



# UCO BANK

Department of Information Technology  
H.O. – II, 3 & 4 DD Block, Sector – 1,  
Salt Lake, Kolkata – 700064

## REQUEST FOR PROPOSAL (RFP) For CUSTOMER SERVICE CENTRE

**RFP REF No. : DIT/CSC/1788/2011-12**

**Date : 12/01/2012**

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of UCO Bank and will not be returned. The Bank reserves the right to amend, cancel, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

*This document is prepared by UCO Bank for its RFP for its Customer service centre project. It should not be reused or copied or used either partially or fully in any form.*

<b>Bid Details – Control Sheet Table</b>		
1.	Date of commencement of sale of Bidding Document	12-01-2012
2.	Last date and time for sale of Bidding Documents	14-02-2012 up to 3.30 PM.
3.	Queries, if any, to be communicated by the bidders (on or before)	19 -01-2012 at 12.30 PM.
4	Pre-bid meeting	25 -01-2012 at 11.30 a.m. Bank's clarification / amendments to Pre-bid queries will be uploaded in Bank's website
4.	Last date, time & Venue for submission of Bid Documents	14-02-2012 4.00 PM at : UCO Bank Head Office – 2, Department of Information Technology, 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. (Bid documents should be dropped in the Tender Box,)
5.	Date and Time of Technical Bid & Commercial Bid Opening	Technical Bid – 14-02-2012 4.30 PM Date of Commercial Bid opening will be intimated to the bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	<b>UCO Bank</b> Head Office – 2, Department of Information Technology, "Conference Room", 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
7.	Address for communication	General Manager (IT) Department of Information Technology, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. e-mail : hodit.calcutta@ucobank.co.in Phone: 033-44559720 FAX: 033-23345013
8.	Cost of RFP document	₹ 10,000/- in the form of Demand Draft in favour of UCO Bank payable at Kolkata. The DD should be submitted along with the Eligibility Bid.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. on the next day.

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## 1 INTRODUCTION

UCO Bank having its Head Office at 10 BTM Sarani, Kolkata and Zonal Offices at 35 locations and more than 2300 branches across India has implemented 100% Centralised Banking Solution (CBS). The CBS software implemented is FINACLE version 7.0.19 from M/s Infosys Technologies Ltd. The bank has also implemented ATMs, Debit Cards, Internet Banking, Online Share Trading, Mobile Banking, Anti Money Laundering, LAPS and Government Business Module (GBM) for its customers. This Request for Proposal herein after referred to as RFP is being issued to select suitable service provider through a process of transparent evaluation and selection for setting up customer service centre operation at two different locations.

### 1.1 PROJECT OBJECTIVE

With the focus of Banks extending their customer service through various delivery channels, UCO Bank now wishes to provide services to their customers by setting up a customer service centre. The bidder would be required to design, size, deploy and manage the customer service centre solution which would be inclusive of the hardware, software, network, services etc; provision of the agents for the customer service centre would also be the scope of the bidder.

### 1.2 BROAD SCOPE

Bidder is required to submit their proposals in strict adherence with the following:

1. Supply the proposed Customer service centre System Packages (the licenses pertaining to the required modules).
2. Design, supply and implement all the required hardware to enable the proposed Customer service centre solution.
3. Provide implementation services for the application provided to carry out
  - ◆ 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
4. Provide agents for the customer service centre to handle the inbound and outbound calls
5. Provide ongoing annual maintenance and support services for the implemented solution (Hardware, Software & network equipments etc.)

## 2 ELIGIBILITY CRITERIA FOR THE BIDDER

The customer service centre bidder also referred to as prime bidder (PB) must satisfy the eligibility criteria as given below. The supportive documents for eligibility proof are mentioned in section 2.1.2 below.

Sr. No.	Eligibility Criteria	Supportive documents
1	The PB must be a Registered Company with legal presence in INDIA.	Refer 2.1.2.3
2	The PB should have a minimum turnover of INR 50 (Fifty) Crores per annum for the past 3 financial years i.e. 2008 – 2009, 2009-2010 and 2010 – 2011. Balance sheet of only the bidding company would be considered.	Refer 2.1.2.3
3	The PB should have been in business for at least the past 5 years	Refer 2.1.2.3 Certificate of Incorporation
4	The PB should have at least 100 employees in India	Refer 4.3
5	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.	
6	The PB or consortium partner should also have experience in supply, installation and management of customer service centre hardware	Refer 2.1.2.5
7	The PB or consortium partner should have minimum three years of experience in running a customer service centre, including supply and management of customer service centre agents	Refer 2.1.2.6

\*PB can form a consortium with a BPO vendor for providing people and processes for the Customer service centre solutions as described in clause 44 of this RFP. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made.

Only one submission by the PB will be permitted. BANK reserves the right to verify /evaluate the claims made by the bidder independently. Should there be any change of ownership of the prime bidder, the prime bidder must ensure that the services rendered to the bank would not be disrupted and be continued to be maintained as per the RFP terms & conditions. Any decision of BANK in this regard shall be final, conclusive and binding upon the bidder.

## 2.1 ELIGIBILITY EVALUATION

### 2.1.1 GENERAL INSTRUCTIONS

- 2.1.1.1 The PB needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the PB's proposal.
- 2.1.1.2 The PB is expected to provide proof for each of the points for eligibility evaluation
- 2.1.1.3 The proof provided has to be in line with the details mentioned in 'Appendix 1 Eligibility Evaluation Details'. Any credential detail mentioned in 'Appendix

1 Eligibility Evaluation Details' not accompanied by relevant proof documents from the clients will not be considered for evaluation.

2.1.1.4 All credential letters should be appropriately bound, labeled and segregated in the respective areas.

2.1.1.5 There is no restriction on the number of credentials a PB can provide.

2.1.1.6 Any assumptions made by the PB's in response of this RFP will be their own risk and cost. The bank will not be liable for any such assumptions / representations made by the PB's. The Bank's decision will be final.

## **2.1.2 ELIGIBILITY PROOF SUBMISSION FORMAT**

2.1.2.1 A hard copy of the credential letters from clients neatly bound and labeled.

2.1.2.2 Scanned copy of the credential letters from clients neatly bound and labeled.

2.1.2.3 PB Information

a. Provide details of organization along with all the key contacts including their work phone, cell phone, work address and e-mail details.

b. Provide certificate of incorporation

c. Provide audited annual statement of accounts for the last 3 financial years i.e. 2008 – 2010, 2009 – 2010 and 2011 – 2010 in support of the following :

- Turnover and profit from products / services
- Locations in which the company has offices.
- Total number of employees and employees in India

d. Provide the necessary documentation in support for the PB of the following:

- Corporate structure, founder, and related history of the company
- Ownership structure
- Number of years in this business and relevant business lines
- Certifications (SEI CMM, SAS 70, BS 7799, COPC etc.)

2.1.2.4 Customer service centre Capability

a. Solution Implementation capability

- Implementation Details:
  - Time-frame
  - Skills required for usage
  - Training provided (for usage)
- Maintenance support
- Any other information considered relevant by you for the purpose of evaluation

b. Credentials

Describe the bidding company's/Consortium partners experience in providing the products and services, relevant to this request, in the following format:

- Name of the company / Bank
- Year of installation
- Key client references for each product providing details such as name, address, e-mail address, phone no., fax no. and mobile no.

- c. The PB is expected to provide Customer service centre Executives who have expertise in developing the processes and operating the Customer service centre. Also, the PB should have a well defined methodology including processes and controls for providing customer service centre services in the financial/banking domain. In case, the PB does not have these skills in-house then the PB can tie-up with a business process outsourcing provider (BPO) having the above mentioned people and process capabilities and provide the relevant information asked for above.
- 2.1.2.5 Customer service centre Hardware & Software configuration and maintenance capability for PB or consortium member
    - a. Credentials in supply and configuration of Customer service centre on the supplied hardware, Operating System and Database and also Customer service centre operations.
    - b. Credentials in managing the hardware, Operating System & Database for Customer service centre.
    - c. Credentials in supply and configuration of CRM software and integration with Bank's backend application(s).
    - d. Key client references for each service providing details such as name, address, e-mail address, phone no., fax no. and mobile no.
  - 2.1.2.6 Operation of Customer service centre for PB or consortium member
    - a. Credentials for running customer service centre for at least three years.
    - b. Key client references for each service providing details such as name, address, e-mail address, phone no., fax no. and mobile no.
  - 2.1.2.7 The ACD, IVR and TPIN solutions each that are quoted should be implemented in a BFSI organisation in India with atleast 500 branches and should be supporting atleast 4000 inbound calls per day in a single installation.
  - 2.1.2.8 The prime bidder or consortium members should be offering a minimum of 10 agents each for retail banking processes, outbound sales calling and collections outbound calling to a BFSI organization in India.
  - 2.1.2.9 The credentials to be submitted by the PB for eligibility evaluation should be as per the format as prescribed in 'Appendix 1 Eligibility Evaluation Details'.
  - 2.1.2.10 The bank reserves the right to disqualify bidders that do not submit sufficient proof of credentials in order to meet the specified eligibility criteria
  - 2.1.2.11 The PB must submit in a separate sealed envelope credentials proving their eligibility to bid for the project. The credentials need to be provided in the format as described in 'Appendix - 1 Eligibility Evaluation Details' of this RFP. All supporting documents need to be enclosed. The envelope must be labeled 'Eligibility - Customer service centre Project'.
  - 2.1.2.12 The first stage of evaluation will be validation of the eligibility criteria. Only those bidders that meet the eligibility criteria will be considered for further stages of evaluation viz. the functional, technical and commercial stages.

### 3 SCOPE OF WORK

#### 3.1 CUSTOMER SERVICE CENTRE STRATEGY

##### 3.1.1 CUSTOMER ACCESS STRATEGY

UCO Bank intends on setting up a 24\*7\*365 voice and data based customer service centre to service its customers. 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 have to shift this Customer Service Centre along with infrastructure, resources etc to Bank's own premises in Kolkata. The bidder will have to factor the shifting cost to the bank's premises as part of their bid. The Bangalore customer service centre shall be set up after 12 months of go-live of the Kolkata customer service centre. After the Bangalore customer service centre becomes operational, the vendor shall route 50% of the calls to Bangalore site. However, it is reiterated here that Bank would like to operate at two locations simultaneously as a measure to limit operational risk and ensure continued customer service, i.e., both locations would be operational at the same time as well each site would be a DR site of the other. The Customer Service Centre project would be initially for a period of 5 years. The call routing to these locations will happen from the Kolkata site after both sites are operational, in the event the Kolkata site goes down, the service provider will have to point the calls to Bangalore site.

Initially the production infrastructure will be located at the bank's 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 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. 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 over a one month period.

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. The logical architecture is mentioned below:

**Infrastructure Status for the first one year and beyond**

3.1.1.1	Location for first year	Locations after one year
Infrastructure – Bangalore	Bank's BDC at Tata Communications which is primary for first year	
Agents – Bangalore	No agents for the first year	Bank Premises in Bangalore
Infrastructure – Kolkata	No infrastructure in Kolkata for the first year	Bank Identified premises in Kolkata which becomes primary after first year
Agents – Kolkata	Bidder premises in Kolkata	Bank Identified premises in Kolkata

**Connectivity Status for the first one year and beyond**

3.1.1.2	Connectivity for first year	Connectivity after first year
Bangalore Agent premises to Bangalore BDC	Not needed	Bank to provide in redundant mode
Bangalore BDC to Kolkata KDC	Bank to provide	
Kolkata KDC to Kolkata Agent premises	Bidder to provide in redundant mode	

### **3.1.2 AGENT SPECIFICATION FOR CALL HANDLING**

#### **3.1.2.1 Agent Qualities**

All the agents should have the following qualities:

1. The agent must have experience in handling and managing in bound and out bound calls
2. Ability to handle and track calls in a timely manner
3. Excellent communication skills (verbal – Languages: English, Bengali, Marathi, Hindi, Oriya, Tamil, Telugu, Kannada and Malayalam). Every agent must be fluent in English and Hindi. The bank will intimate the vendor on the initial regional language skills for other languages upto a period of the first six months at the time of contract signing. The languages mentioned above are indicative and any additional agent language requirements will be intimated one month in advance and the bank will pay no additional cost for these language requirements apart from the per agent cost.
4. Experience working within a high pressure and demanding environment
5. Agents must be deployable for 8 hour shifts including a total 60 minute break.
6. The bank reserves the right to interview all agents and reject agents if required
7. The project director must have atleast 10 years experience in handling call centre operations and 15 years overall work experience
8. The project manager must have atleast 7 years experience in handling call centre operations and 12 years overall work experience
9. Agents must handle a minimum of 80 calls per 8 hour shift during shift periods ranging from 7 a.m. to 1 a.m.  
From 1 a.m. to 7 a.m. they may handle call volumes as they occur. Estimated call volume is provided in Annexure-1

#### **3.1.2.2 Level wise Job roles**

The agent setup for the customer service centre would be a three tier structure. The bidder would need to provide agents for two levels.

Level wise breakup of the job roles for the agents:

- a. **L1 – General (Agents)** – These agents would solve minor technical / inquiry based difficulties / queries, make outbound calls for sales and collections and execute transactions.
- b. **L2 - Experienced Bankers (Supervisors)** – These agents would have a better understanding of banking and products UCO Bank has to offer. They should have analytical skill to understand the situation and explain to the customer ensuring satisfaction. They will also manage the customer service centre, agents and execute activities such as floor management.
- c. **L3 – Managers** – These are bank officers who would ideally handle the calls where the customer may not be satisfied / or which not have been able to resolve by the L1 and L2 explanation.

### 3.1.2.3 Agent Skill set Matrix

Agent Level	Strong Verbal communication skills	Teaming Quality	Leadership Quality	Banking knowledge	Financial decision making (such as discounting, canceling charges etc)	Monitoring Abilities	Ability to sell products	Collections Calling
L1	3	2	1	1	0	0	2	3
L2	3	3	2	2 (Should have knowledge on the products being offered)	0	3	3	3

Scale: 3 – Must Have; 2 – Should Have, 1 – Nice to have, 0 – Need not have

### 3.1.2.4 Quality Service required from the agents:

Maintaining customer satisfaction is a critical factor and some of the Metrics that are required to measure Customer Satisfaction are as follows:

- ◆ Number of calls resolved by L1 agents also called as First Point of Contact (FPOC) Resolution Rate (%)
- ◆ Average call response time (This is the average time taken by callers waiting in a queue to be attended by an agent). Also known as Average Speed of Answer( ASA)
- ◆ Average call handling time,(This is the average amount of time during which agents work with callers, including actual talk time, hold time and after call work / wrap up time)
- ◆ Abandoned call rate (%) (This is the percentage of calls abandoned by a caller when a caller is in agent queue)

- ◆ Average delay before abandon (This the average time spent by callers in agent queue before abandoning calls)
- ◆ Repeat call rate (%) (This is the number of calls relating to a previous ticket /.complaint number)
- ◆ Average After call work time / Wrap up time (This is the time taken by an agent to complete talks related to a call after the call has terminated. Ex. Data entry or placing outbound calls etc)
- ◆ Average hold time (AHT) (This is the average amount of time a caller is connected with an agent and placed on hold while waiting to be transferred for an escalation or while an agent seeks assistance for the caller's issue)
- ◆ Average talk time (ATT) (This is the amount of time a caller is connected with an agent and not on hold)
- ◆ Number of complaints escalated to Level 2 and resolution time
- ◆ Error rates (re-work and overrides)
- ◆ Customer survey results (call satisfaction levels).

### 3.1.3 PRODUCTS AND SERVICES

The proposed customer service centre will initially only focus on supporting the retail businesses of the bank. Corporate businesses will come under the customer service centre purview in subsequent phases.

