solution. DB server to be updated on a daily basis. |
| 163. | | Table-5 Facilities Management (Agent & Technical support cost) | Can we assume that UCO bank takes care of all the "Facility" costs which includes Rent, Power, Housekeeping, Security, and related Annual Maintenance costs, power backup(i.e. UPS/DG), Air-conditioning, Access cards, Facility Management Services, etc. in their own premises from second year in Kolkata and since inception at Bangalore? | Bank will pay rent , Power, Housekeeping, Security, power backup(i.e. UPS/DG), Air-conditioning in Bank's own premises from second year in Kolkata and since inception at Bangalore, |

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| 164. | | Table-5 Facilities Management (Agent & Technical support cost) | Should PB/SP be purchasing all the hardware and software in the name of UCO bank? If so, necessary authorizations, power of attorneys needed if any should be facilitated to PB/SP by UCO bank? | RFP is self explanatory. |
| 165. | Annexure II- Service Level Agreements | Average call response time / average speed to answer | The requirement is 80% calls to be answered in 5 seconds. The industry standard is 80% calls in 20 seconds. Please confirm | No change in the RFP clause |
| 166. | | | PB must have 5 years existence mandatory or if consortium partner having 5 years is ok? | RFP is self explanatory. |
| 167. | | | How many consortium partners can be included in the project along with PB | RFP is self explanatory. |
| 168. | | | In case the PB/consortium partners have not provided these services to the bank but to Mutual Fund Houses/NBFCs, will it be considered? | RFP is self explanatory. |
| 169. | | | Our Company has crossed Rs. 50 crore in turnover for the last two financial years but not for the FY 2008-09. Will we be considered? | RFP is self explanatory. |
| 170. | | | Do we have to provide agents for all the languages mentioned in Page 12? | Each agent must be conversant in three languages out of which English & Hindi will |

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| | | | | <p>be mandatory. For the third language the breakup will be as follows:</p> <p>Bengali :30 % Oriya:10% Marathi:15% Tamil:15% Telugu:10% Kannada:10% Malayalam:10%</p> |
| 171. | | | We will provide indemnity to the bank, for having the people with relevant experience on board during the next stages of the RFP, would it be agreeable to UCO Bank? | No change in the RFP clause |
| 172. | clause, 3.1.6.1 | Text to – speech capability must be supported for multiple languages including English Bengali, Telugu, Tamil, Kannada, Malayalam, Oriya, Marathi and Hindi; | We understand that this means the IVR and operations should support the above said languages. Kindly confirm. | Yes |
| 173. | | | It is understood that though the facilities will be owned by UCO, we are expected to liaise with DoT for acquiring contact centre registration. Kindly confirm | Yes |

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| 174. | | | <p>Since the operations are going to be run from UCO premises, kindly let us know the components which bidder will be responsible for and the components which would be provided by UCO (i.e. workstations, electricity, water, DG etc) and also maintenance of the same.</p> | <p>Bank will pay rent , Power, Housekeeping, Security, power backup(i.e. UPS/DG), Air-conditioning in Bank's own premises from second year in Kolkata and since inception at Bangalore,</p> |
| 175. | | Payment terms | <p>Under Payment terms payout break up in percentage terms is mentioned. E.g. 4.1 Customer service centre ACD costs (15% on signoff on the Business Process Analysis & Documentation, 25% on User Acceptance Test sign-off, 25% on go-live of ACD functionality, 30% on successful completion of 3 months post go-live of Customer service centre). Pls let us know whether UCO is expecting separate commercials for manpower operations (per agent cost) and technology components (like IVR,</p> | <p>No change in the RFP clause</p> |

| | | | ACD, CRM solution etc)? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------|-----|-----|---|---|-----|-----|-----|-----|--------|--|--|--|--|----|----|----|-----|-----|---|----|----|-----|-----|----|-----|-----|-----|-----|----------|--|--|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| 176. | | | Pls let us know the AHT (Average Handling Time) for the estimated call volume | All calls should be concluded in 240 seconds on a daily average basis for the first year and there should be an annual reduction of 5 percent annually that must take effect from the 1 month of every successive year. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 177. | | | Pls let us know whether the SLAs mentioned in Annexure II can be discussed in the migration stage or these are fixed? | SLAs given in annexure-II is final and binding on the selected bidder. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 178. | | | Pls let us know whether following table is correct in terms of interpretation of location wise headcount over 5 years & daily volume | Please refer to Annexure I and clause 16.9 in RFP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | <table border="1"> <thead> <tr> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td colspan="5">People</td> </tr> <tr> <td>50</td> <td>50</td> <td>75</td> <td>125</td> <td>200</td> </tr> <tr> <td>0</td> <td>50</td> <td>75</td> <td>125</td> <td>200</td> </tr> <tr> <td>50</td> <td>100</td> <td>150</td> <td>250</td> <td>400</td> </tr> <tr> <td colspan="5">Location</td> </tr> <tr> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> </tr> <tr> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> <td>UCO</td> </tr> </tbody> </table> | Yr1 | Yr2 | Yr3 | Yr4 | Yr5 | People | | | | | 50 | 50 | 75 | 125 | 200 | 0 | 50 | 75 | 125 | 200 | 50 | 100 | 150 | 250 | 400 | Location | | | | | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | UCO | |
| Yr1 | Yr2 | Yr3 | Yr4 | Yr5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| People | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 | 50 | 75 | 125 | 200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 50 | 75 | 125 | 200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 | 100 | 150 | 250 | 400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UCO | UCO | UCO | UCO | UCO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UCO | UCO | UCO | UCO | UCO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | 3000 | 6000 | 1200 | 2400 | 3300 | |
|------|----------|---|---|------|------|------|------|--|
| | | | | | 0 | 0 | 0 | |
| 179. | | | We understand that the LOBs (Lines of Businesses) to be managed are inbound, outbound, email & chat. Pls let us know expected bifurcation of the same within the abovementioned agent count | | | | | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 180. | | | Pls let us know envisaged training duration - for product and process training | | | | | <p>Selected bidder to provide Call Center specific training. Training on Banking products and services will be provided by the Bank for the first 20 agents, the vendor will be expected to provide this training to subsequent batches.</p> <p>The bank will provide a two week training for product related training</p> |
| 181. | | | Pls let us know envisaged contribution of regional languages in the above mentioned volume | | | | | The total regional language calls will be anticipated at 25% of all calls. This can be considered by all vendors to quote. However the precise regional and national mix will be known only post volume stabilization and the selected vendor will have to adjust the agent mix accordingly. |
| 182. | 10/3.1.1 | Initially the production infrastructure will be located at the bank's | <ul style="list-style-type: none"> • May we have the address of your Kolkata Data center? | | | | | Address to be shared with the selected bidder. |

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| | | <p>Bangalore Data Centre (BDC). This infrastructure will support the customer service centre in Kolkata for the initial period of one year at the bidder's location. The connectivity from the BDC to the Kolkata site will be provided by the bank until the Kolkata Data Centre (KDC) and the bidder is expected to take the last mile connectivity in redundant mode from the KDC to vendor premises in Kolkata. After a period of one year when the Bangalore Customer service centre becomes operational, the customer service infrastructure in Kolkata will be implemented at the identified premises and from this point, the call load balancing of 50% will come into effect in a staggered manner</p> | <ul style="list-style-type: none"> • Are you open to co-locate all the call center components (ACD / IVR / Logger / Dialler, Servers) at your Kolkata Data center and Bangalore Data center, rather than your proposed call center location? We can then have the agents located at the vendor call center, which would be logged in via IP to the Data centres. • This system can be replicated in Bangalore too. The main advantage would be the easy facilitation of migration from the vendor center to your proposed center and also eases in managing of IT infrastructure for UCO bank. | <p>No change in the RFP clause</p> |
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| | | over a one month period. | | |
| 183. | NA/NA | Technology Generic- E-mail | <ul style="list-style-type: none"> • What would be your concurrent requirement for e-mail application licenses | The bank has an email solution |
| 184. | 25 & 97/ Point No 45. | IVR ports should be twice number of agents as UCO wants more call closure on IVR | <p>Change Request</p> <p>IVR system should be scalable to at least 2000 ports. As per page number 25 max concurrent agent require is 700 & it is also mentioned (page no 97) that number of IVR ports will be twice than ACD ports.</p> <p>Justification</p> <p>The maximum number of ACD users you are looking at in due course of time is 700 concurrent users. Now, the requirement is also for IVR ports to be twice of the ACD ports. So, the IVR system should be scalable upto 2000 ports without the changing hardware. This will ensure scalability and investment protection.</p> | The IVR should be scalable to 1400 ports |
| 185. | 73/ Point No 7 | It should support atleast 200 agents (including voice + multimedia) which can be configure | <p>Change Request</p> <p>It should support atleast 1500 agents (including voice + multimedia) which can be configure in a single</p> | The PBX should support atleast 1400 agents. |

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| | | in a single server | server Justification As per mentioned call volume & expected locations in future (in next 5 years) number of agents will be required at least 700 which is already mentioned in page number 25. Also taking into consideration future expandability of locations (8 locations), number of agents could be expected more that 1000. This will also help to introduce up selling to an inbound customer which needs more AHT. | |
| 186. | 73/pt.no 2 | The solution will include a predictive dialler system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns | Request for Change 2. The solution will include a preview dialler system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns. System should also support Predictive dialling capability in near future. Justification Predictive dialling is only required when numbers of outbound agents is very high. As per the industry best practices this feature is required whenever number of agent is more than 150. To start an | The clause should be read as “The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives. |