The indicative list of queries / issues which are expected from the customer service centre would be as follows:

- ATM Queries
  - PIN not working / New PIN creation
  - Lost card / Card hot listing
  - Card not working / Card inactive
  - Card swallowed by ATM
  - ATM location
  - Incorrect amount dispensed
  - Transaction acknowledgement not printed
  - Account debit for unsuccessful transaction
  - Any others
- Retail Banking
  - Account opening status
  - Chequebook issue
  - Incorrect debits / credits
  - Information regarding products
  - Information regarding interest rates
  - Information regarding Forex rates
  - Cheque issue / deposit status
  - Stop cheque requests
  - Revoke Stop Cheque requests
  - Account Balance
  - Bill Payments requests
  - Account transfer requests
  - Deposit Creation requests
  - Demand Draft/Bankers Cheque issue requests

- Information regarding loans
- Loan outstanding / EMI information
- Interest certificate issue request
- Statement issue request
- Information on Education Loans / Apply for Education loans
- Tax payment requests
- Information on insurance products
- Information on mutual funds
- Revoke charges request
- RTGS/NEFT transactional queries
- Transactional queries pertaining to ASBA (Applications Supported by Blocked Amount e.g. IPOs) & Mobile banking
- Internet Banking queries
  - Account lockout handling
  - Password resetting
  - Internet account opening status
  - Online trading issue handling
  - Demat account issue handling
- Government Business queries
  - Provide information pertaining to Savings Bonds, PPF, Senior Citizen's Saving Schemes etc.
  - Accept collections of Central Excise and Service Tax
- NRI Banking
  - International Debit issue resolution (password reset, card unlocking, card hot listing, etc.)
  - International remittance query resolution
  - Home loans information, query resolution
- Mobile Banking
  - Activation
  - Deactivation
  - Wrong account mapping
  - Status enquiry
- Online Share-trading
  - Password Requests (reset, reissue, loss etc)
  - General product information requests
  - Account setup information (documentation, timelines etc)
- Cash Management Services
  - Inter-bank clearing services
- Retail Processing Hub
  - Information
  - queries
- SME Hub
  - Information
  - queries
- Collections Services
  - Outbound calling
  - Debt management of portfolios
- Outbound Services

- o Sales calls
- o Welcome calls
- o Verification calls
- o Quality of service calls
- o Linkage to branches

UCO Bank may add similar additional services to this list, upon serving notice to the Bidder. The Vendor is expected to draft formal process manuals and call flow to handle all above requests during the implementation phase. The bank will obtain necessary clearance / approval from it's concerned cell on the customer service centre processes drafted by the bidder. In case the concerned cell finds the processes drafted to the contrary to the Bank's policies and procedures, the bidder will modify or create a new process to ensure organizational compliance.

The process manuals for the "To be" state will involve additional processes that will be added to the "As is". E.g. Cheque book issuance. There is already an existing process in place for cheque book issuance from already existing channels (branches, Internet etc). With the setting up of the proposed customer service centre some additional processes will get added to the already existing "As is" process. Bidder will go with the "As is" and add processes which will come into play with the setting up of the proposed customer service centre.

The bank expects a Current State Study document as well as Future State Business Process document. The Bidder is expected to train agents to handle call requests, and any additional relate or similar requests as communicated by UCO Bank within the agreed upon Service Level Agreement (SLA). The Bidder must ensure that the customer service centre supervisor to agent ratio is at max 1:5.

#### **3.1.4 DESIGN AN INTEGRATED PROCESS INFRASTRUCTURE**

UCO Bank uses multiple applications to service all it's customers. The customer service centre bidder is expected to provide a transactional CRM software (work package) which interfaces to the below applications.

The work package must be able to track all calls and maintain a call history. The bank has assigned each customer with a customer ID. The customer relationships within each branch of the bank (individual account numbers) are mapped to this customer ID. The call history to be maintained can be against these customer IDs.

- Core Banking System
  - o UCO Bank uses Finacle as its 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.

- ATM

- UCO Bank uses the services of a third party vendor to issue and manage entire ATM card back office operations and an outsourced switch. Bank is also in the process of procuring own ATM/Transactional switch which the prime bidder shall integrate with the customer service centre solution in future. The bidder is expected to factor for the existing interface cost as part of this bid.
- The agents are expected to provide relevant information regarding ATM usage process and ATM locations to callers and to resolve ATM queries outlined in section 3.1.3 of this RFP. The work package must be capable to interface with the ATM application and display relevant information to agents.
- Any account credit requests are to be registered by agents and forwarded to UCO Bank back office.
- Issues pertaining to ATM card issuance, blockage, renewal etc. should be online and executed by the customer service centre. 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.
- Internet Banking
  - UCO Bank has a comprehensive Internet Banking portal. The bidder is expected to train agents on the entire internet banking workflow so as to handle any calls relating to the website and internet banking.
  - The agents are also required to be able to provide all information as available on the internet portal to calling customers.
  - The agents should be able to resolve queries related to internet banking account opening status, username and password issuance and resetting, login problems, account lockout problems, funds reversal issues, etc.
- Demat and online trading
  - UCO Bank has tied up with Religare Securities for online trading
  - The scope of the customer service centre is restricted to forwarding password requests, providing product and account registration specific information
  - The proposed customer service centre is expected to handle calls pertaining to information on Demat and Online trading accounts, account opening requests and account status.
- Bill pay and online Electronic ticketing
  - The work package should be capable of executing requests for bill payments which are offered through UCO Bank's online portal.
  - The work package should be able to provide information on how to use the electronic ticketing options from UCO Bank's online portal
  - (This includes but is not limited to the queries as listed in section 3.1.3).
- Lending Automation System (LAS)
  - The bank uses a third party application called LAS for all retail lending products from loan origination to issuance, servicing and closure.

- o The work package is to be integrated with this application for providing callers with information regarding loan types, loan application procedures, loan application status, EMI information, and loan outstandings and also take in requests for loan payments from customer bank accounts.

### **3.1.5 PROCESS DELIVERY**

Interfacing requirements to be assessed based on the product and service requirements of the bank.

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.

IN order to ensure the recency of master data in the customer service centre infrastructure the bidder is expected to finalise the periodic updation of all master data to the work package, tpin server, ACD etc from all relevant source applications to ensure that any incremental customer information is upodated on these systems. The bidder is expected to provide the interfacing strategy, approach, formats and finalise the same with the existing facilities management service provider of the bank.

In order to achieve this the service provider is expected to create a process for each and every activity to be offered through the customer service centre and link it to each and every department of the bank involved in the backend processing.

In order to ensure seamless process execution across the customer service centre and the bank departments, the bank expects the work package to have a backend module accessible by the backend departments of the bank.

The bank expects that queries generated by the front end are pooled at the end of day to each relevant back end departments who resolve them and update the back end work package in order that the customer service centre agents accessing the front end are aware of the query resolution.

The bidder is expected to clearly provide the licensing costs for front end and backend users for the work package in the commercial bid.

### **3.1.6 TECHNOLOGIES TO BE IMPLEMENTED**

The Bidder is expected to design, supply the latest version of the Customer service centre packages, implement/ commission and manage the solution. Each offer should specify only a single solution, which is cost-effective and meeting the tender specifications. It is the responsibility of the Bidder to decide the best suitable solution.

The high level business requirements are:

### 3.1.6.1 Interactive Voice Response (IVR) Menu System

- ◆ Receive all inbound calls on the telephone number specified by the Bank and prompts the callers to make their selection(s)
- ◆ Identify customer through CLI and support intelligent call routing
- ◆ Include speech recognition engine in order to support and interpret multiple languages, especially English
- ◆ Text – to – speech capability must be supported for multiple languages including English Bengali, Telugu, Tamil, Kannada, Malayalam, Oriya, Marathi and Hindi
- ◆ Provide an easy to configure system that enables the users to change the IVR tree with no hard coding
- ◆ Support messages scheduling
- ◆ The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.
- ◆ The IVR must integrate with the rest of the proposed solution (including the work package) to provide seamless customer service centre performance

### 3.1.6.2 Automatic Call Distribution (ACD)

- ◆ Handle high call volumes efficiently
- ◆ Support multiple groups for all call types
- ◆ Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently rout calls requesting further assistance to a smart Automatic Call Distributor (ACD)
- ◆ Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
- ◆ Support skill-based routing
- ◆ Deploy ports for inbound and outbound dynamically in a live environment
- ◆ Enable the handling of emails, chat, voice ,SMS, social media messages on the same platform
- ◆ Allow calls to be transferred within the customer service centre with data attached.
- ◆ Support the relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold

### 3.1.6.3 Computer Telephone Integration (CTI)

- ◆ Should be able to integrate with hybrid setup of a customer service centre solution.
- ◆ It should be interfaced with the Core system and the other third party applications of the bank so send/receive data which needs to be populated
- ◆ Ability to generate and service requests
- ◆ On transferring the call to another agent the screen too should be transferred to that agent's screen
- ◆ The CTI must be capable of activating the fast dialing feature of the ACD

- ◆ Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc
- ◆ Handle the events in linkage to the ACD system such as agent logged in, agent availability, agent ready, etc
- ◆ The CTI solution is expected to integrate to the work package and update the IVR usage details into the work package as the customer traverses through the IVR and reaches an agent

#### **3.1.6.4 Customer service centre Application**

- ◆ Support the Work Package (Ticket) with all related data logging and tracking
- ◆ Enable Managers/Supervisors to monitor the overall performance of the Customer service centre Agents and interact when needed
- ◆ 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
- ◆ 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.
- ◆ 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.
- ◆ 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.
- ◆ 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.

#### **3.1.6.5 Campaign and Leads Management**

- ◆ Provide the capability of management and execution of effective outbound calls involving marketing campaigns and calling back to customers
- ◆ Provide the capability to monitor & report of outbound calls activities
- ◆ Capability to link leads to capture the following types of leads:
  - a. Leads received from the customer service centre that should be transferred to branches
  - b. Leads generated from the outbound calling facility that are transferred to the respective branches
  - c. Leads received from branches that are updated in the system to be visible to the contact centre so they can be provided access to the application process
  - d. The Leads Management System should have an inbuilt workflow to track the detailed sales process across the sales processes configured and to provide periodic reports on the same

- e. The bank expects all types of periodic reports for the LMS solution and detailed functionalities are made available in Appendix 1
- f. The bank expects an enterprise-wide license for the LMS application
- ◆ The outbound calling functionality is to be provided for while the associated activities will not commence immediately post go-live.
- ◆ There would be no limit for a scrub list however the DNC or exclusion list must be capable to handle at least 100,000 entries

### 3.1.6.6 Performance Monitoring

- ◆ Provide the capability to define Key Performance Indicators (KPIs) and measure performance against defined KPIs, both online and with scheduled/ad-hoc reports.
- ◆ The contact center solution shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based.
- ◆ The system shall generate various statistical reports (hourly, daily, monthly), based on Call completion of agent position/groups.
- ◆ 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)
- ◆ Indicative analysis required to assist business performance improvement initiatives are
  - a. Root cause analysis of most frequent (e.g. Top 10) queries/complaints
  - b. Outcome code analysis
  - c. Analysis of regional/state-wise trends in queries/complaints
  - d. Analysis of product wise trends in queries/complaints
  - e. Revenue enhancement (cross-sell and up-sell) opportunities for different customer segments
  - f. Churn reduction opportunities by customer segment
  - g. Key factors driving increase in usage of bank's products
- ◆ An indicative list of reports needed to monitor customer service centre operational performance are:
  - a. Analysis of complaints/grievances with longest turnaround time
  - b. Reports to provide evidence of adherence to SLAs
  - c. Average time taken to answer the call for calls serviced through Agents, IVRS.
  - d. Average and maximum time in queue for each type of service.
  - e. Average hold time of agents' position.
  - f. Number of call abandoned.
  - g. Number of calls answered.
  - h. Efficiency of each agent / agent group etc.
  - i. Average and total number of calls in a queue.
  - j. Average and total number of unanswered calls.
  - k. Agent Activity Reports, both real-time and historical.
  - l. Average and total number of free agents.
  - m. Real-time exceptions, threshold definition and display.

- n. Average and total call duration for different agents/groups.
- o. Average and total queuing time.
- ◆ System shall support call-by-call reporting.
- ◆ The reporting tool shall include a designer module that allows designing of new reports as well as for customizing existing reports.
- ◆ The reporting tool shall be capable of exporting report details into various formats such as MS Excel, MS Word etc.
- ◆ Historical reports shall be available for agents, skills, trunk groups etc. on daily, weekly, monthly and yearly basis

### **3.1.6.7 Recording**

- ◆ 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
- ◆ Calls and Agent Screens must be stored on-line for 15 days and must be archived thereafter for a period of seven years. The media for archival (tapes) will be provided by UCO Bank.

### **3.1.6.8 TPIN Server**

- ◆ Provide a TPIN server and application that interfaces with the IVR, ACD, CTI and other applications as required ensure that the TPIN is the primary validation.
- ◆ Dynamically generate upto eight digit TPINs as required by the bank based upon leading algorithms and security standards as prevailing in the industry as of now.
- ◆ There should be no additional interfacing cost between the ACD, IVR and TPIN and it should be seamless.
- ◆ The TPIN generation process should support the latest guidelines stated by the RBI on online TPIN generation for transactions such as OTP generation etc.

### **3.1.6.9 Collections**

- ◆ The bank expects the bidder to provide agents for Collections purposes who will execute outbound calling capabilities. The bidder 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,

### **3.1.7 LANGUAGE REQUIREMENTS**

- ◆ 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, Malayalam, Marathi and Tamil

### 3.1.8 OPERATING WINDOW

- ◆ The customer service centre will operate on a 24x7 basis.
- ◆ The bank reserves the right to deploy agents in any of the 8 hour shifts.

### 3.1.9 SECURITY AND PRIVACY

- ◆ System must be designed in a way that guarantees that information is collected directly from the caller, and should only be used for the specific purpose for which it was collected. Privacy of customer information guidelines must be pushed to Customer service centre agents to ensure that customers are told how their personal data will be used, and that they be given the chance to access the information and to correct it, if necessary.
- ◆ System access to information proprietary to UCO Bank must comply with the bank's privacy and access to information security policy.
- ◆ System must maintain log including date, time, terminal number of each operation, done by every user/group and the same should be appended to transaction data or a separate log should be maintained.
- ◆ There should be a complete and comprehensive security from unauthorized access and misuse.
- ◆ Access to the system for all the users should be available only through menu selection of the user interface.
- ◆ System should have provision to block/delete/relocate users
- ◆ Access to data should be based on parameters such as viewing, modifying, authority level to access etc and should be linked to user access rights.
- ◆ Support encryption of data during exchange internally and with external systems.
- ◆ System should support the following:
  - a. Forced password change
  - b. Dual user authentication
  - c. Display last login/logout
  - d. Failed login attempts
  - e. Inactivity time out
  - f. No concurrent login
  - g. Block/delete/relocate users
  - h. Password control as per Bank's Standards (length, composition, expiry password history, etc.)
- ◆ System must comply with the following IT Security configurable requirements:
  - a. Password criteria restrictions
  - b. Password not displayed when entered
  - c. Password Length (Minimum and Maximum)
  - d. Password change interval
  - e. Password change warn time (notification for user to change)
  - f. Password change history (password cannot be repeated)

- g. Login session timeout
- h. Disallows concurrent login sessions
- i. Allows password reset
- j. Allows user to change password
- k. Account inactivity period before account lockout
- l. Allows password encryption during transmission (at logon time)

### 3.1.10 AUDIT TRAIL

- ◆ There should be a comprehensive audit trail detailing every user activity including system/security administrators with before and after image.
- ◆ Audit trails presented by the system should be very detailed with all the related fields, such as User ID, time log, changes made before and after, Machines ID, etc.
- ◆ Facility to generate security report(s) and audit the whole process from logs reports at any future date.
- ◆ System should have a special interface for auditors and IT users where access to all data would be allowed without any modification or change permission.
- ◆ The system should have complete audit trail of any changes to the system e.g. alert generated, system configuration, etc.
- ◆ The system should not allow audit log to be deleted and any attempts to delete must be logged.
- ◆ The system should have the following standard reports:
  - a. List of users, user privileges and status
  - b. User sign-off and sign-on
  - c. User violation – unsuccessful logon attempts
  - d. User additions, amendments and deletions with before and after image
  - e. Number of incoming calls handled
  - f. Number of outgoing calls placed
  - g. Average talk time for calls handled - measured
  - h. Average active time per call
  - i. Summary of the interval of time required for handling incoming calls
  - j. Number of calls exceeding threshold (i.e. calls waiting in queue longer than given time)
  - k. Average time in queue by call type
  - l. Number of abandoned calls

### 3.1.11 CUSTOMER ACCOUNT ENABLEMENT

- ◆ The Bank wishes to provide the services of the customer service centre to all its customers
- ◆ 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
- ◆ The TPIN must be separate from the ATM PIN
- ◆ Therefore the bidder should provide a TPIN server which should integrate with the ATM switch which hosts the data of all the ATM holders. The customer service centre customers should be all these ATM card holders

and the ATM pin should be their login password for the first time; subsequent to which they should be prompted to change their TPIN.