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| | | | outbound process it is always suggested that before call gets connected to the customer agent should have access to initiate the call by a single click which you have already mentioned point no 4 & 5 under "Outbound" | |
| 187. | 73/pt. no. 6 | The advanced predictive dialler facilities which determines and uses many operating characteristics that it learns during the calling campaign and adjusts automatically to the behaviour of an ongoing campaign. Examples of such statistics include call connection rates (both current and average for recent past days by hour of the day), average agent connection time, geographic location dialled, etc. | <p>Request for Change "advanced predictive" is OEM specific terminology & should be removed</p> <p>Justification Advance Predictive is OEM specific terminology and directly suits a particular OEM. Suggest removing this point.</p> | The clause should be read as "The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives |

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| 188. | 80/pt. no. 9 | Point No 9. All features available in telephony interface should be available in the web interface and vice-versa | <p>Request for Change All features available in telephony interface should be available in the web interface/thick client and vice-versa</p> <p>Justification Since soft-phone has been asked along with IP hard phone this feature is possible through thick client</p> | <p>All features available in telephony interface should be available in the web interface/client and vice-versa."</p> <p>Only digital phones are required.</p> |
| 189. | 80/ pt. no. 10 | Point No 10. The Web interface can also be used to control a combined web-telephony mode where audio flows through the telephone. | <p>Request for Change The Web interface can also be used to control a combined web-telephony/thick client mode where audio flows through the telephone.</p> <p>Justification Since soft-phone has been asked along with IP hard phone this feature is possible through thick client</p> | This clause may be read as "The Web interface can also be used to control a combined web-telephony/client mode where audio flows through the telephone." |
| 190. | 95/pt. no. 3 | Point No 3. The ACD hardware and software should be from a single OEM and should support | <p>Request for Change The ACD hardware and software should be from a single OEM</p> | The ACD hardware and software should be compatible with no extra charges and should support leading techniques for |

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| | | VMWare Virtualization for Hardware Optimization | (Server should be industry std like HP/Dell/IBM etc) and should support VMWare / equivalent Virtualization for Hardware Optimization. Justification If you do not put Server should be of industry standard and VMware or equivalent then this point clearly favors a particular OEM and cannot be met by other OEM. | hardware optimization. |
| 191. | 95/ pt. no 6 | Point No 6. The solution should support 50 Agent in one location to start with expandable up to 400 cross 8 locations | Request for Change Needs to be revised based on final capacity of max number of ACD required in future | Clause stands modified as “The solution should support 50 Agent in one location to start with expandable up to 400 across 2 locations” |
| 192. | 95/pt no 7 | Point No 7. System should support skill based routing and it should be possible to put all the 400 agents in to a single skill group. | Request for Change Needs to be revised based on final capacity of max number of ACD required in future | This should be scalable to 700 agents |
| 193. | 97/ pt no 58 | 58. Voice recording solution should support | Request for Change Voice recording solution should | Voice recording should be active voice recording |

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| | | active voice recording | support active voice recording. Justification Passive recording is old technology & can easily be tapped from LAN switch with the help of port mirroring. Active recording is sufficient. | |
| 194. | 70 | 2. ACD/CTI | Request for Change System should allow contact centers to dynamically invoke reserve agents as needed, based on two thresholds that are assigned to skills. Justification System will automatically do agent allocation based on call volumes instead of manually by the supervisor | No change in the RFP clause. |
| 195. | 70 | 2. ACD/CTI | Request for Change Individual agent percent allocations | No change in the RFP clause. |

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| | | | <p>of calls should be automatically adjusted to meet their original targets.</p> <p>Justification</p> <p>This will ensure equal distribution call to all agent</p> | |
| 196. | 70 | 2. ACD/CTI | <p>Request for Change</p> <p>System should have Predicted Wait Time, based on the total time an inbound ACD call is predicted to wait in queue for the next available agent.</p> <p>Justification</p> <p>This will ensure that the agent with the best skill is available to the customer as per his profile</p> | No change in the RFP clause. |
| 197. | 70 | 2. ACD/CTI | <p>Request for Change</p> <p>Proposed solution should support automated load-balancing capabilities and customized</p> | No change in the RFP clause. |

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| | | | <p>conditional routing capabilities. Proposed system can comparisons be made in queue conditions before routing calls so that split/skills are not overloaded or it can be made in queue conditions after routing calls to determine if calls should be re-routed to alternate destinations.</p> <p>Justification</p> <p>This will ensure equal distribution call to all agent</p> | |
| 198. | 71 | 3.IVR | <p>Request for Change</p> <p>IVR should support VXML and CCXML applications</p> <p>Justification</p> <p>This helps to create IVR scripts effectively & it is a industry std scripting languages</p> | IVR should support all leading customer service centre languages. |
| 199. | 71 | 3.IVR | <p>Request for Change</p> <p>IVR solution should support MRCP</p> | Speech recognition engine is not required. |