## **3.2 TECHNICAL INFRASTRUCTURE**

The bank reserves the right to place its officers there and plans to house atleast 4 officers there who would be 3 senior managers and 1 chief manager. The bank expects 1, 25 X 25 square foot cubicles. The bank's customer service centre technology infrastructure must be housed in the bidder's premises. As part of the solution proposal the bidder is expected to provide a floor plan showing the bank's seating infrastructure and technology infrastructure in their own premises.

### **3.2.1 HARDWARE & PLATFORM**

The bidder is required to design, size, procure, deploy and manage the complete customer service centre solution in a web enabled environment. The bank expects the bidders to provide all customer service centre equipment, routers, switches, desktops, LAN Cabling and printers. UCO Bank expects the bidders to submit a complete, detailed proposal covering all items of the implementation, covering all the hardware, infrastructure and any required software licenses in an itemized format with all relevant details. The architecture and methodology of the solution is required to be provided by the bidder as per the requirements mentioned in this tender document. The proposed hardware should support at least 700 concurrent users.

### **3.2.2 INTERNET AND INTRANET:**

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.

### **3.2.3 DATABASE**

UCO Bank currently uses Oracle for the core banking application. The 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.

### **3.2.4 HIGH AVAILABILITY**

The PB is expected to provide equipment which has inbuilt redundancy to ensure business continuity incase of component failure within the supplied hardware devices. There should be no single point of failure in the entire solution.

### 3.3 SERVICE REQUIREMENTS

The bidder is expected to design the identified processes using the below matrix template at the time of implementation in concurrence with UCO Bank's respective departments. A sample is given below.

Process	Agent Level	Authorizer	System Process	Manual Process	Templates	Turnaround time
<b>General Functionality</b>						
Account Balance	✓		✓		✓	
Cheque Book request	✓		✓		✓	
Cheque Status enquiry	✓		✓		✓	
Stop Cheque payment	✓	✓	✓		✓	
Loss of cheque book	✓		✓		✓	
Bill payment	✓	✓	✓		✓	
Internet user id	✓		✓		✓	
Mobile Banking registration	✓			✓	✓	
Account statement request	✓		✓		✓	
Funds transfer between own accounts	✓	✓	✓		✓	
<b>Loan Functionalities</b>						
Details of outstanding loans	✓		✓		✓	
Inquiry about loan account	✓		✓		✓	
Request for interest certificate	✓		✓		✓	
Repayment schedule	✓		✓		✓	
<b>Fixed deposits</b>						
Open FD	✓	✓		✓	✓	
Renewal of existing FD	✓	✓	✓		✓	
Enquiry on existing FD/TDS	✓				✓	
<b>Demand Draft</b>						
Request for Demand draft	✓	✓		✓	✓	
<b>Others</b>						
Lost / Replacement of card	✓			✓	✓	
ATM pin re-issue	✓		✓		✓	

Standing instructions	✓	✓			✓	
Hotlisting of cards	✓	✓		✓	✓	
<b>Internet Banking</b>					✓	
Username & Password request	✓		✓		✓	
Login problems	✓			✓	✓	
Account lockout issues	✓	✓		✓	✓	
Funds reversal issues	✓			✓	✓	
<b>Collection Services</b>						
Outbound calling	✓	✓		✓	✓	✓
Payment status updation	✓	✓		✓	✓	✓
<b>Outbound Calling</b>						
Sales	✓	✓		✓	✓	✓
Welcome Calls	✓	✓		✓	✓	✓
Verification calls	✓	✓		✓	✓	✓
Quality of Service	✓	✓		✓	✓	✓

### 3.4 IMPLEMENTATION SERVICES

The Bidder has to provide all implementation services onsite and is expected to cost for these services accordingly. A list of implementation services required is listed below.

#### 3.4.1 BUSINESS PROCESS ANALYSIS & DOCUMENTATION FUNCTION

*Tasks:*

- ◆ Understand the current state (As-Is) business processes and functions pertaining to the business areas included in the scope
- ◆ Develop the future state (To-Be) business processes (facilitated by the Proposed Customer service centre Solution Package)

*Deliverables:*

- ◆ Current State Study document
- ◆ Future State (To-Be) Business Processes Document

#### 3.4.2 CUSTOMER SERVICE CENTRE FLOOR LAYOUTS

*Tasks:*

- ◆ Provide the floor plans to UCO Bank for the premises where the customer service centre is going to be hosted
- ◆ Design the customer service centre floor layout for planned agents, bankers and managers who will be operating the customer service centre
- ◆ Provide detailed specifications of furniture and fittings required for customer service centre personnel

*Deliverables:*

- ◆ Customer service centre floor plan and seating plan
- ◆ Detailed list and specifications of furniture and fittings to be installed by the bidder in a separately enclosed area

### 3.4.3 DEPARTMENT OF TELECOMMUNICATIONS CLEARANCES

**Tasks:**

- ◆ Facilitate the registration of the Customer service centre with the Department of Telecommunications (DoT)
- ◆ Ensure that UCO Bank gets all requisite clearances and licenses from the DoT for its domestic customer service centre before the planned go-live date

**Deliverables:**

- ◆ DoT registration of customer service centre with all requisite approvals and clearances this will include all costs for any liaisoning to be done.

### 3.4.4 SYSTEM INSTALLATION

**Tasks:**

- ◆ The implementation will consist of implementing the proposed Customer service centre setup including all the applications
- ◆ The Bidder will be responsible for setting up all the components including viz. hardware, network, IVR, software, phones and headsets.
- ◆ Setting up the voice prompts as per the requirements of the Bank
- ◆ The Bidder will be responsible to arrange for a voice artist to record all IVR messages in both Hindi and English. The Bidder must arrange for a recording studio at no extra cost where the recording of IVR messages will take place.
- ◆ The bidder is also expected to provide an additional per hour cost for the recording studio and for the artiste for future use for TCO purposes for ten hours each.
- ◆ The Bidder will be responsible for installing the applications with all the customizations duly tested
- ◆ The Bidder will set all the parameters in the applications as accepted in the test environment. The Bidder shall be responsible for accuracy of the parameters set according to business needs of the Bank.

**Deliverables:**

- ◆ Procure, install, configure and commission the hardware and network components in the server and telecom room
- ◆ 400 Digital phone instruments supplied which are interoperable with any customer service centre platform to be supplied is phases as mutually discussed with one months notice, the same rate will be used for additional purchases.
- ◆ Procure and configure the phones for the customer service centre agents
- ◆ Recording of voice prompts and IVR messages by voice artist in a recording studio
- ◆ Provide the manuals and management of the following:

- Administration
- Users
- Technical Services
- Security
- Operation Manual/Services
- System backup
- ♦ The following documents:
  - Technical Design Document<sup>1</sup>
  - Backup Procedure Manual
  - Logical Database Design
  - Data Dictionary

### 3.4.5 NETWORK IMPLEMENTATION

#### *Tasks*

- ♦ Devise architecture considering government guidelines, customer convenience, calling costs etc.
- ♦ Configure network equipment
- ♦ The Selected bidder must provide Fail Safe Data Network to transport data, voice, web etc to Contact Centre locations with adequate bandwidths.
- ♦ The entire Network should have inbuilt redundancy to ensure high uptime. Adequate Network security but not limited to the following should be in place:
  - ♦ Network security should be maintained by having password and audit control on Network equipment. Internet connectivity should be restricted (i.e. only necessary sites are accessible).
  - ♦ Firewall and IDS/IPS protection must be in place.
  - ♦ Separate VLAN for UCO Bank process.
  - ♦ Proper Antivirus security with centralized updates.
  - ♦ LAN maintenance at both the Contact Centre locations

#### *Deliverables:*

- ♦ Complete architecture of the customer service centre with reference to the network
- ♦ Supply and Deployment of Network & Security Components
- ♦ Bandwidth requirements

### 3.4.6 SYSTEM CONFIGURATION

#### *Tasks:*

- ♦ Define a Test & Development Environment
- ♦ Configure/setup the Test & Development Environment to facilitate the interfaces development and any required customization
- ♦ Configure the end user terminals viz desktops/laptops/phones etc
- ♦ Define the Production Environment
- ♦ Configure/setup the Production Environment

- ◆ Build the IVR Call Flow & Call Tree
- ◆ Configure and implement the voice prompts
- ◆ Define n number of intelligent call codes to be used across the system viz. the work package, ACD, CTI and IVR

***Deliverables:***

- ◆ Test & Development environment setup
- ◆ Production environment setup
- ◆ Setup/Configuration Document
- ◆ IVR Call Flow & Call Tree setup
- ◆ Setup / Definition of call codes

### **3.4.7 APPLICATION DEVELOPMENT**

As part of the evaluation process, UCO Bank has provided the details of the requirements in this Request for Proposal (RFP). The bidders have to map these requirements to select modules within their applications that will best address these requirements. Any gaps in functionality and areas of customization identified by the bidder or interfaces to be built should be listed in the format provided in Appendix 2. The Bidder is expected to provide a solution for each listed gap, and to explain any development/customization required as part of their solution.

***Tasks:***

- ◆ Identify any application gaps that require customization`
- ◆ Design, develop and test any required customizations
- ◆ Design/Develop/Test the required interfaces

***Deliverables:***

- ◆ Implement the Code for:
  - Any customized software
  - Any interfaces
- ◆ The following documents:
  - Application Gaps Document
  - Customization Solution Design Document
  - Interface Specification Document

### **3.4.8 USER ACCEPTANCE TESTING**

***Tasks:***

- ◆ Develop Test Scripts
- ◆ Support User Acceptance Testing (UAT) Activities
- ◆ Resolve any reported problems during the UAT
- ◆ Provide a details testing schedule

***Deliverables:***

- ◆ Test Scripts
- ◆ Detailed test plan

- ◆ Implement all the updated codes for customization and interfaces
- ◆ Resolve errors identified during testing phase. At least 4 personnel to provide on-site support in this phase
- ◆ Prepare production environment based on error resolutions and final set of parameters.

#### **3.4.9 KNOWLEDGE MANAGEMENT REPOSITORY**

*Tasks:*

- ◆ Collate and document information on all products, services and relevant businesses of UCO Bank which may be serviced through the customer service centre
- ◆ Place all documented information in a knowledge repository which is to be used by the work package

*Deliverables:*

- ◆ Documents covering all products, services and relevant businesses of UCO Bank
- ◆ Knowledge repository to be populated with documents
- ◆ Documents from knowledge repository to be used by the customer service centre work package

#### **3.4.10 LINKAGES TO UCO BANK'S BACK OFFICES OR BRANCHES**

*Tasks:*

- ◆ 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

*Deliverables:*

- ◆ Appropriate linkages to the city back offices or branches of UCO Bank

#### **3.4.11 GO-LIVE AND POST-IMPLEMENTATION SUPPORT**

*Tasks:*

- ◆ Go-Live planning including cutover strategy
- ◆ Production (Post Implementation) onsite support after going live.
- ◆ Develop Recovery Procedures

*Deliverables:*

- ◆ Production Cut-Over Strategy
- ◆ Recovery Procedure Document
- ◆ On-going people deployment
- ◆ On-going SLA monitoring and support

### 3.5 FACILITY MANAGEMENT

#### 3.5.1 SERVICES TO BE COVERED:

The Bank intends that the contract which is contemplated herein with the Bidder shall be for a period of five years (5 years) post go-live of the customer service centre and shall cover all deliverables and services required to be procured or provided by the Vendor during such period of contract. The Bidder needs to consider and envisage all services that would be required in the maintenance of the facilities. Facility Management (FM) is envisaged for the smooth functioning of the customer service centre solution in totality. FM for all purposes means all AMC, warranties, annual technical support for all applications, hardware, network equipments, bandwidth and interfaces provided, quoted and developed by the bidder and all other costs necessary and incidental for the maintenance and support of the infrastructure and equipment. The bank will report issues over the telephone, email or a web based helpdesk tool. Each issue will be provided a unique ticket number for tracking purposes.

The FM services shall include:

- ◆ Hardware Management (Servers, Peripherals, etc.)
- ◆ System Administration
- ◆ Software Maintenance and support

The bidder will be solely responsible for providing all services as mentioned above for all applications and hardware quoted by the bidder as a part of the bid.

The bidder must provide details on products, tools and people that would be utilized to provide above mentioned FM services in the format outlined in Appendix 9

#### 3.5.2 SCOPE OF THE FM SERVICES

This section describes the services required by the Bank. The Bidder shall consider and envisage all services that will be required in the maintenance of these facilities. The Bidder must agree that these services and the management of these services will be provided for all the components of the customer service centre implementation.

The bidder is expected to provide AMC, ATS / Software Assurance & Warranty for the software & hardware provided in this bid. The Bank intends the vendor appointed under the RFP shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

##### 3.5.2.1 Hardware Management (Servers, Peripherals etc.)

- ◆ As a part of FM, the Bidder shall provide services relating to maintenance and support to hardware and other peripherals.
- ◆ The Bidder shall provide the services to ensure appropriate computer platform hardware (e.g., processor, memory, network interface card, etc.) and system software (e.g., operating system, database, middleware etc.) are available to the specified server type.

- ◆ The Vendor shall provide services, which include requirement analysis, hardware and system software platform acquisition, testing, verification, and installation, problem identification, root cause analysis and problem resolution. The Vendor accepts that these services allow access to business critical software. The Vendor agrees that services provided include implementation and maintenance of the server and peripherals as well as installation of the licensed software and other software used by the solutions quoted by the vendor.
- ◆ The Vendor shall provide for maintenance of Hardware, including preventive Hardware support, as well as repair and / or replacement activity after a problem has occurred, Warranty service management and Vendor liaisoning and ensure service levels are met.
- ◆ During the breakdown of the "Computer Hardware and Peripherals" and "Other Equipment", the Vendor shall provide standby equipment of the same make / model or of higher configuration in place of the original equipment taken to their premises / service center, etc. for repair / replacement as per the agreed service level agreement.
- ◆ If the items of "Computer Hardware and Peripherals" and "Other Equipment" are to be replaced permanently, the Vendor shall replace the equipment of same Make/ Model/ configuration or of higher configuration. However, the Bank may accept different make/model/ configuration at its discretion if the original make/model/ configurations are not available in the market due to obsolescence or technological upgradation, stoppage of the production of the same make/model/ configuration by the manufacturer or cessation / winding up of the Company. The price benefit if any gained in the process by the Vendor, is agreed by the Vendor to be passed on to the Bank.
- ◆ Vendor shall provide Hardware maintenance services including preventive maintenance (e.g., running standard diagnostics, machine cleaning, checking cables and ports), corrective maintenance to remedy a problem, and scheduled maintenance required to maintain the Hardware in accordance with manufacturers' specifications and warranties.
- ◆ Vendor shall request the dispatch of the appropriate Vendor maintenance provider for Hardware maintained under a third party agreement.
- ◆ Vendor shall co-ordinate and schedule maintenance activities with the End User and appropriate support functions of the Bank (e.g. network support, facilities support, etc.).
- ◆ Vendor shall maintain accurate documentation on the current location and status of Hardware in the process of being repaired.
- ◆ Vendor shall provide maintenance data, as reasonably requested by the Bank, to support replacement / refresh scheduling.
- ◆ Vendor shall provide support and assistance, as required, to isolate complex network, operational and software problems.
- ◆ Vendor shall track and report observed Mean Time between Failures (MTBF) for Hardware.

- ◆ Vendor shall backup, remove, protect, and restore programs, data and removable storage media in a machine prior to presenting the machine for service.
- ◆ The Vendor shall provide all maintenance services in accordance with the Service Levels
- ◆ The vendor will conduct system health checks and system audits at periodic interval. The health check of the systems can be done from the bank's premises only.
- ◆ Hardware or software installation, de-installation, re-installation and maintenance.

### **3.5.2.2 System Administration:**

- ◆ Provides for system administration services. Examples of these services are:
- ◆ Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc. on the system. ;
- ◆ File / system / application access management - Maintaining file and directory permissions on OS and application access management like creating user accounts at application level, assigning application access, setting application passwords, user lockout, etc.;
- ◆ Security monitoring and investigation - Monitor physical security, Assess risks on a particular system [OS environment and user needs], Monitor network security, track logins, logouts, command runs;
- ◆ Performance optimization and reporting - Process and Memory Management, Monitoring CPU performance, Monitoring Memory performance, Monitoring Input/Output performance, Monitoring Ethernet Traffic, etc.;
- ◆ Error detection and correction;
- ◆ Troubleshooting and client support; and
- ◆ Backup File Retention - Creating backup schedule, performing backups and restoring files, Storing backups and managing media life expectancy for storage media, etc. Backups need to be taken by the vendors for the entire period of FM. For this purpose the vendor needs to factor the number of tapes which would be necessary which the bank will provide.
- ◆ Monitor measure and analyze systems performance as it compares to the Service Levels and provide periodic reports to the Bank.
- ◆ Monitor and adjust workload and resources including workload planning, job scheduling and operational backup/recovery for Servers.
- ◆ Notify the Bank when any element (e.g., file server disk capacity and memory, number of printers, etc) reaches critical utilization levels
- ◆ Application management including day end updates, periodic and daily backups.
- ◆ The Vendor shall provide a single-point-of-contact to the Bank for the resolution of issues and management of the project.

### 3.5.2.3 Software Maintenance and Support

- ◆ The Software Maintenance and Support Services contemplated herein shall be provided for all Software implemented by the vendor. The vendor shall render on-site support services to the Bank.
- ◆ The Maintenance and Support Services will cover:
- ◆ All product upgrades, modifications, enhancements that have to be provided to the Bank free of charge.
- ◆ Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Banking practices in India. It will also include all the functionalities mentioned in Appendix 2.
- ◆ Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the Application.
- ◆ Upgrades would include product releases made by the Vendor to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.
- ◆ No customization and subsequent implementation charges will be payable by the Bank for enhancements, modifications and upgrades.
- ◆ Future upgrades, modifications or enhancements shall not affect the current working of the software and all current functionality shall be migrated to the new / enhanced version.
- ◆ The Vendor shall implement the new/enhanced version and that the Bank will bear no cost for migrating the existing functionality to the new / enhanced version.
- ◆ The Vendor shall apply regular patches to the licensed software including the operating system, Databases and other Applications as released by the Original Equipment Manufacturers ("OEM's"), for which the Bank will bear no additional costs. The Vendor agrees that the business of the Bank will not be affected adversely as a result of any new releases, enhancements, patches, etc.
- ◆ User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the above;
- ◆ Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies;

### 3.6 PROJECT TIMEFRAME

UCO Bank expects the vendor to complete the implementation based on the following timeframe2:

- ◆ Project mobilization: 2 weeks from signing the master contract
- ◆ Project implementation: 12 weeks from signing of contract/acceptance of purchase order.

The vendors would be required to submit a complete activity wise timeline as part of the response to the RFP

## 4 PAYMENT TERMS

Terms of Payment will be as under:

No advance payment will be made. The financial bid submitted by the vendor must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. 95% of the total price bid will be paid out as per the below allocation. The remaining 5% of the price bid will be paid out when the Vendor procures all clearances and licenses from the Department of Telecommunications for the customer service centre. The payment terms need to be read in conjunction with the price bid:

### 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

### 4.2 *Customer service centre SMS Pricing*

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of SMS functionality
- 30% on successful completion of 3 months post go-live of Customer service centre

### 4.3 *Customer service centre TPIN Pricing*

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of TPIN functionality
- 30% on successful completion of 3 months post go-live of Customer service centre

### 4.4 *Customer service centre IVR costs:*

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of IVR functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

### 4.5 *Customer service centre Dialer costs:*

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of Dialer functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

### 4.6 *Customer service centre PBX costs:*

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of PBX functionality

- 30% on successful completion of 3 months post go-live of Customer service centre.

**4.7 Customer service centre Headsets costs:**

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of Headsets functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

**4.8 Customer service centre CTI costs:**

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of CTI functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

**4.9 Customer service centre Work Package costs:**

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of work package functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

**4.10 Customer service centre Logger costs:**

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of Logger functionality
- 30% on successful completion of 3 months post go-live of Customer service centre.

**4.11 Customer service centre Agent costs:**

- Payable monthly at the end of the month on the basis of the actual number of agents deployed. The vendor has to submit a weekly timesheet for each agent signed both by the bank and vendor officials based upon which such payments will be made. The vendor is expected to maintain and submit a timesheet for such purposes based upon which payments will be processed.

**4.12 Customer service centre 'Others' Pricing**

- 15% on signoff on the Business Process Analysis & Documentation.
- 25% on User Acceptance Test sign-off.
- 25% on go-live of concerned hardware/software functionality
- 30% on successful completion of 3 months post go-live of Customer service centre

## **5 PAYING AUTHORITY**

The payments as per the Payment Schedule covered hereinabove shall be paid by concerned department, Head Office-2, 3,4 DD Block, Sector I, Salt Lake, Kolkata. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned sites where the purchased equipments have been delivered. Also the bidder has to submit the certificate

of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third part liabilities.

## **6 WARRANTY**

Selected bidder should guarantee that the hardware equipments delivered including all components to the Bank are brand new. Selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Select bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank. The bidder shall submit Original Equipment Manufacturer's (OEM) certificate for all hardware supplied.

If any particular hardware is frequently becoming out of order for more than three times in a month and for two consecutive months, the Bank may ask the selected bidder to replace the hardware and the selected bidder shall replace the hardware with another brand new same hardware at no extra cost to the Bank.

Warranty should not become void if Bank buys any other supplemental hardware from a third party and install it with these equipments. However, the warranty will not apply to such third party hardware items installed. The warranty shall start from date of implementation/operation of the solution.

The selected bidder should also guarantee that all the software supplied by the vendor is licensed and legally obtained. The selected bidder should provide three years onsite comprehensive warranty for all hardware and network components. to be provided by the bidder for the contract period.

## **7 ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SUPPORT**

If the bank desires the selected Bidder is expected to maintain the CUSTOMER SERVICE CENTRE solution, other software and equipments supplied for at least 2 years after the expiry of warranty period of 3 years. The same maintenance standards specified for warranty period is applicable during the AMC/ATS period as well.

If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no charges to The Bank, during the currency of warranty period and AMC. 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).

## **8 MAINTENANCE STANDARD DURING WARRANTY**

The vendor should ensure 99.95% uptime of individual components (to be

calculated on quarterly basis) during warranty period. Selected bidder is expected to submit this report within a week after expiry of every calendar quarter. Delays, if any, on account of procurement of spares will not be exempted while reckoning the uptime SLA. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 2 hours.

## 9 TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of ₹ 10000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata.

General Manager (IT)  
UCO Bank, Head Office-2  
3 & 4 DD Block, 7<sup>th</sup> Floor, Sector-I, Salt Lake  
Kolkata – 700064. Phone no: 033-44559720  
Fax no: 033-44559705. E-Mail: hodit.calcutta@ucobank.co.in

The tender document may also be downloaded from the bank's official website [www.ucobank.com](http://www.ucobank.com). The bidder downloading the tender document from the website is required to submit a non-refundable fee of ₹ 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank.

## 10 EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/Bank Guarantee as given in appendix xx in favor of UCO Bank payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Customer service centre Project	₹ 1,00,00,000/-

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of BANK
  - To furnish performance Bank Guarantee in the form and manner to the satisfaction of BANK within the stipulated time period.

## **11 PERFORMANCE GUARANTEE**

The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for a period of 60 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the bank at its discretion may cancel the order placed on the selected bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Bank incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **12 CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT**

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date and time mentioned in the bid control sheet. Further, at least 7 days time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

## **13 SUBMISSION OF OFFER**

The bidder shall structure its response in the following order:

The bids shall be submitted in four parts viz. Eligibility, Functional/Technical Bid, Commercial Bid and Bid security. Eligibility, Functional/Technical Bid and Commercial Bid shall be submitted in separate sealed sub-envelopes super scribing "ELIGIBILITY FOR UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON ..... , DUE DATE ....." on top of the sub-envelope containing the credentials for eligibility, "FUNCTIONAL/TECHNICAL BID FOR UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON..... DUE DATE ....." on top of the sub-envelope containing the functional/technical bid and "COMMERCIAL BID FOR UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON..... DUE DATE ....." on top of the sub-envelope containing the commercial bid.

The Bid security should be enclosed in the third sub-envelope super scribing "BID SECURITY FOR UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON..... DUE DATE ....."

These three separate sealed sub-envelopes should be put together in another sealed master envelope super scribing BID for UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON ..... DUE DATE ....."

Bidders shall also submit a copy of the total bid in a separate single sealed outer cover duly sealed and superscribed "BID for UCO BANK CUSTOMER SERVICE CENTRE PROJECT SUBMITTED BY ..... ON ..... DUE DATE ....." (Duplicate Copy).

The bids (Main copy and Duplicate copy) shall be dropped/ submitted at UCO Bank's address on or before the date and time given in Bid Detail- Control Sheet Table. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder. In case of any discrepancy in the Main copy Bank may open the Duplicate copy of the bid at its discretion in presence of bidders.

### **13.1 Eligibility proof should contain**

- Lists of credentials in format specified in Appendix 01 – Eligibility Evaluation Details
- Proof of credentials as outlined in section 2.1.2 of this RFP

### **13.2 Functional/Technical Bid should contain**

- Table of Contents (list of documents enclosed)
- 1 copy of the functional/technical proposal with pages properly numbered.
- 1 compact disk (CD) containing the soft copy of functional/technical proposal
- 1 Conformity with Hard Copy Letter in the format outlined in appendix 7
- 1 Conformity letter in the format outlined in appendix 15
- A copy of the entire price bid after masking the prices should accompany the functional/technical proposal.
- Bill of Material without any price information-as part of appendix 3

### **13.3 Commercial Bid should contain**

- Table of contents(list of documents enclosed)

- One hard copy of the commercial proposal.
- Please note that if any envelope is found to contain both functional/technical and commercial offer, then that offer will be rejected outright.
- The bids shall be dropped/ submitted at UCO Bank's address on or before the date and time given in Bid Detail- Control Sheet Table. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.
- All envelopes must be superscribed with the following information:
  - Name of Bidder
  - Offer Reference
  - Type of Offer (functional/technical or Commercial or eligibility )

**Note:**

- If the outer cover/envelop are not sealed & superscribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
- If any inner cover/envelop of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelop is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.
- If financial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

**Functional Requirements**

The functional requirements are attached as Appendix 2. Vendors need to respond to the functional requirements.

**Technical Requirements**

The technical requirements are attached as Appendix 3. Vendors need to respond to the technical requirements.

**13.4 Interface Requirements**

The vendor needs to propose the methodology for interfacing the customer service centre solution with various host and satellite systems in the bank.

**13.5 Project Implementation and Management**

The vendor needs to elaborate on the proposed methodology for project implementation and management. These should include

- Detailed Project Plan
- Vendor personnel qualifications, including education, certifications, relevant work experience.
- Business Process Analysis and Documentation
- Gap Analysis and Customization
- Product Parameterization
- User Acceptance Testing
- System Installation and configuration

- Go-Live and post implementation support
- Version Releases
- Error and Data fix management
- Project Management Office Setup

### 13.6 Facility Management

The vendor needs to elaborate on the proposed methodology for facility management. These should include

- Proposed services
- Proposed plan to meet SLAs
- Proposed tools to monitor and achieve SLAs
- People deployment plan

13.7

### 13.8 Commercial proposal

#### **Bill of Material and Commercial Bid**

The vendor needs to provide pricing information for the

- Bill of Material in the format provided in Appendix 5
- Commercial Bid in the format provided in Appendix 4. All items specified in the Bill of Material need to be covered in the Commercial Bid.
- Prices quoted by Bidders should be inclusive of all costs such as, taxes, levies, cess, excise and custom duties, installation, insurance etc. that need to be incurred. The prices quoted will also include transportation to respective sites, insurance till supervision, commissioning and final acceptance by the Bank. The quoted prices can exclude octroi charges which will be extra as applicable. The prices quoted will also include transportation to respective sites, insurance till supervision, commissioning and final acceptance by the Bank. The quoted prices can exclude octroi charges which will be extra as applicable.
- All out of pocket expenses, travelling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Bidder to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.

## **14 ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information

required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

## 15 LANGUAGE OF BID

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

## 16 BID OPENING AND EVALUATION CRITERIA

### 16.1 EVALUATION METHODOLOGY

The evaluation will be a three-stage process -

Phase 1 – Eligibility Evaluation

Phase 2 – Functional & Technical Evaluation

Phase 3 – Commercial Evaluation

### 16.2 ELIGIBILITY EVALUATION

The evaluation will involve validating the credentials submitted in the format as prescribed in 'Appendix 1 – Eligibility Evaluation Details'

Credentials without valid proof will be invalid and will not be considered for eligibility.

The bank reserves the right to accept or reject proof of credentials at it's sole discretion without having to give reasons to the bidders thereof. Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation.

### FUNCTIONAL AND TECHNICAL EVALUATION

The evaluation will be done on a total score of 600.

Phase	Evaluation	Scores
1	Functional Evaluation	300
2	Technical Solution Evaluation	150
3	Technical presentation	75
4	Site Visits	75
	<b>Total</b>	<b>600</b>

At the sole discretion and determination of the bank, the bank may add any other relevant criteria for evaluating the proposals received in response to this RFP and also may make modifications to the marks / weightages given under various categories for evaluation of the technical bids.

## 16.4 FUNCTIONAL EVALUATION

The functional evaluation will constitute of evaluation of the bidder responses to the functional specifications given in Appendix 2 and validating these responses by conducting a product demonstration. The people profile proposed for the project will also be considered for this stage of the evaluation. The marks for individual product components in this stage will be as under:

Sl. No.	Product Component	Marks
1	Work Package	50
2	ACD	40
3	IVR	40
4	CTI	40
5	PBX	30
6	Dialer	20
7	Logger/Recording	10
8	TPin Server	20
9	<b>Others</b>	<b>50</b>
	<b>Total</b>	<b>300</b>

The marks scored by the bidder out of maximum would be scaled down to 300.

## 16.5 TECHNICAL SOLUTION EVALUATION

The technical evaluation will constitute of evaluation of the bidder responses to the technical specifications given in Appendix 3 and validating these responses by asking bidders to conduct product walkthrough at their own cost. The bidders proposed implementation methodology, project management methodology and facility management methodology will also be considered for technical evaluation. The technical bill of material, commercial bid assumptions will be normalized as part of this evaluation stage. The marks scored by the bidder out of maximum would be scaled down to 150.

## 16.6 TECHNICAL PRESENTATION

Bidders shall give a comprehensive technical presentation covering project schedule, project implementation and features of the solution offered.

## 16.7 SITE VISITS

The bank with its consultants will conduct site visits organized by respective bidders. The purpose of the visits will be to understand and validate the functional, technical, project implementation and management, facility management capabilities of the bidders.

During the site visits, the bank with its consultants will direct questions to the CIO, Customer service centre Managers and Customer service centre Agents. The responses to these questions will be evaluated on 20, 30, 25 marks respectively.

The Bank at its discretion may reject the proposal of the Bidder, without giving any reason whatsoever, if in the Bank's opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the site visited are negative

## 16.8 SHORT LISTING

Post completion of the functional evaluation, technical solution evaluation, technical presentation and site visits the bank will short list those bidders who qualify for the next phase.

The bidder needs to achieve a overall cut – off score of 75% out of the total marks to be qualified for commercial bid evaluation.

Only those bidders who achieve the specified cut – off scores would be short-listed for Phase 2 - commercial bid evaluation.

Also the bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise is resorted to.

## 16.9 COMMERCIAL EVALUATION

The commercial bid has to be provided based on the format provided in the RFP. Initially all agents will be required to support only inbound calls as outbound calling activity will commence after a few months of go-live. Bank would initially go with seat capacity of 50 in the 1st year, 100 in 2nd year, 150 in 3rd year, 250 in 4th year and 400 in 5th year. Payments will be based on the actual number of agents deployed.