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| | | | <p>interface for standard based integration to speech engines</p> <p>Justification</p> <p>This is a open protocol which helps to integrated any third-party speech engine</p> | |
| 200. | 71 | 3.IVR | <p>Request for Change</p> <p>The scripting tool should support end to end call flow creation for IVR and Contact center</p> <p>Justification</p> <p>This will help to design a end to end call flow from same application</p> | No change in RFP |
| 201. | 71 | 3.IVR | <p>Request for Change</p> <p>Same scripting tool should support to create the workflows for multimedia i.e. email, sms etc</p> <p>Justification</p> <p>This will help to design a end to end call flow from same application</p> | No change in RFP |

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| 202. | 71 | 3.IVR | <p>Request for Change</p> <p>The IVR System must support dynamic licensing with centralized license management providing automatic failover and disaster recovery.</p> <p>Justification</p> <p>This will help to utilize the licenses & IVR ports properly based on time to time requirement</p> | No change in the RFP clause |
| 203. | 71 | 3.IVR | <p>Request for Change</p> <p>Same IVR ports should support for both inbound and automated outbound applications including multimedia i.e e-mail, sms etc.</p> <p>Justification</p> <p>This will help to utilize the licenses & IVR ports properly based on time to time requirement. Though 10 such ports has been asked but not</p> | Should support for both inbound and outbound voice call facilities. |

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| | | | mentioned in the specification. | |
| 204. | 71 | 3.IVR | <p>Request for Change</p> <p>IVR should support SOAP/XML/WSDL Interface for advanced Web Services integrations for enterprise applications and Internet services.</p> <p>Justification</p> <p>This is a open protocol which will help to integrate any third-party open data base</p> | IVR should support industry standard Interface for requisite integrations as per Banks requirement. |
| 205. | 71 | 3.IVR | <p>Request for Change</p> <p>IVR solution should be enabled for next generation dynamic video self service interactions with 3G, flash - Sip etc. Justification</p> <p>This will give a flexibility to include video functionalities in future without changing any existing hardware.</p> | No change in RFP clause. |

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| 206. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>Call logger/call recording should be from the same OEM as that of the ACD.</p> <p>Justification</p> <p>It will ensure that you can extract advanced analytical reports based on the recordings which will give a lot of information on the call statistics/quality</p> | All components must meet the desired functionalities of the Bank as per the RFP. |
| 207. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>Offered system should be capable to provide 100% call recording for all ACD agents including the future capacity mentioned in the RFP</p> <p>Justification</p> <p>This will provide 100% call recording for all ACD agents including future scalability.</p> | No change in RFP clause, Refer clause 3.1.6.7 of RFP. |
| 208. | 74 | 7. Call logger / Call | Request for Change | The vendor is expected to provide the |

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| | | Recording | <p>The recording solution must be able to record IP phone communication via the LAN, without employing a passive IP sniffing on the network.</p> <p>Justification</p> <p>Passive recording is old technology & can easily be tapped from LAN switch with the help of port mirroring</p> | recording solution for both voice and video recording and recording should be active recording. |
| 209. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>The recording solution must provide a single universal license that can support recording on all phones including analog phone, digital phone, IP phone, IP soft-phone.</p> <p>Justification</p> <p>This will give flexibility to the bank for future expansion</p> | No change in the RFP clause |
| 210. | 74 | 7. Call logger / Call | Request for Change | The solution must be able to record all |

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| | | Recording | The solution must be able to record encrypted IP phone communication via the LAN. Justification Recording should done in a encrypted format | phone communication via the LAN and WAN. |
| 211. | 74 | 7. Call logger / Call Recording | Request for Change Should supports SIP/IP/TDM endpoints Justification Will give flexibility for future expandability | Should supports industry standard endpoints |
| 212. | 74 | 7. Call logger / Call Recording | Request for Change To built redundancy in future Justification Should be able to support Master-Slave configuration in-case of large deployments. | No change in the RFP clause |
| 213. | 74 | 7. Call logger / Call Recording | Request for Change Online monitoring tool | No change in the RFP clause |

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| | | | <p>Justification</p> <p>Should be able to support Live Monitor</p> | |
| 214. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>The solution have the capability to record based on a particular schedule (for example, record all calls on Tuesday from 9:00 - 11 :00 AM for agent XYZ) Justification</p> <p>This will give more flexibility to use licenses & other resources properly</p> | Solution should support rule based reporting. |
| 215. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>System should support Rules-based recording.</p> <p>Justification</p> <p>This will help to define different rules for different process</p> | Solution should support rule based reporting. |
| 216. | 74 | 7. Call logger / Call Recording | <p>Request for Change</p> <p>This will provide advance reporting & analytics from the logger</p> | No change in the RFP clause |

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| | | | <p>Justification</p> <p>The reporting package should support a full set of productivity and quality reports.</p> | |
| 217. | 97 | 6. Voice Recording | <p>Request for Change</p> <p>All components ACD, Dialler, IVR, Logger should be from the same OEM</p> <p>Justification</p> <p>This will ensure to better interoperability across all the contact center components</p> | No change in the RFP clause |
| 218. | 69/2. ACD/CTI | 10. Support routing for Web-Chat: | How many agents are required for multimedia integration? Please clarify. | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 219. | 70/2. ACD/CTI | 15. Support routing for the faxes received (faxes sent by the customers to | How many agents are required for multimedia integration? Please clarify. | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. |