Software maintenance and support prices for all 5 years need to be provided by the bidders and total of 5 year costs will be included for TCO calculation. Agents costs for the Five year period will be included for TCO calculation, however, UCO Bank will contract the agents for an initial period of one year. The Agent contract will be renewable every year. The Agent costs quoted must be valid for a period of Five years. UCO Bank reserves the right to place an order for additional Agents at the price quoted at any time during the five year period.

After the 5 year contract period UCO Bank reserves the right to re-negotiate the contracts on a mutually agreeable basis. However, the rates would have to be the same or lower than the prices quoted for individual components as given in the price bid.

The final decision on the bidder will be taken by UCO Bank. The implementation of the project will commence upon successful negotiation of a contract between UCO Bank and the selected T1-L1 bidder. Please note that failure or refusal on part of the selected bidder to offer the services/goods at the price committed shall result in forfeit of the EMD to Bank.

UCO Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

In the event the Bidder has not quoted for any mandatory or optional items as required by the Bidder and forming a part of the RFP document circulated to the bidders and responded to by the bidders, the same will be deemed to be provided by the Bidder at no extra cost to the Bank.

**NORMALIZATION OF BIDS:** The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed Bidders to resubmit incrementally or totally the technical and commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission or till the Bank is satisfied. The Bidders have agreed that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

#### **16.10 EVALUATION UNDER COMBINED TECHNICAL AND FINANCIAL BID (T1+L1)**

The technical evaluation as per the above process will be allotted weightage of 70% while the commercial bids will be allotted weightages of 30%.

Proposal with the lowest cost may be given a financial score of 100 and other bids given financial scores that are inversely proportional to their prices.

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The proposed weightages for quality and cost shall be specified in the RFP.

Highest points basis: On the basis of the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

As an example, the following procedure can be followed. In a particular case of selection of Vendor, It was decided to have minimum qualifying marks for technical qualifications as 75 and the weightage of the technical bids and financial bids was kept as 70:30. In response to the RFP, 3 proposals, A, B & C were received.

The technical evaluation committee awarded them 75, 80 and 90 marks respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Evaluated cost
A	Rs.120.
B	Rs.100.
C	Rs.110.

Using the formula  $LEC / EC$ , where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

$$A : 100 / 120 = 83 \text{ points}$$

$$B : 100 / 100 = 100 \text{ points}$$

$$C : 100 / 110 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

$$\text{Proposal A: } 75 \times 0.70 + 83 \times 0.30 = 77.4 \text{ points.}$$

$$\text{Proposal B: } 80 \times 0.70 + 100 \times 0.30 = 86 \text{ points}$$

$$\text{Proposal C: } 90 \times 0.70 + 91 \times 0.30 = 90.3 \text{ points.}$$

The three proposals in the combined technical and financial evaluation were ranked as under:

$$\text{Proposal A: } 77.4 \text{ points: H3}$$

$$\text{Proposal B: } 86 \text{ points: H2}$$

$$\text{Proposal C: } 90.3 \text{ points: H1}$$

Proposal C at the evaluated cost of Rs.110 was, therefore, declared as winner and recommended for approval, to the competent authority.

The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.

In case there is a variation between numbers and words; the value mentioned in words would be considered.

The bidder needs to provide Unit costs would be provided for components and services; unit rates would be considered for the TCO purposes.

In the event the bidder has not quoted or mentioned the component or services required. For evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

## **17 CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of BANK in this regard shall be final, conclusive and binding on the bidder/ tenderer.

## **18 CONTRACT PERIOD**

The selected bidder need to execute a **Service Level Agreement (SLA)** with Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The SLA Parameters would necessarily include but not limited to the following:

- a. Call Answer
- b. Call Abandonment rate
- c. First Call Resolution Rate
- d. Average Handling Time
- e. Fatal Error
- f. Customer Satisfaction

The contract period will be for a period of Five Years from the date of Agreement.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two month's notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

## **19 ORDER CANCELLATION (TERMINATION)**

BANK reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by BANK under the following circumstances:-

- 19.1 The selected bidder commits a breach of any of the terms and conditions of the bid.
- 19.2 The bidder goes into liquidation, voluntarily or otherwise.
- 19.3 An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- 19.4 If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- 19.5 If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- 19.6 In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.
- 19.7 After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 19.8 BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

## **20 CONSEQUENCES OF TERMINATION**

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
- b. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as BANK may specify including training, where the successor(s) is a representative/personnel of BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination

hereof.

- c. Nothing herein shall restrict the right of BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to BANK under law or otherwise.
- d. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## **21 LIQUIDATED DAMAGES**

Notwithstanding Bank's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. For eg. If Server is delivered but delivery of power cord, to be supplied along with Server, is delayed then LD would be calculated on the total cost of the Server and not on the cost of the power cord alone.

Liquidated damages for late commissioning at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the order value.

Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.

BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by BANK to the bidder. Liquidated damages will be calculated on per week basis.

## **22 ACCEPTANCE TESTS**

The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by the Bank for carrying out these acceptance tests. The Bank will carry out the acceptance tests for testing of software, computer hardware and peripherals, system software, network equipment, other equipment and other IT infrastructure supplied by the Vendor as a part of the project. The Bidder shall assist the Bank in all acceptance tests to be carried out by the Bank.

## **23 UPTIME**

The bidder shall guarantee an uptime of 99.95% for the individual hardware and software components which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by the Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected bidder demonstrates that the solution is in working order

and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP.

## **24 AUDIT BY THIRD PARTY**

Bank at its discretion may appoint third party for auditing the activities of on site services and operations of entire services provided to the Bank.

## **25 PENALTY**

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 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 the total order value.
- Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

## **26 PRICE FREEZING**

The price finalized shall remain valid for a period of 60 months from the date of such finalization.

## **27 DISPUTE RESOLUTION MECHANISM**

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between General Manager (IT) of BANK/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **28 JURISDICTION**

The jurisdiction of the courts shall be Kolkata.

## **29 NOTICES**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

## **30 AUTHORIZED SIGNATORY**

The selected bidder shall indicate the authorized signatories who can discuss

and correspond with BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by BANK.

### **31 CANCELLATION OF TENDER PROCESS**

Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidders.

### **32 PUBLICITY**

Any publicity by the bidder in which the name of Bank is to be used should be done only with the explicit written permission of Bank. The Vendor shall not make or allow to make a public announcement or media release about any aspect of the Contract unless BANK first gives the Vendor its prior written consent.

### **33 FORCE MAJEURE**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

### **34 CONFIDENTIALITY**

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed

or displayed on the original;

- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- To treat all Information as Confidential Information.
- Conflict of interest: The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **35 NON-TRANSFERABLE OFFER**

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

### **36 PERIOD OF VALIDITY OF BID**

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by BANK. BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

### **37 ADDRESS OF COMMUNICATION**

Offers/bid should be addressed to the address given in page no: 2.

### **38 PRELIMINARY SCRUTINY**

BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and BANK reserves the right for such waivers.

### **39 NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID**

BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. BANK has the right to re-issue tender/bid. BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of BANK in this

regard shall be final, conclusive and binding upon the bidder.

#### **40 SIGNING OF THE BID**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

#### **41 COSTS OF PREPARATION & SUBMISSION OF BID**

The bidder shall bear all costs for the preparation and submission of the bid. BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

#### **42 CONFIDENTIALITY OF THE BID DOCUMENT**

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

#### **43 SIZING**

The PB(Prime Bidder) is responsible to arrive at the sizing independently. The Bank is not responsible for any assumption made by the PB with respect the sizing. In the event the Sizing quoted by the PB does not meet the performance and the service level of the Bank, the PB will at their cost will carry out the necessary upgrades/replacements at no additional cost to the Bank during the period of contract.

The Vendor is expected to conduct Hardware sizing based on the information provided in this tender for implementing the solution. At any point in time during the contract period, the CPU utilization should not exceed 70% nor should the Hard Disk utilization exceed 70% of each individual component at the data center. In case the above requirement is not met, the additional hardware would have to be provided by the Vendor at no further cost to the bank.

#### **44 CONSORTIUM**

The Bidder (the Prime bidder) may tie up with other hardware, software, application providers and service providers to perform specific functions of this tender. The Prime bidder will however front end the consortium and take overall responsibility of SLAs in respect of all the partners in the consortium, The Prime bidder must provide the following information:

- ◆ Main role of each vendor – Prime Contractor, Subcontractor, etc...
- ◆ Profile for each vendor specifically
- ◆ Project team and key personnel of each vendor specifically
- ◆ Work Allocation:
  - Project role and assignment of each vendor
  - Scope of implementation services provided by each vendor
  - Breakdown of work effort and duration by vendor

The above information must be provided by the vendor in the format outlined in Appendix 8 of the RFP. Additionally, the vendor must furnish details of itself and all consortium partners as per the particulars listed in Appendix 10

#### **45 RIGHT TO ALTER QUANTITIES**

The hardware and software quantity mentioned in the scope of work of this RFP are only indicative. The exact number of software licenses required could only be finalized based on the server processor quoted by the bidder, bank shall accordingly order the required number of licenses at the time of placement of Purchase Order.

The Bank reserves the right to alter the number of hardware equipments specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware equipments at the agreed priced during the contract period with the same terms and conditions.

#### **46 CUSTOMER SERVICE CENTRE ACCESS NUMBERS (PSTN LINES)**

The Bank will subscribe to and provide the telephone lines to the customer service centre. The lines will be accessible across India via multiple telephony networks on a single toll – free access number. The usage charges for the telephone lines are the Bank's responsibility.

#### **47 NON DISCLOSURE AGREEMENT**

The selected vendor must agree to and sign a non-disclosure agreement with UCO Bank, as outlined in Appendix – 12

#### **48 CUSTOMIZATION PROCESS:**

The vendor shall ensure that the software provided as a part of the Customer service centre Project meets all the requirements described in detail in Appendix 2 - Functional Requirements and that the software provider carries out all such customization or development work as may be required by the Bank at no additional fees or expenses. The vendor shall provide all the reports as per the requirements of the Bank. The precise scope of the customization and development work to be undertaken by the vendor shall be as per the requirements of the Bank as described in the above mentioned Appendix. The Bank shall be a party to the Functional Specifications requirement sign-off, User acceptance test, User acceptance test sign-off, Installation sign-off and Implementation sign-off. The vendor shall provide all tools, testing instruments, drivers etc. required to install and customize and test the software free of any fees or charges or any expenses. The vendor shall be required to ensure that the software provides interfaces to the other application systems at the Bank as specified in Appendix 2 at no additional cost or fees or charges or expenses. The vendor shall provide the Bank weekly progress report on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems.

## 49 OWNERSHIP AND RETENTION OF DOCUMENTS

- BANK shall own the documents, prepared by or for the selected bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by BANK, the Vendor shall deliver to BANK all documents provided by or originating from BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by BANK at no additional cost.
- The selected bidder shall not, without the prior written consent of BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The selected bidder shall preserve all documents provided by or originating from BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

## 50 TERMS & CONDITIONS

- a) In the event the bidder has not quoted for any mandatory or optional items as required by the Bidder and forming a part of the RFP document circulated to the Bidders and responded to by the Bidders, the same will be deemed to be provided by the Bidder at no extra cost to the Bank.
- b) Price Discussion – It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted. The Bank also reserves the right to enter into price discussions with the OEMs of applications and other components, consortium partners of the successful bidder.
- c) Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities.
- d) The Vendor is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The Vendor shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. Vendor shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Vendor and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the purchase contract to be issued for this Tender.

No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the Vendor, for any

assignment under the purchase contract to be issued for this Tender. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of Vendor shall be paid by Vendor alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Vendor's employee, agents, contractors, and subcontractors, etc. The Vendor shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the Vendor would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

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**ESTIMATED DAILY CALL VOLUMES**

UCO Bank intends to roll out the customer service centre project in a phased manner across India.

The estimated daily inbound call volumes are

<b>YEAR</b>	<b>Daily inbound call volumes</b>
1 <sup>st</sup> year	3000
2 <sup>nd</sup> year	6000
3 <sup>rd</sup> year	12000
4 <sup>th</sup> year	24000
5 <sup>th</sup> year	33000

## SERVICE LEVEL AGREEMENTS

### 1.0 Scope

This document describes the minimum acceptable level of service to be provided by the Customer service centre Vendor. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by UCO Bank on award of the contract.

### 2.0 Performance Criteria

#### 2.1 Periodic Reviews

Periodically, but no less than monthly, the Vendor and UCO Bank shall review and evaluate the Vendor's performance against the performance standards set forth in this document. The Vendor shall take all steps reasonable necessary to rectify any identified deficiencies related to it's performance.

If it is mutually determined that adjustments to the minimum performance standards set forth herein are warranted, the parties agree to negotiate adjustments in good faith.

#### 2.2 Agent Performance Metrics

SI No.	Performance Metric	Measure Unit	Service Level
1	First Point of Contact (FPOC) Resolution Rate	Percentage of all incoming calls	Monthly Objective = 85%
2	Average Call Response Time / Average Speed of Answer	Seconds	80% of incoming calls within 5 seconds
3	Average Call Handling Time	Seconds	Less than 300 seconds
4	Abandoned Call Rate (%)	Percentage of all incoming calls	Less than 3%
5	Average Delay Before Abandon	Seconds	Less than 60 seconds
6	Repeat Call Rate	Percentage of all incoming calls	Less than 5%
7	Average After Call Work Time / Wrap Up Time	Seconds	Less than 120 seconds
8	Average Hold Time	Seconds	Less than 30 seconds
9	Number of complaints escalated to Level 2	Percentage of all incoming calls	Less than 10%
10	Number of complaints escalated to Level 3	Percentage of all incoming calls	Less than 3%
11	Error Rates (Rework and Overrides)	Percentage of all incoming calls	Less than 2%

#### 2.3 System Performance Metrics

##### **System Availability**

System availability must be over 99%. The system availability is computed as

$$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$$

Where:

1. "Scheduled operation time" means the scheduled operating hours of the System for the year. All planned downtime on the system would be deducted from the total operation time for the year to give the scheduled operation time.
2. "System downtime" means accumulated time during which the System is totally inoperable due to in-scope system or infrastructure failure, and measured from the time UCO Bank logs a call with the Vendor help desk of the failure or the failure is known to the Vendor from the available measurement tools to the time when the System is returned to proper operation.
3. Average uptime will be computed across all the servers in a cluster, rather than on individual servers / clusters
4. Infrastructure of Customer service centre will be supported on 24 x 7 basis.

**Planned network downtime notice**

Any planned network downtime must be accompanied with a minimum 1 week notice.

**Customer service centre Application, IVR and ACD**

Level	Service Description	Level	Measurement	Expected Service Level
<b>Performance</b>				
	Hardware/Network Utilization		Hardware/Network utilization levels should be less than 80%. (CPU, Memory, Hard Disk)	100%
<b>Availability</b>				
	All Applications availability		24x7 availability of application	99.5% Daily
	Database availability		24*7 availability of of database	99.5% Daily
	Network, Applications & Hardware		Support for 60 agents accessing the application	99.5% Daily
<b>Facilities Management</b>				
	Application Management		Technical support for the application shall be 24*7	100%
	Database Management		Technical support for the database shall be 24*7	100%
	Performance management		Identification and resolution of performance bottlenecks,	100%

Level	Service Description	Level	Measurement	Expected Service Level
			application / infrastructure errors resulting in show stoppers	
	Software Requests	Service	Percentage of Software Service Requests concluded in the first attempt (patches, bug fixes, errors)	98%
	User Management		User account maintenance for Account Lock out, Password resetting, Account disabling in a cycle time of 30 minutes	100%

#### 2.4 Quality Assurance

The vendor needs to ensure a minimum score of 90% on quality of service evaluation as reported by UCO Bank or an independent third party remote quality assurance observation firm at such time as reports become available, and in the interim, as reported by Vendor's Quality team.