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| | | the Contact Center) | | <ul style="list-style-type: none"> • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 220. | 70/2. ACD/CTI | 16. Support routing for emails received on the Contact Center email account | How many agents are required for multimedia integration? Please clarify. | <ul style="list-style-type: none"> • 10% of all agents should be deployed on outbound and other activities. • 10% of all agents deployed at any time need multimedia integration • Rest will be in-bound services. |
| 221. | 70/2. ACD/CTI | | Pls provide location wise agent distribution which we need to consider in our offer. | Please refer RFP |
| 222. | 71/3. IVR | 7. Ability to be integrated to speech recognition engine (If the speech recognition engine is available as part from the proposed solution, please identify the type of the engine and the engine capability and supported languages in the Comments field) | Do we need to consider the same in our proposal, if yes, pls provide number of ports need to be consider in proposal. | Speech recognition engine is not required. |

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| 223. | 71/3. IVR | 14. Ability to send faxes with some type of information to the customer based on request (i.e. statement) | How many ports need to be configured? Please clarify. | 10 ports for Fax |
| 224. | 72/4. CTI | 1. The CTI, inbound component can be configured in Active/Hot-standby mode in the same campus & can also be configured Hot/warm standby mode at DR site | Need more clarity on this. Please clarify | CTI should be configurable in Active/Hot-standby mode both at Kolkata and Bangalore Customer call centre. |
| 225. | 72/4. CTI | 25. CTI solution will have provision to import scripts from remote locations, by functional experts | Need more clarity on this. Please clarify | There should be a facility to import scripts onto the CTI remotely |
| 226. | 72/4. CTI | 26. Ability of the CTI application to generate a unique service request number | Need more clarity on this. Please clarify | The CTI needs to generate a unique service request number to track each transaction that flows through the CTI |
| 227. | 73/6. Dialer for Outbound | Pls confirm how many agents need to configure with outbound capability | Please confirm how many agents need to configure with outbound capability? Please clarify. | 10% extendable to 20% of the agents deployed at all times should be configured for outbound services. |
| 228. | 73/6. Dialer for Outbound | The solution should be capable of creating and configuring campaigns. Supervisor should be able to specify a daily | Need more clarity on B194 outbound call | Please ignore the word "B194" |

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| | | time range during which outbound calls are made and a set of Queue whose agents make the B194outbound calls. Supervisor should also be able to specify and import a list of customer contacts to be called. | | |
| 229. | 73/6. Dialer for Outbound | The advanced predictive dialer facilities which uses the above statistics continually to make sophisticated | Need more clarity on this. Please clarify. | The clause should be read as “The solution will include a dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns and only connect voice calls. Further it should recognize the delay between calls and dial through as many lines to reduce the delay. It should have a functionality to guide out bound agents through a step by step online sales process to achieve desired objectives. |
| 230. | 16-18/ Design an integrated process infrastruct ure | The transactional CRM software (work package) is expected to integrate with the ATM switch for activities like generate card pin, transaction acknowledgement, etc. | What kind of interface will be provided for this integration? ISO8583 or secure web services exposed by Pinnacle. Will the IVR and the work package integrate with the same interfaces to connect | Selected bidder shall be required to develop the necessary interfaces with the concerned applications mentioned in RFP. The vendor has to develop necessary interface(s) based on restricted view/rights and other applications which can be used by the work package provided to the agents with transactional information. |

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| | | | to the backend like CBS or ATM Switch | |
| 231. | 16-18/ Design an integrated process infrastructure | UCO Bank uses the services of a third party vendor to issue and manage entire ATM card back office operations and an outsourced switch. The bidder is expected to factor for the existing interface cost as part of this bid | What kind of interface will be provided for this integration | Selected bidder shall be required to develop the necessary interfaces with the concerned applications mentioned in RFP. The vendor has to develop necessary interface(s) based on restricted view/rights and other applications which can be used by the work package provided to the agents with transactional information. |
| 232. | 20/ Customer service centre Application | The work package should prompt the agent on the authentication requirements for each type of transaction based upon its severity. This should be configurable and flexible through a GUI." | Does this refer to the authentication details required from the customer? | The transactions have been mentioned in the requirements and the severity will be determined at the time of implementation. |
| 233. | 22/ TPIN Server | The TPIN generation process should support the latest guidelines stated by the RBI on | Is there a requirement for compliance to standards like PCI-DSS for TPIN and IVR or just RBI | Compliance to all regulatory guidelines. |