#### 2.5 Daily Trending Reports

The following daily trending reports must be provided by the Vendor:

- a. Average Speed of Answer
- b. Service Level Percentage
- c. Calls Offered
- d. Calls Handled
- e. Abandoned Call Rate
- f. Average Talk Time
- g. Average Hold Time
- h. Average Handle Time
- i. Longest Delay Before Answered
- j. Outbound Call Volume
- k. Outbound Call Duration
- l. Average Delay Before Abandon
- m. Longest Delay Before Abandon
- n. After Call Work (Wrap Up)

#### 2.6 Additional Reports

The below mentioned additional reports must be provided by the Vendor

- a. Agent Hours Report
- b. Staffing Distribution Report
- c. Staffing / Training Plan Report
- d. Any other report as requested by UCO Bank

UCO Bank will provide sample reports to the Vendor of the additional reports listed above. The Vendor and UCO Bank will mutually agree on the format of the reports to be submitted by the Vendor to UCO Bank. If UCO Bank requests the Vendor to provide customized reports, the Vendor will provide customized reports at no cost to UCO Bank.

## Customer service centre Implementation Credentials:

Sr. No.	Client	Description of client	Client Contact details (Name, Address, e-mail, phone no., fax no., mobile no.)	Type of client	Type of Solution	Modules Implemented	Name of Solution	List of Software integrated	Number of Customers *	Implementation Time	Period (in years) for which the solutions are managed	Man days of customization	Value in INR	Comments

## Notes:

- 1 The SI's must provide relevant Indian as well as international credential in the above format.
- 2 For each of the successful implementation mentioned above, the SI must submit a Project Completion letter / Certificate from the respective bank

\* Provide the total branches that the solution is currently servicing, these branches should be of a single bank and on a single server.

## UCO Bank - Customer service centre

## Hardware &amp; Software configuration and maintenance capability

Sr. No.	Client	Description of client	Client Contact details (Name, Address, e-mail, phone no., fax no., mobile no.)	Indian / International	Type of client	Project Title	Period (in years) for which the Hardware is managed	Call centre software details	IVR Details	Application server hardware details	Database server hardware details	Supply, Commission and Installation by*	Time frame	Role in the Project	Comments	

**Notes:**

- 1 *The SI's must provide relevant Indian as well as international credential in the above format.*
- 2 *For each of the successful implementation mentioned above, the SI must submit a Project Completion letter / Certificate from the respective bank. The project completion letter / certification should clearly indicate the design, supply and commission of the data centre hardware by the SI and the number of branches live as on date on the installed hardware*

\* Name of the entity that has supplied, installed and and commissioned the hardware at the data centre only

## UCO Bank - Customer service centre

## Call Center Credentials - System Integrator

## 1. Call Centre Operations Management Credentials

Sr. No.	Client	Description of client	Client Contact details (Name, Address, e-mail, phone no., fax no., mobile no.)	Indian / International	Type of client	Project Title	Service offered	Number of Agents deployed	Value in INR	Products Used	Technology Supported / Managed	Duration of Contract	Comments
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## 2. Other Services Managed / Provided

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## Notes:

- 1 *The SI's must provide relevant Indian as well as international credential in the above format.*
- 2 *For each of the completed credential mentioned above, the SI must submit a Project Completion Certificate / letter from the respective client. In case of live projects where the SI is currently managing the facility a recommendation letter must be provided.*

The table below shows the content of the requirement matrix that follows:

Column Heading	Description
Ref.No	Unique requirement identifier
Requirement	Description of requirements
Vendor Response	Compliance Code (0 to 3) indicating the compliance of the proposed solution to the specific requirement (Please refer to the description of the compliance code below)
Module	The application module that covers the requirement
Comments	Additional comments and descriptions to support the compliance. The comments in the matrix have to be concise and to the point. If you feel the need to elaborate, you may attach a separate list, with clear reference to the matrix item number

#### Vendor Response - Compliance Code

Compliance Code	Description
3	The function/feature is available and completely operational as part of the application software
2	The function/feature is not part of the standard application package, but a solution can be provided through workaround/or customization at no extra cost
1	The function/feature is not part of the standard application package, but can be made available as part of the next release.
0	The function/feature is not available in current release and is not being planned for a future release

Note: Please note that further details are mandatory in the 'Comments' column if your response code is either 1 or 2.

It is important to note that the responses to the Questionnaire will be used as a basis for settling the final contract once the package is selected. It is therefore critical that each respondent confirms their understanding of the requirements and adheres strictly to the above coding convention.

Respondents may find that they are partially compliant to a requirement. Where this is the case, split the response clearly indicating the compliance levels for each portion of the requirement.

If relevant extracts from supporting documentation need to be included, care must be taken to ensure that they are presented with clear cross-references to the sections of the matrix they relate to. Failure to observe this requirement will put you at a disadvantage in the final ranking.

FUNCTIONAL REQUIREMENTS

Ref. No.	Requirement	Vendor Response	Module	Comments
<b>1. Work Package\Transactional CRM Requirements\Call Center Front end</b>				
1	Ability to integrate with the CTI to receive customer data such as card no, account no, tpin dialed (yes or no), services availed			
2	Ability to integrate with the bank's corebanking system in order to facilitate transactions			
3	Ability configure unique screens as per UCO Bank's requirement for a call center front end package			
4	Ability to generate a unique service request number (SRN) for identified requests			
5	Ability to configure SLA's based upon query types to escalate in case of non closure			
6	Ability to configure turnaround times for service requests			
7	Ability to create reports for service requests			
8	Ability to integrate with the core banking for functionalities such as:			
9	Ability to aggregate calls on the basis of agent, call type, average talk time, product type			
10	<b>General Functionality</b>			
11	Account Balance			
12	Cheque Book request			
13	Cheque Status enquiry			
14	Stop Cheque payment			
15	Loss of chq book			
16	Bill payment			
17	Internet user id			
18	Mobile Banking registration			
19	Account statement request			
20	Funds transfer between own accounts			
21	<b>Card Functionalities</b>			
22	Outstanding Balance			
23	Details of last statement			
24	Details of last payment			
25	Reward points status			
26	Funds reversal issues			
27	Address Changes			
28	Card blocking and reissue			
29	Charge Disputes			
30	Payment performance			
31	Unbilled transactions and payments			
32	Cash withdrawal status			
33	Authorised but unbilled transactions			
34	Late Payment Fee and service charge reversal			

35	Other card access			
36	<b>Loan Functionalities</b>			
37	Details of outstanding loans			
38	Inquiry about loan account			
39	Request for interest certificate			
40	Repayment schedule			
41	Fixed deposits			
42	Open FD			
43	Renewal of existing FD			
44	Enquiry on existing FD/TDS			
45	Demand Draft			
46	Request for Demand draft			
47	<b>Others</b>			
48	Lost / Replacement of card			
49	ATM pin re-issue			
50	Standing instructions			
51	Hotlisting of cards			
52	<b>Internet Banking</b>			
53	Username & Password request			
54	Login problems			
55	Account lockout issues			
56	Funds reversal issues			
<b>2. ACD/CTI</b>				
1	Ability to manage dynamic call queues to allow queues to be opened or closed as required by authorized person			
2	Ability to allow call centre agents to be members of multiple ACD groups			
3	Ability to transfer call to other call centre agent with call data attached			
4	Ability of skills based routing to allocate calls to call centre agents based on the skills			
5	Routing to the agents with 'Ring One' feature to according to at least one of the following configuration:			
6	(A) With 'Least Recent' - the extension that received a call the longest time ago will be on the top of the list			
7	(B) With 'Fewest Calls' - the extension that received the least number of calls will be on the top of the list			
8	(C) Random selection			
9	Routing to the agents with 'Ring All' feature - first agent picks the call, it will be closed for the other agents			
10	Support routing for Web-Chat:			
11	(A) Web-Chatting Capability (initiated from the Web-Site)			
12	(B) Agents that may accept from the chatting channel will be of Chatting-Group (not all the agents will be available for chatting)			

13	(C) Two groups of Chatting can be defined (One for Hindi, and one for English)			
14	Support routing for Web-Callback (initiated from the Website)			
15	Support routing for the faxes received (faxes sent by the customers to the Contact Center)			
16	Support routing for emails received on the Contact Center email account			
17	Ability to support the following information messages and options that are relayed to voice callers while they are waiting in queues or put on hold by the contact centre agent, specifically:			
18	(A) Marketing messages			
19	(B) Music			
20	(C) Radio/TV station live			
21	(D) Specific message after configurable time (i.e. Voice Mail)			
22	Ability to recognise the region of the incoming call and transfer to agents based upon defined splits			
23	Ability of the unique service request to be given a timeline for closure			
24	Ability of the system to escalate service requests on non closure			
25	Ability of the supervisor to determine which call types can open a service request			
26	Ability to configure SLAs for:			
27	By agent			
28	By skill			
29	By group			
30	By priority			
31	By Call type			
32	By Supervisor			
33	Ability to configure SLAs such as:			
34	Total talk time			
35	Avg talk time			
36	Aux Time			
37	Available time			
38	Idle time			
39	Average Speed of Answer			
40	Call abandoned count			
41	Call abandoned percentage			
42	% of calls closed on the IVR			
43	% of calls transferred from IVR to agent			
<b>3. IVR</b>				
1	Ability of IVR system menu to prompt the caller to make their selection(s) of all inbound calls received by the Bank on identified telephone number			
2	Ability to support audio-text for playback of regulations, procedures and frequently asked questions as per the IVR Call Flow & Call Tree			
3	(English Language Support)			
4	(Hindi Language Support)			

5	Ability to capture information from a caller or identify a customer using CLI			
6	Ability to route the caller to the ACD when the customer requires to talk to an agent			
7	Ability to be integrated to speech recognition engine			
8	(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)			
9	Ability to change the IVR Tree by the system user, with no change in the software, through GUI Interface			
10	Ability to change the IVR route based on the customers' captured data (i.e. Customer segment)			
11	Ability to capture all the customer's interactions with the IVR and pass it to the Contact Center (i.e. CTI Integration)			
12	Ability to add multiple marketing message on the IVR system			
13	Ability of the users to schedule different marketing messages in specific dates and for a specific period			
14	Ability to send faxes with some type of information to the customer based on request (i.e. statement)			
15	Ability to upload the bank's templates to be used in the faxes to be sent to the customers based on the customer's request			
16	Ability to integrate with the bank's switch to provide the following functionalities:			
17	(A) PIN Authorization			
18	(B) Change PIN			
19	Separate password (PIN) for inquiry services and Transaction Password (TPIN) for user specified transactions viz funds transfer etc			
20	TPIN/PIN generation and Printing facility			
21	Enable registered customers to change PIN			
22	Ability to link more than one account for a customer id.			
23	Customer to select his account in case of multiple accounts linked			
24	Ability to announce transaction reference number			
25	Ability to determine agent availability from the ACD and voice out in minutes and seconds next agent availability			
26	Ability to read birthday dates from the database and greet customers accordingly			
27	Ability to integrate to tpin server to offer online tpin generation after certain validations such as date of birth and card expiry date			
28	Ability to offer different IVR trees based upon customer class ( region, segment, product etc)			
29	Ability to voice out marketing messages based upon customer type			
30	Ability of administrators to monitor where an identified customer is on the IVR tree			
31	Ability of IVR to prioritise and jump calls based upon customer and/or call type priority (lost card, VIP customer etc.,)			
32	Ability to schedule messages once for numerous occasions based upon call type segmentation			
34	Forex Inquiry			
35	Deposit Rate Inquiry			
36	Interest Rate Inquiry			

**4. CTI**

1	The CTI, inbound component can be configured in Active/Hot-standby mode in the same campus & can also be configured Hot/worm standby mode at DR site.			
2	CTI should support the following features			
3	Soft phone / hard phone, call pick up facilities through Agent desktop			
4	Call transfer systems for escalation of calls to supervisor, along with screen popups and the interaction history, duly recorded			
5	Call 'HOLD' facilities, in order to facilitate the Agent to browse the information required to answer the			
6	Call "Retrieve from Hold" facilities			
7	Call 'Conferencing' facilities, with supervisor, subject matter expert, etc			
8	Call 'Forward' facilities			
9	Disconnecting facilities			
10	Intelligent transfer of calls			
11	Transfer two calls together & report the state of each call to the application			
12	Echo cancellation feature- removal echo that occurs when a caller speaks or dials during a prompt			
13	Call wrap up facilities with appropriate notes / comments, along Call Identification number.			
14	If the selected agent does not answer within the allowed time limit, the caller retains the position in queue. Any screen pop data is also to be preserved.			
15	Agents to have a facility to transfer the call outside the contact centre domain, by placing an outward call to bank functional experts, if needed, by keeping call on conference			
16	Agents to have an agent desktop software, agents log in, log out, and make themselves ready and not ready from the agent desktop application			
17	Agents should have access to real-time statistics for themselves and the queues to which they are associated. For example, from the agent desktop application, agents should be able to see how many calls they have handled today and how many calls are currently in queue for their team.			
18	Agents should be able to interact with their supervisor and other agents through text chat / messages. .			
19	Agents can be configured to enter reason codes for not ready and logout			
20	Agent desktop should be configured to have pre-defined workflow buttons that execute specified programs and keystrokes. Workflow buttons aid agents in completing repetitive tasks quickly			
21	Offered CTI script should support the followings			
22	CTI solution will provide for building the script for all types of customer interactions			
23	The solution will have options to categorise the interactions in a systematic fashion compatible to the Bank, so that the retrieval becomes easy			
24	The solution will have provision to automatically build the script on-line, through the Agent-Customer interaction process, by the authorised Agents / supervisors			
25	CTI solution will have provision to import scripts from remote locations, by functional experts			
26	Ability of the CTI application to generate a unique service request number			
<b>5. PBX</b>				
1	IP PBX should support following features			

2	Busy Hour Call Completion (BHCC): Up to 600,000 BHCC for general business call mix.			
3	Stations per Server: Up to 41,000 total stations.			
4	Stations per Server: Up to 36,000 total stations.			
5	Max T1/E1 Circuits: Up to 333 T1/E1 circuits per system.			
6	It should support redundant configuration. Failure of one server will not impact or limit the admin for doing any configuration modifying any changes			
7	It should support at least 200 agents (including voice + multimedia ) which can be configured in a single server			
8	The contact center solution should be configured with 50 numbers of inbound agent licenses from day 1.			
9	IP PBX should support analog, IP & Digital extensions from day 1			
<b>6. Dialer for Outbound</b>				
1	An advanced dialer facility to run outbound calling for marketing, selling or recovery functions.			
2	The solution will include a predictive dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns.			
3	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 B194 outbound calls. Supervisor should also be able to specify and import a list of customer contacts to be called.			
4	Once the Campaign is started Agents should get the contact automatically and click to call the contact.			
5	Agents should be able to accept, reject, or skip outbound call requests. Agents should also be able to reclassify calls to any one of many call results, such as Busy, Fax, and Answering Machine.			
6	The advanced predictive dialer 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 dialed, etc.			
7	The advanced predictive dialer facilities which uses the above statistics continually to make sophisticated			
8	After an agent reclassifies a contact as "Do Not Call", the Administrator can remove this contact from all campaigns			
<b>7. Call logger / Call Recording:</b>				
1	The Contact Centre solution should provide a means for customer contact interactions to			
2	be saved in a log file on the system.			
3	a Continuous call logging facility with appropriate purging and retrieving systems.			
4	b Advanced call retrieval facility for quality assurance and performance appraisal			
5	and training.			

6	c Statutory compliance to logging norms, if any. The system to provide for alarms			
7	and popups.			
8	d Log Report to administrators			
9	e The calls will have to be recorded and stored locally in the call centre locations			
10	and subsequently archived in Data Centres.			
11	f 100% VoIP recording of Voice calls both Inbound and Outbound. Pure software			
12	based solution no proprietary hardware.			
13	g Logger solution should support record on demand functionality.			
14	h Logger should also support Screen logging in case Bank wishes to do the same			
15	i Logger solution should provide real-time dashboard and messaging portal to			
16	enable operation team to rapidly identify and address customer and operational			
17	issues on a timely basis.			
18	j Quality and Performance management tools to create customizable, role-based			
19	scorecards and dashboards to measure the performance of all agents, queues,			
20	teams, groups, sites and process supported by the contact centre.			
21	k All the tools should be Web based and does not require a client to be installed in the Supervisors or Operation team's PC. l Logger to support Outbound Campaign recording, Multi Line and Shared Line recording. m Extension and Agent Centric Recording, Play recorded calls via web interface. n Should be able to tag the recording with custom business fields through API integration o Should be able to provide Cradle to grave functionality - ability to track the call from the moment agent answered until the customer ends the call. p Should record the Conference, Consult and Transferred calls as well. q Screen recording should support the synchronize view of Voice and Screen recording. r Operations team should be able to listen to live calls in progress through webbased interface from anywhere with proper authentication. Operation team should be able to Send message to Agent's phone or Send e-mail to agents when hearing to the call or tag the call with comments. s Dashboard Reports and Standard Report Templates - Report templates to run reports by specific queries. Allows for 3rd party data access in customer reports. Allows for 3rd party data access in customer reports t Export feature: To export reports to multiple formats like HTML, PDF, XLS, DOC. User should have the option to schedule report and email the scheduled reports.			
<b>Accounts specific information</b>				
1	Inquiry on various types of balances related to an account like account balance, available balance, etc.			
2	Ability to inquire on the status of an account - lien marked, blocked amount, standing Instructions set			

3	Inquiry on account transaction of last 'N' transactions. 'N' is a bank level configurable.			
4	Inquire on status of issued Cheques			
5	Stop payment instruction for an issued cheque.			
6	Inquire on status of outward clearing instruments i.e. instruments deposited by the customer			
7	Inquire on details of lien in an operative or Term deposit account.			
8	Inquire on details of the Temporary Overdraft (TOD) given to an account			
9	Inquire on loan accounts details for additional details of the loan account like Loan Expiry Date, Number of Principal Demand Instalments in Arrears, Principal Demand Arrears, Number of Interest Demand Instalments in Arrears.			
10	Inquire on deposit accounts like Maturity date, Maturity Amount, Interest Rate, Tax deducted.			
11	Enable accepting requests for			
12	Stop payment of cheques (allow for straight through processing)			
13	Cheque Book requests and specify mode of delivery Courier / personal pick-up)			
14	Request for physical statements and specify mode of delivery Courier / personal pick-up / Email / Fax Back			
15	Request for drafts and specify mode of delivery Courier / personal pick-up)			
<b>8. TPIN Server</b>				

Ref. No.	Requirement	Vendor Response	Module	Comments
<b>Funds Transfer</b>				
1	Transfer funds between own accounts within the same bank.			
2	Transfer to Deposit account from savings account			
3	Utility Payments			
<b>Other Services</b>				
1	ATM / Credit Card Hot Listing Request			
2	List of ATM by Fax / Email			
3	DEMAT Services			
4	Cash Management Services			
5	Ability to announce the holding in the DEMAT account			
6	Ability to announce the status of holding in the DEMAT account			
7	Ability to announce the last 5 transactions in the DEMAT account			
<b>Administrative features</b>				
1	Unique Transaction Id for all transactions			
2	Audit Trails for all transactions			
<b>Banking &amp; Administrative Requirements</b>				
1	In case customer has not logged in through T-PIN, then allow for manual verification through the following data from the Pop-Up Screen			
2	Name			
3	Residential Address			
4	Office Address			
5	Contact No. (Office, Home, Cell No.)			
6	Security question and Answer			
7	Birth Date			
8	Marriage Date - if applicable			
9	The Call Center Pop-Up Screen must have these Summary Items as first screen that can be immediately see on call being routed to the Agent.			
10	Name			
11	Residential Address			
12	Office Address			
13	Contact No. (Office, Home, Cell No.)			
14	Security question and Answer			
15	Birth Date			
16	Marriage Date - if applicable			
17	Last 5 Credit Transactions (Overall across all channels and all accounts with account number mentioned)			
18	Last 5 Debit Transactions (Overall across all channels and all accounts with account number mentioned)			
19	Last 5 Internet Banking Transactions (Overall across all accounts with account number mentioned)			
20	Last 5 ATM Transactions (Overall across all accounts with account number mentioned)			
21	Last 5 Loan Transactions (Overall across all accounts with account number mentioned)			

22	Last 5 DEMAT Transactions (Overall across all accounts with account number mentioned)			
23	List of customers associated accounts that should also be linked that when clicked on, the Agent can see the details in each account.			
24	On clicking Customer account, the below mentioned account specific details & operations must be available to the Agent in the first Account View Screen			
25	Last 5 Debit Transactions			
26	Last 5 Credit Transactions			
27	Last 5 Internet Banking Transactions			
28	Last 5 ATM Transactions			
29	Last 5 Loan account Transactions			
30	Last 5 DEMAT Transactions			
31	Cheque Status			
32	TDS Status			
33	Accounts			
34	View details of accounts the customer has access to. The details include account number, account type, balances . The different types of accounts supported are operative account, loan accounts & deposit accounts.			
35	View various types of balances related to an account like account balance, available balance, etc.			
36	Ability to inquire on the status of an account - lien marked, blocked amount, standing Instructions set			
37	View account transaction snapshot (Quick-view). This is a statement of last 'N' transactions. 'N' is a bank level configurable.			
38	Query on account transactions based on various parameters including transaction date range, transaction amount range and transaction type.			
39	Sort transactions based on dates.			
40	View details of a transaction.			
41	Inquire on status of issued Cheques			
42	Stop payment instruction for an issued cheque. (On-line only)			
43	Inquire on status of outward clearing instruments i.e. instruments deposited by the customer			
44	Inquire on details of lien in an operative or Term deposit account.			
45	Inquire on details of the Temporary Overdraft (TOD) given to an account			
46	Inquire on loan accounts details for additional details of the loan account like Loan Expiry Date, Number of Principal Demand Installments in Arrears, Principal Demand Arrears, Number of Interest Demand Installments in Arrears.			
47	Inquire on deposit accounts like Maturity date, Maturity Amount, Interest Rate, Tax deducted.			

48	View nominee details on operative accounts. The details include Nominee name, minor/major information, relationship of the nominee with the account holder and address of the nominee are displayed.			
49	View collateral details of overdraft accounts including collateral type, collateral description and value.			
50	Enable accepting requests for			
51	Stop payment of cheques (allow for straight through processing)			
52	Cheque Book requests and specify mode of delivery Courier / personal pick-up)			
53	Request for physical statements and specify mode of delivery Courier / personal pick-up / Fax Back facility)			
54	Request for drafts and specify mode of delivery Courier / personal pick-up)			
55	Request for TDS certificate with mode of delivery as Courier / personal pick-up)			
56	Loan Schedules			
57	View complete cash flow i.e. principal and interest flows attached to a particular loan account.			
58	View details including sanction date, sanctioned amount, disbursed amount and current liability, arrear details etc.			
59	View the repayment schedule.			
60	View disbursement schedule details for loans			
61	View collateral details of Loans			
62	Enable setting up of calculators for assessing the interest payable on retail loans (based on the type of loan, tenor and payment option indicated by the user.			
63	Deposit schedules			
64	View complete cash flow i.e. principal and interest flows attached to a particular deposit account.			
65	View deposit maturity amount & Tax details.			
66	View nominee details of deposit accounts.			
67	Enable setting up calculators for assessing the interest receivable from deposits (based on the type of deposit, tenor/ currency indicated by the user)			
68	Funds transfer			
69	View pending transfers.			
70	Stop pending transfers.			
71	Inquire on status of all transfers.			
72	Remittance functionality			
73	Delete a pending remittance			
74	Query & view a list of remittances made.			
75	Offer customer specific rates for remittances. This is not an end-user functionality and will be available only for the bank.			
76	Bill Presentment			
77	View a list of presentment Billers with whom the bank has tied up.			
78	View list of pending payments			

79	Schedule a presented bill for payment on a future date or make an instantaneous payment.			
80	View list of payments made.			
81	Set auto-pay instructions for presented bills. Auto-pay can be set for a Biller and for bills till a customer's chosen amount limit.			
82	View rejected bills and recall a rejected bill before the due date.			
83	Schedule payment for a future date or make an instantaneous payment.			
84	View scheduled payments			
85	Modify/delete a scheduled payment			
86	Add/ Modify/Delete Recurring Payment			
87	Call to remind customer for pending utility payments			
88	CC Agent Tools & CRM			
89	The Agent must have facility to mark calls as closed, open, call back on a certain date & time etc with his specific remarks in detail. System will route the call on reminder date and time to a Agent who is free for follow-up			
90	Product Sales on an Inbound call			
91	The Agent will get a popup indicating the bank products that are suited for the customer when the customer calls the Call Center Agent.			
92	Based on this hints, the Agent will inform and try to sell a specific product to the customer.			
93	Once the customer is informed of a specific product it will be marked as "Informed" so that it will not be repeated for a pre-defined time to that customer.			
94	Outbound Sales Call			
95	The system will generate a list of Outbound sales call for each Agent to be performed in a day.			
96	During the idle time of the Agent, the system will give the Agent one outbound sales call at a time to make to the customers. When Agent makes the call all the customers details will be ready on his screen.			
97	Track & Report number of sales call per Agent			
98	Track & Report successful sales with respect to Agent and products			
99	Track number of sales call of Call center with flexible date & Time reporting			
100	Track & Report successful sales with respect to Call center with flexible date & Time reporting			
101	Appropriate escalation Management of OPEN calls to senior Agents			
102	Track & Report number of open calls with flexible date & Time reporting			
103	Track & Report number of escalated calls with flexible date & Time reporting			
104	Report on Inbound calls with call details with flexible date & Time reporting.			

105	Forwarding of requests to central processing unit / branch as applicable.			
106	Core Banking Interface			
107	All functionality defined here must be integrated with core banking system in on-line real-time mode.			
108	All security features must be enabled to ensure that Agent/Call Center cannot perform any debit / transfer transactions.			
109	Ability of the system to provide all agent parameters to follow the login ID, irrespective of the physical location of their terminal			
110	Auto call routing			
111	Support for "call back" option in the event of long call waiting			
<b>Interfaces</b>				
1	Integration with the IVR for Tele-banking			
2	Integration with the ACD			
3	Integration with CTI			
4	Support for display of calling party's number and other details at the workstation of the agent			
5	Support for recording and monitoring calls handled by all agents			
6	Support for email and FAX			
7	Support for video conferencing facility			
8	Web Interface			
9	All features available in telephony interface should be available in the web interface and vice-versa.			
10	The Web interface can also be used to control a combined web-telephony mode where audio flows through the telephone.			
11	Email Interface			
12	1. Voicemail messages are integrated into the owner's email inbox where they are accessible from his email browser, e.g. Lotus Notes. This email box could be separate from, or integrated with, the email box that the user uses for email.			
13	2. The owner can listen to his email using the telephony interface. I.e. the System understands MIME and in addition to playing popular audio formats is also able to perform text-to-speech on plain-text, rich-text, and the text content of html.			
14	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.			
15	ODBC interface for all types of databases			
<b>Contact Center</b>				
1	Managers/Supervisors can:			

2	(A) Listen to a call silently - not heard by the agent or the customer			
3	(B) Interact with a call (both agent and the customer can hear the Supervisor)			
4	(C) Coach the agent (only the agent can hear the Supervisor)			
5	Ability to support auxiliary codes to enable call centre agents to indicate their current mode of operation (i.e. Available/Unavailable/Wrapping Up/At Lunch, etc...)			
6	(Please indicate in the Comments field if the auxiliary codes are configurable - new codes to be added, or codes to be removed)			
7	Ability to place callers on hold and play marketing messages, or music from a live station while the caller is on hold			
8	Ability to transfer calls back to the IVR			
9	Support for online performance management:			
10	(A) Ability to define on the system KPIs target performance - these KPIs can be call durations, % of answered calls or other KPIs defined by the bank (Two values for each KPI can be defined: one for the industry benchmark, and one for the bank's target)			
11	(B) Online view for the overall performance against the defined KPI (Can be shown by Managers & Supervisors only)			
12	(C) Online view for specific agent performance against the defined KPIs (can be shown by the agent him/herself, the Supervisor and the Manager)			
13	(D) What is the refresh rate for the online monitoring?			
14	The agent can push SMS to the customer			
15	Ability to upload the bank's standard templates to be used for printing requests			
16	Ability to send fax to the customers through the fax engine			
17	(Agent can send the fax on the bank's standard templates)			
18	(Agent can send the fax with no template)			
19	The system automatically open a ticket (Work Package) upon the customer call to the agent. The Work Package has to support the following:			
20	The agent can log customer's call data (classified by type)			
21	The type of calls to be logged is configurable (new types to be added, or existing types to be removed)			
22	The system generates ID for each Work Package			
23	Each Work Package can be linked to attached document(s)			
24	Each Work Package is stamped with date and time - system generated			
25	The agent ID is linked to the Work Package			
26	The call record is linked to the Work Package			
27	The Work Package can be viewed, but not modified			
28	Agent can submit a process improvement request with 'Comment' field to be analyzed by the Business Analyst			

<b>5. Campaign Management</b>				
1	The system can upload data for marketing campaign			
2	The system can manage more than one campaign at the same time			
3	The system can assign specific agents for specific marketing campaign			
4	The system enable changing the assignment of the agents to the different marketing campaigns			
5	Agents/ users should be able to view the campaign details on a pane designated for campaigns on the screen			
6	The system can send mass SMS based on specific marketing campaign			
7	System can define pacing ratio's based upon number of records			
8	System can define pacing ratio based upon the status of preceding calls			
9	System can show the performance of each agent			
10	System can show the performance of each campaign			
<b>. Knowledge Base</b>				
1	Knowledge Base module is available with at least the following categories:			
2	(A) Call Center Procedures			
3	(B) General information (Locations for branches and ATMs, Products information, Products/Services Fees)			
4	(C) Changes in the products and services			
5	(D) What is new?			
6	(E) Frequently Asked Questions (FAQ)			
7	Configurable list of users who can edit the knowledge base database			
8	Searching capabilities in the knowledge base			
<b>. Reporting (Please attach samples from the IVR</b>				
1	Caller IVR Selection (Start to Finish)			
2	Total amount of time callers had been on IVR			
3	(A) Detailed			
4	(B) Summary			
5	Number of calls			
6	(A) Total Number of Calls			
7	(B) Number of Calls Diverted to Call Center Agents			
8	Number of calls dropped on the IVR stage			
<u>ACD</u>				
1	Queues analysis			
2	(A) Number of Calls			
3	(B) Number of Waiting Calls			
4	(C) Average Call Time			
5	(D) Longest Waiting Time			
6	(E) Abandoned Calls			
7	Agent reports (Summary for All the Agents, Summary by Queue, and Detailed by Agent)			
8	(A) Login & Logout Time			

9	(B) Average Answer Time			
10	(C) Average Talk Time			
11	(D) Average Handling Time			
12	(E) Number of Dropped Calls before Pickup			
13	(F) Number of Dropped Calls after Pickup			
14	(G) Idle Time			
15	(H) Time Agent is Ready			
16	(I) Outbound Calls - Destination Numbers & Duration			
17	(J) Number of Web-Chats			
18	(K) Average Chatting Time			
19	(L) Number of Emails Received			
20	(M) Number of Call Backs			
21	Faxes reports (sent & received & failure)			
<u>Campaign Management</u>				
1	Promised customers report to support the sales			
2	Overall number of tele-marketing calls made and time spent on each tele-marketing call per agent			
3	Overall efficiency of each agent in terms of tele-marketing			
4	Success of a certain campaign based on the customers' promises			
<u>General Reporting Requirements</u>				
1	Customized reports can be built by the users			
2	(Please indicate in the Comments field what knowledge is required by the users to build a customized reports)			
3	Reports can be accessible through the LAN/WAN and remote access			
4	Standard reports can be generated on half-hourly, hourly, daily, weekly, monthly, quarterly and yearly			
5	Is it one reporting module for all the system components (i.e. ACD/CTI/IVR/Call Agent? Or, is it a separate reporting module for each componet?			