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| | | online TPIN generation for transactions such as OTP generation etc. | guidelines? | |
| 234. | 7/2 | PB can form a consortium with a BPO vendor | Any proof of consortium needed like agreement document etc? | Yes , Manufacturers Authorization Forms are needed |
| 235. | 8/2.1.2 | Last three years 2008-10? | As we understand this is typo error. | Please read the years as 2008-09, 2009-10 and 2010-11 |
| 236. | 13/3.1.2.2 | L3-Managers | As we understand this would be provided by the Bank. Vendor would have to provide only L1 & L2 resources. | Yes |
| 237. | 16/3.1.3 | Bank expected current state study document as well as future state Business Process Document | What all items you need covered in the Current State Document? Does this involve study of the current systems-hardware, software, networking, resources, processes & practices which Bank has in place? | Yes |
| 238. | 41/13 | The three separate sealed envelopes should be put together in | As we understand there are four separate sealed envelopes to be put | Bid security can be put inside the eligibility envelope, since eligibility envelope of all bidders will have to be |

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| | | another sealed master envelop. | inside a master sealed envelope- Eligibility sub-envelop, Functional / Technical sub-envelop, Commercial Bid sub-envelop, Bid-Security sub-envelop. Is our understanding correct? | opened. |
| 239. | 56/40 | Signing of the bid- The bid shall be signed by a person or persons duly authorized by the bidder with signature duly attested | Signature would be attested by our Company Secretary. Would that be ok? | It has to be an authorized signatory and this should be validated by a board resolution. |
| 240. | Appendix13 | Bank Guarantee Format | Whom should we address the Bank Guarantee? As per our understanding it is UCO Bank Head Office - 2, Department of Information Technology, 5th Floor, 3 & 4 DD Block, Sector - 1, Salt Lake, Kolkata 700 064 Is our understanding correct? | UCO Bank Head Office - 2, Department of Information Technology, 3 & 4 DD Block, Sector - 1, Salt Lake, Kolkata 700 064 |

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| 241. | 58/50 | The Bank reserves the right to do the price discovery | Will Bank negotiate price with all technically qualified bidders or with only HI? | The bank will not negotiate with anyone and only award the contract to the H1 vendor. |
| 242. | 46/16.9 | Bank would initially go with seat capacity of 50 for 1 year, 100 for 2nd Year, 150 for 3rd Year, 250 in 4th Year, 400 in 5th Year | Number of seats as mentioned is 50 for 1st year, 100 for 2 TM Year, 150 for 3rd Year, 250 in 4th Year, 400 in 5th Year. The operating window is 24x7x365. As we understand the number of agents would be much higher to take care of rostering & shrinkage for the 24 hours operations. Is our understanding correct? | The seat capacity is 50 for 1 year, 100 for 2nd Year, 150 for 3rd Year, 250 in 4th Year, 400 in 5th Year. |
| 243. | Appendix 04 | Number of resources required | Number of resources required as given in Appendix-04 is 50 for 1s year, 100 for 2nd Year, 150 for 3rd Year, 250 in 4th Year, 400 in 5th Year. As per our understanding the resources needed would be more depending upon the manpower | The seat capacity is 50 for 1 year, 100 for 2nd Year, 150 for 3rd Year, 250 in 4th Year, 400 in 5th Year. |

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| | | | sizing for the required number of seats as mentioned on Pg46 clause 16.9. Is our understanding correct? | |
| 244. | Appendix04 | Facilities management/ Administrator | Facilities management/ Administrator need to be onsite or can it be supported remotely? | The facilities management has to be onsite. |
| 245. | Appendix05 Table 11 | Cost of premises at Kolkata with electricity, power backup & other basic facilities (3000 sq ft.) | Premises needed as given in Appendix-05 (Table-11) are given as only 3000sq ft area? In our view this is too small an area to accommodate the entire operation of a 50 seater call centre. Can this area be increased? | We can evaluate this at the time of implementation. |
| 246. | Appendix14 | Site Visit-CIO | In site visit-CIO as given in Appendix 14-Evaluation Questions we would like to know if you would like to visit our site where we have implemented the technical solutions or you would like to visit the Centre from where we are | This is where the entire customer service centre is located and we would like to meet the CIO of the client organization. |

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| | | | <p>running the Customer Contact Centre Operations?</p> <p>Does CIO mean the CIO of your organization would visit or you would like to have our CIO present?</p> | |
| 247. | Appendix14 | Site Visit- Call Centre Manager | <p>In site visit-Call Centre Manager as given in Appendix 14-Evaluation Questions we understand that you would like to visit our Customer Contact Centre & evaluate the Centre Manager. Is our understanding correct?</p> | <p>This is a site where the vendor has implemented the contact centre for a client.</p> |
| 248. | Appendix14 | Site visit-Call Centre Agent | <p>In Site visit-Call Centre Agent as given in Appendix 14-Evaluation Questions we understand that you would like to visit our Customer Contact Centre & evaluate the Agents. Is our understanding correct?</p> | <p>This is a site where the vendor has implemented the contact centre for a client.</p> |

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| 249. | 41/2.1.2 | Bid submission Format | <p>We understand from the RFP that the following submission sequence needs to be adhered to for the Eligibility bid submission. Please confirm the same.</p> <ol style="list-style-type: none"> 1. Appendix 10 2. Appendix 8 3. Appendix 1 -(2.1.2.1 & 2.1.2.2), (2.1.2.9) <ol style="list-style-type: none"> a) Hardware & Software configuration and maintenance capability (2.1.2.5) b) Call Centre Operations Management Credentials (2.1. 2.6) & (2.1. 2.8). c) Other Services Managed / Provided (2.1 .2.7) 4. PB Information & Eligibility Proof (2.1 .2.3) | <p>Please refer the relevant RFP clauses as given in the document, requirement of the bank is mentioned clearly. No change in the RFP clause</p> |
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| | | | 5. Customer service capability (2.1.2.4) | |
| 250. | 41/Section 2 | <p>Eligibility criteria for the bidder</p> <ul style="list-style-type: none"> • The PB should have at least 100 employees in India • The PB/Consortium partner* must have executed minimum 3 customer service centre (call center) projects for established organizations in BFSI and at least one of them should be in scheduled commercial bank in India. | What specific proof / document is required to establish this | For the first item a letter signed by the authorized signatory and for the second one either a letter from the client or copy of the contract. |
| 251. | 2.1.2.3 | <ul style="list-style-type: none"> • Corporate structure, founder, and related history of the company • Ownership structure • Number of years in this business and relevant business lines | What specific proof / document is required to establish this | Annual Report, certificate of incorporation & Articles of associations. |
| 252. | 10 | At each site, selected bidder shall provide necessary infrastructure | Please provide detailed physical facilities requirements | <ul style="list-style-type: none"> • At Bank's Kolkata & Bangalore premises Bank will provide |

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| | | <p>and physical facilities such as furniture, hardware, software, telecom infrastructure</p> | <p>specifications which the PB needs to provision at Bank's Kolkata & Bangalore premises , including but not limited to</p> <ol style="list-style-type: none"> 1. Workstation specifications 2. Team leader workstation specifications 3. Furniture requirement specification 4. Cabins and meeting room requirements and specifications 5. Area which will be allocated for the contact center by Bank at Kolkata and Bangalore ...Only 3000 sq ft has been specified for Kolkata, what is the basis of the same. Does the same include scalability requirements? What is the area which would be allocated for Bangalore? | <p>cubicle/Workstation, Team leader cubicle/workstation, required furniture, fire alarm systems, access card, Electricity, Power Back-up, Physical Security, Lockers, Building Management Services (BMS), and Air-conditioning.</p> <ul style="list-style-type: none"> • PB should provide required desktops with latest and standard configuration to meet required functional and uptime requirements • Layout of the facility will be co-developed by the selected PB and the Bank. |
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| | | | <p>6. No of workstations PB needs to provide at each location</p> <p>7. Other specifications (cafeteria , washrooms etc)</p> <p>8. Details of expected interior design (including air conditioning system , fire alarm systems etc)</p> <p>9. Information security systems requirement (CCTV , access card etc)</p> <p>10. Electricity - How many phases required per centre? Who would be paying electricity bill?</p> <p>11. Power Back-up: Please let us know the capacity.</p> <p>12. Physical Security- Who would be providing guards? Bank or Vendor? How many guards would be needed?</p> <p>13. CCTVs- Who would be proving</p> | |
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| | | | <p>CCTVs? Bank or Vendor?</p> <p>14. Lockers- Who would be providing lockers? Bank or vendor?</p> <p>15. Building Management Services (BMS) - Who would be providing BMS? Bank or Vendor? In case vendor would we are required to provide BMS services to full building or part of building?</p> <p>16. Cafeteria - Who would be setting-up & managing the cafeteria? Bank or Vendor?</p> <p>17. Transportation- Who would be providing transportation facility? Bank or vendor?</p> <p>18. Air-conditioning -Who would be providing air-conditioning? Bank or vendor?</p> <p>19. Attached please find the</p> | |
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| | | | furniture, fixtures & other infrastructure requirements that we would like to have from the Bank. (Attached as separate sheet in the mail) | |
| 253. | 15/3.1.1 | Customer Access Strategy | Please share specific volume indicators from the past or present banking systems to identify the accurate capacity for the project. | For volume and capacity Please refer to Annexure I and clause 16.9 in RFP |
| 254. | 15/3.1.3 | Vendor is required to draft formal process manuals and call flow to handle scope as per Phase 1 | <p>1. Is there any module or flow currently available for all mentioned services which can be restructured as per Contact Centre requirement or do we need to develop it from the scratch.</p> <p>2. Initial stage we shall require T3 support for the initial batches and based on the ratios agreed for supervisory staff the further involvement of Client shall be</p> | To be drafted by the selected vendor during implementation. |

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| | | | measured. | |
| 255. | 21/3.1.6.6 | <ul style="list-style-type: none"> a) Analysis of complaints /grievances with longest turnaround. b) Reports to provide evidence of adherence to SLAs. c) Average time taken to answer the call for calls serviced d) Agents, IVRS. e) Average and maximum time in queue for each type of service. f) Average hold time of agents' position. g) Number of call abandoned, h) Number of calls answered. i) Efficiency of each agent / agent group etc. j) Average and total number of calls in a queue k. Average and total number of unanswered calls. k) Agent Activity | Are there specific SLA's? If yes please specify | SLA's is as per the annexure-II of RFP |

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| | | <p>Reports, both real-time and historical.</p> <p>l) Average and total number of free agents,</p> <p>m)Real-time exceptions, threshold definition and display.</p> | | |
| 256. | 22/3.1.6.7 | <p>100% recording of voice calls for the tenure of the project, all agent screens for the first 3 months and after that all financial transaction based screens only of all deployed agents for the tenure of the project should be recorded. The recordings should contain detailed call information and the solution must provide advanced searching capabilities</p> | <p>The 100% screen capture requires high storage capacity. Please clarify as dedicated server may be required for this activity</p> | <p>RFP clause is self explanatory</p> |
| 257. | 23/3.1.6.9 | <p>The bank expects the bidder to provide agents for Collections purposes who will execute outbound calling capabilities. The bidder</p> | <ul style="list-style-type: none"> • Please specify the regions we shall cover? • Does this require field activity for pickups and skip tracing? | <ul style="list-style-type: none"> • All branches excluding overseas branches • No field activity • Volumes will be decided at the time of |

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| | | <p>will have to implement a collections application that will interface with the Loan Application Solution to access the relevant customer data. The bank expects agents to identify portfolios with the bank and initiate outbound calls to customers. The overall customer service centre solution should have the capability to send SMSes to customers based upon pre-defined criteria,</p> | <ul style="list-style-type: none"> • What is the total volume and what capex would this be followed? • Do we require DRA certified agents? If no, would this be required at a later stage? Who would take the cost of DRA certification? | <p>implementation</p> <ul style="list-style-type: none"> • Yes all out bound calling agents will need to be DRA certified. |
| 258. | 22/3.1.7 | <p>The Customer service centre must initially support English, Bengali, Oriya and Hindi languages. Other local language support will be required in subsequent phases. The customer service centre solution being proposed must be capable to handle multiple Indian languages such as Telugu, Kannada,</p> | <p>Please share specific Capacity required for each language</p> | <p>Each agent must be conversant in three languages out of which English & Hindi will be mandatory. For the third language the breakup will be as follows:</p> <p>Bengali :30 % Oriya:10% Marathi:15% Tamil:15% Telugu:10% Kannada:10% Malayalam:10%</p> |

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| | | Malayalam, Marathi and Tamil | | |
| 259. | 25/3.2.2 | The Selected bidder should provide infrastructure (including IDS, IPS, firewall etc) for Internet and intranet access to all the CSR's and other officials. There should be redundancy in Internet links, service provider for higher uptime. The non-availability of any of the Internet links should not have any effect on the functioning of Contact Centre. The Selected bidder will be required to restrict the access of websites for the agents as per the UCO Bank requirements. | <ul style="list-style-type: none"> • What all specific sites or information shall be accessed by CSR thru internet on the production floor? • DO we have a KMT (Knowledge Management Tool) in place which can be utilized for information sharing with CSR for all relevant scope mentioned for Phase I? | RFP is self explanatory |
| 260. | 52/25 | In the event of failure of maintaining the uptime SLA, penalty of 1 % of the cost of concerned component per day would be levied subject to a maximum of 10% of | <ul style="list-style-type: none"> • What is the Uptime SLA? • How is the penalty calculated on the SLA? | The penalty would be applicable in case uptime is below 99.95 |

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| | | the total order value. | | |
| 261. | | Training | <ul style="list-style-type: none"> • What is the duration of Bank's product / process training module for new hires (agents)? • We typically adopt train the trainer approach during training of initial batch of agents. Wherein Client Trainers train new hires (trainers, agents, quality executives, managers etc) at contact center site. Thereon we will be responsible for ongoing training. • Will this approach be acceptable to UCO? • Any specific training requirements, we need to account for E.g. Number of days for soft skills training, any specific training environment requirements | <ul style="list-style-type: none"> • Selected bidder to provide Call Center specific training. Training on Banking products and services will be provided by the Bank for the first 20 agents, the vendor will be expected to provide this training to subsequent batches. • Agents are expected to perform as per leading practices and should have had at least 15 days of soft skills training. |

- Minimum educational qualification of the agents and supervisors should be Bachelors degree.
- Venue of Arbitration: The venue of Arbitration shall be at Kolkata.
- The last date of bid submission is hereby extended to 21st of Feb 2012(Tuesday) 4.00 pm.
- All other terms and conditions mentioned in the RFP Ref No. DIT/CSC/1788/2011-12 Dated 12.01.2012 and subsequent amendment Dated 17.01.2012 will remain unaltered.

Deputy General Manager (IT)

Dated: 01/02/2012