The table below shows the content of the requirement matrix that follows:

Column Heading	Description
Ref.No	Unique requirement identifier
Requirement	Description of requirements
Vendor Response	Compliance Code (0 , 1) indicating the compliance of the proposed solution to the specific requirement (Please refer to the description of the compliance code below)
Module	The application module that covers the requirement
Comments	Additional comments and descriptions to support the compliance. The comments in the matrix have to be concise and to the point. If you feel the need to elaborate, you may attach a separate list, with clear reference to the matrix item number

**Vendor Response - Compliance Code**

Compliance Code	Description
2	The function/feature is available and completely operational as part of the item
1	The function/feature is not available in current release and is not being planned for a future release

**Scoring:** The marks scored by the bidder out of maximum marks would be scaled down to 150.

It is important to note that the responses to the Questionnaire will be used as a basis for settling the final contract once the package is selected. It is therefore critical that each respondent confirms their understanding of the requirements and adheres strictly to the above coding convention.

Respondents may find that they are partially compliant to a requirement. Where this is the case, split the response clearly indicating the compliance levels for each portion of the requirement.

If relevant extracts from supporting documentation need to be included, care must be taken to ensure that they are presented with clear cross-references to the sections of the matrix they relate to. Failure to observe this requirement will put you at a disadvantage in the final ranking.

Ref. No.	Requirement	Mandatory Requirement	Vendor Response	Comments
<b>1. Hardware</b>				
1	Mention the technology the hardware is based upon (If you have specific hardware in the proposed solution, please list them in the Comments field and Bill of Material)	Yes		
2	Is the hardware branded (If you have specific hardware in the proposed solution, please list them in the Comments field and Bill of Material)	Yes		
3	Does all hardware come with an extendable warranty	Yes		
4	All the hardware are manufactured in ISO certified facilities (Please send a proof for the certification) (If some are not, please indicate in the Comments field)	Yes		
5	Different types of storage media are supported (i.e. Hard Disk/DVDs) (Please indicate in the Comments fields all types of storage media supported)	Yes		
6	With which brand of phone sets is the proposed solution compatible (If there are any functional limitations if these phone sets to be used, please clarify in the Comments field. Please also highlight the other types of supported phone sets) (If the proposed solution is not compatible with the above mentioned sets, you need to clarify the proposed sets and reflect this as a separate line in the pricing template)	Yes		
8	LCD Monitor is required to monitor the overall performance of the Contact Center, showing online performance vs. defined KPIs for IVR and the Agents	Yes		
9	All the hardware accessories (such as Server Cabinet, KVM Switch, and LCD Monitor, PDU, Fans, etc.) are included in this proposal	Yes		
10	If there is ACD Server, how many card slots does it support?	Yes		

11	Is there a CD/DVD ROM drive to load the software? (If yes, please clarify in the Comments)	Yes		
	What is the storage capacity for the announcements?			
12	Is there a facility to monitor the hardware failures? (If yes, please clarify in the Comments field the monitoring capabilities)	Yes		
	Support for T1/E1/ISDN Digital Lines (If the solution supports analog lines, please indicate in the Comments field the number of supported lines)			
13	How many PRI trunk cards are needed for each PRI?	Yes		
<b>2. Business Continuity</b>				
14	Automatic switch to Call Center agents, if IVR malfunctions	Yes		
15	Does the server architecture have inbuilt redundancy, describe	Yes		
16	How many agents can be accomadated per slot	Yes		
17	Hot backup system if the system is down (If Hot Backup is not available, please indicate clearly in the Comments field what is the suggested approach to ensure business continuity)	Yes		
18	Data mirroring is supported (If Data mirroring is not supported, please indicate clearly in the Comments field what is the suggested approach)	Yes		
19	Auto Archive is supported (Please indicate in the Comments field the Auto Archiving features supported by the proposed solution)	Yes		
<b>3. Operating Systems</b>				
20	All the software modules are compatible with windows or unix based operating systems (If there are specific operating systems in the proposed solution, please indicate in the Comments field)	Yes		
21	All the servers have all the required operating systems with the required patches installed	Yes		

	(if any additional software license is required to be provided by the bank, please clarify the name and the number of licenses to accommodate your proposed solution in the Comments field)			
<b>4. Software</b>				
22	All the software modules are Graphical User Interface (GUI) based	Yes		
	(If any is not, please indicate in the Comments field)			
23	All the software modules are web-based, and accessible from any location within the bank's local area network (LAN), with no need to install any clients	Yes		
	(If any module is not web-based, please clarify in the Comments field)			
24	All the software modules have the following printing	Yes		
	(A) Can pre-view any report before printing it			
	(B) Can print from network printers connected to PCs or locally installed printers (If any module has printing limitations, please indicate in the Comments field)			
25	All the software modules have the ability to export data to be analyzed	Yes		
	(Please indicate the method of exporting the data and all the supported formats in the Comment field)			
26	Support remote-login	Yes		
	(If this applicable, please indicate all the modules that can be accessed with remote-login in the Comments field)			
27	All the software modules have the capability to make scheduled (i.e. periodic) reports	Yes		
	(If any module does not support that, please indicate in the Comments field)			
28	All the software modules, having the capability to make scheduling for the reports, can publish the reports to a configurable path on the bank's servers	Yes		

29	All the software modules are supported with bi-lingual graphical interface: English/Hindi (i.e. Menus, etc...) (If any module does not have Hindi graphical interface, please clarify in the Comments field)	Yes		
30	All the software modules' text fields can accept Hindi and/or English language text	Yes		
31	All the software providers are CMM certified (Please indicate in the Comments field for each vendor what level of CMM) (Please send a proof of the CMM certification if achieved)	Yes		
32	All the software modules passed 'independent' audit review (A) If yes, please clarify in the Comments field what type of Audit was done and by whom (B) If some modules did not pass this audit, please clarify in the Comments field what are these components	Yes		
33	No. of Announcements per Split	Yes		
34	ACD Members per Split	Yes		
35	Max. Administered ACD members	Yes		
36	Logged-In Splits per Agents	Yes		
37	Queue Slots per Group	Yes		
38	Queue Slots per System	Yes		
39	Max. Skills a Call Can Simultaneously Queue to	Yes		
40	Max. Administered ACD	Yes		
41	Members (login ID / Agent-Skill pairs)	Yes		
42	Max. Staffed (logged-in) ACD	Yes		
43	Max. Administered Agent Login IDs	Yes		
44	Max. Skills per Agent	Yes		
45	Skill Levels (preferences) per Agent Skill	Yes		
46	Max. Staffed (logged-in)	Yes		
47	Agents per Skill (members per group)	Yes		
48	Queue Slots per Announcement	Yes		
49	Queue Slots per System	Yes		

50	Calls Connected to Same Announcement	Yes		
51	Queue Slots for System	Yes		
52	Calls Connected to Same Announcement	Yes		
53	Channels per Board	Yes		
54	Maximum Announcements per Board	Yes		
<b>5. Database</b>				
55	What type of database(s) are required? (Please quote it in your pricing offer)	Yes		
<b>6. Interfaces</b>				
56	Interfacing with Core Banking System to access customer's data and/or make financial transactions	Yes		
57	Interfacing with the Switch for customer PIN authorization & PIN change	Yes		
	(This interface is based on ISO8583 messages)	Yes		
58	The proposed solution is fully integrated (IVR/ACD/CTI/Contact Center/Agent Application)	Yes		
59	Interfacing with the Bank Web-Page to initiate Web-Chatting with the Call Agents	Yes		
60	Interfacing with the Bank Web-Site to initiate Web-Callback	Yes		
61	Having Fax module to receive/send faxes	Yes		
62	Interfacing with Enterprise Email System	Yes		
63	Upload customers' data based on specific criteria to the marketing campaigns	Yes		
	(Please indicate in the Comments field if this will be done with Upload file or database connectivity and the type of the data files or database connectivity to be used)	Yes		

64	User role defined within the system controls default menu options, privileges and security settings	Yes		
65	Any system/user password is stored encrypted in the database	Yes		
	(Please clarify what encryption technique is being used in the Comments field)	Yes		
66	Disallow concurrent system login (i.e. two users login with the same account)	Yes		
67	System administrator can reset users' password	Yes		
68	System administrator can not access users' password	Yes		
69	System administrator can add/delete/block system users	Yes		
70	The following parameters are configurable:	Yes		
	(A) Password criteria restrictions	Yes		
	(B) Password not displayed when entered	Yes		
	(C) Password Length (Minimum and Maximum)	Yes		
	(D) Password change interval	Yes		
	(E) Password change warn time (notification for user to change)	Yes		
	(F) Password change history (password cannot be repeated)	Yes		
	(G) Login session timeout	Yes		
	(H) Account inactivity period before account lockout	Yes		
	(I) Number of unsuccessful trial before system blocks the user	Yes		
	(J) First time mandatory password change	Yes		
<b>8. Audit Trail</b>				
71	Ability to have audit trails with all the related fields, such as User ID, login and logout time, changes made before and after, Machines ID, and all users' transactions, etc...	Yes		
72	These standard reports are generated from the system periodically, and on ad-hoc basis:	Yes		
73	(A) List of users, user privileges and status	Yes		
74	(B) User sign-off and sign-on	Yes		

75	(C) User violation – unsuccessful login attempts	Yes		
76	(D) User additions, amendments and deletions	Yes		

<b>9. PBX</b>				
77	Line Expansion Increments	Yes		
78	Universal Ports	Yes		
79	Maximum Ports Supported	Yes		
80	Max. # of Analog Trunks	Yes		
81	Max. # of Digital Trunks	Yes		
82	Max. # of IP Trunks Supported	Yes		
83	Number of Trunk Groups	Yes		
84	Analog Trunk Exp. Increments	Yes		
85	Digital Trunk Exp. Increments	Yes		
86	Max. # of Simultaneous Calls	Yes		
87	Max. # of Analog Sets Supported	Yes		
88	Max. # of Digital Sets Supported	Yes		
89	Max. # of IP Phones Supported	Yes		
90	Type of Switch	Yes		
91	Type of Switching Matrix	Yes		
92	Main CPU Type	Yes		
93	Redundancy Support	Yes		
94	Main Memory Type/Amount	Yes		
95	Other Switching Interfaces Supported	Yes		
96	Central Office Trunks	Yes		
97	Tie Trunks	Yes		
98	ISDN Interface	Yes		
99	T1/E1 Interface	Yes		
100	Max. Network Nodes	Yes		
101	Uniform Dialing Plan	Yes		
102	Look-Ahead Routing	Yes		

103	Centralized Attendant Service	Yes		
104	Feature Transparency	Yes		
105	Direct Inward System Access	Yes		
106	Signaling Systems Supported	Yes		
107	Simultaneous Voice and Data	Yes		
108	Maximum Data Lines per Circuit Card	Yes		
109	Maximum Transmission Rate	Yes		
110	PBX-to-Host Interface	Yes		
111	IP Gateway/Trunk Support	No		
112	IP Line/Station Support	No		
113	IP Telephone(s) Support	No		
114	IP Standards Support	No		
115	Common Control Capability	Yes		
116	Alternate Route Selection	Yes		
117	Automatic Call Distribution (ACD)	Yes		
118	Automatic Number ID (ANI)	Yes		
119	Dialed Number Identification Service	Yes		
120	Fraud Detection Capability	Yes		
121	Wireless Communications Support	Yes		
122	National ISDN Compatible	Yes		
123	Toll Call Restriction	Yes		
124	Voice Messaging	Yes		
125	Unified Messaging Support	Yes		
126	Max. Number of Consoles Supported	Yes		
127	Busy Lamp Field	Yes		
128	Console Directory	Yes		
129	PC-Based Console Available	Yes		
130	Console Configuration	Yes		
131	Number of Management Terminals	Yes		
132	Remote Access	Yes		

133	Dimensions (H x W x D)	No		
134	Power Requirements	Yes		
135	Comments	Yes		
<b>10. ACD/CTI</b>				
136	Measured Agents or Login Ids	Yes		
137	Measured Agents Per Split/Skill	Yes		
138	Measured Splits/Skills	Yes		
139	Measured Agent-split/skill pairs	Yes		
140	Measured Trunk Groups	Yes		
141	Measured VDNs	Yes		
142	Max. Agents Displayed by	Yes		
143	Max. Monitoring Terminals Available	Yes		
144	Max. Active Maintenance Commands for System	Yes		
145	Max. Simultaneous Monitoring Terminals	Yes		
146	Terminals in Monitor Mode	Yes		
147	Reporting Periods	Yes		
148	• Intervals	Yes		
149	• Days	Yes		
150	System cabinet Included	No		
151	Digital switch	Yes		
152	I/O Transition Module	Yes		
153	System Controller (CPU) Included	Yes		
154	Console/Remote Access Server	Yes		
155	Agent workstation	Yes		
156	Supervisor workstation	Yes		
157	Printers	Yes		
158	Tape Device	No		
159	Disk Mirroring	No		
160	Ethernet Network Interface Included	Yes		
161	Databases	Yes		

162	Runtime Software	Yes		
163	Administration Operating System	Yes		
164	Administration Browser	Yes		
165	Agent Desktop Operating System	Yes		
166	Agent Browser	Yes		

**TECHNICAL REQUIREMENTS**

Ref. No.	Requirement	Mandatory Requirement	Vendor Response	Comments
1	<b>ACD ( Automatic Call distribution)</b>			
1	Should offer high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice ACD, IVR, and desktop services, as well as database replication	Yes		
2	ACD shall support Site distribution for site redundancy purpose with database replication.	Yes		
3	The ACD hardware and software should be from a single OEM and should support VMWare Virtualization for Hardware Optimization.	Yes		
4	The ACD should support active and standby server mode. In case of Main server in the Data centre fail the standby server in DR should take over seamlessly. ACD solution should support placing of Main and Stand by server in DC and DR	Yes		
5	The above architecture of distributing the Main and standby server over the WAN should work where the round trip delay will be more than 60ms between DC and DR	Yes		
6	The solution should support 50 Agent in one location to start with expandable up to 400 across 8 locations	Yes		
7	System should support skill based routing and it should be possible to put all the 400 agents in to a single skill group.	Yes		
8	ACD should support routing of incoming calls based upon caller input to menus, real-time queue statistics, time of day, day of week, ANI, dialed number etc.	Yes		
9	ACD should support routing based on longest available agent, Circular agent selection algorithms. Up to 10 levels of customer contacts should be prioritized based upon call or customer data, and calls may be moved within or among queues under workflow control using priority information.	Yes		
10	ACD should support the playing of customizable queuing announcements based upon the skill group that the call is being queued to, including announcements related to position in queue and expected delay.	Yes		
11	ACD should support Data driven routing , ACD should have the ability to use data obtained from backend database to make routing decisions. The database can have parameters like a list of holidays, hours of operations, a short list of hot customer accounts, and so on.	Yes		
12	Agents can be configured with up to 50 skills, each with up to 10 different competency levels. Skill groups should be configurable as requiring up to 50 skills per agent, each with up to 10 minimum skill competency levels.	Yes		
13	Agents should be able to login,logout make ready or not ready from the desktop application, Agent desktop should display ANI or DNIS or any customer related data.	Yes		
14	Agent desktop should dynamically pass the call data like ANI/DNI or cus id to any browser based or microsoft compatible application.	Yes		
15	Agents should be able to chat with other Agents or supervisor from the Agent desktop software	Yes		
16	Agent desktop should support integrated desktop for browser based application.	Yes		
17	Dynamic Re skilling by Administrator or Supervisor to modify the skills and competencies and agent skills and competencies should be applied immediately	Yes		

18	Supervisor should be able to see the real-time status of agents, supervisors should be able to make agent ready or logour from the supervisor desktop	Yes		
19	Supervisors should be able to send messages to one or all agents and also send broadcast messages tha will scroll on the agent desktop.	Yes		
20	Supervisor should be able to do Silent monitoring from agent desktop and also from dialing from outside over the PSTN.	Yes		
21	Supervisors should be able to barge in a agents call and also if required take a call from an aget and attend it.	Yes		
22	Should support Queuing of calls and playing different prompts depending on the type of call and time in the queue.	Yes		
23	Supervisor to create and configure preview outbound 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 outbound calls. Supervisor should also be able to specify and import a list of customer contacts to be called.	Yes		
24	ACD should support Web based administration for addition new agents, assigning skills etc	Yes		
	<b>2 Reporting</b>			
25	Users of the Historical Reports should be able to perform the following functions View, print, and save reports. Sort and filter reports Send scheduled reports to a file or to a printer. Export reports in a variety of formats, including PDF, RTF, XML, and CSV.	Yes		
26	Should be abel to prepare custom reports using a variety of generally available 3rd party applications that are designed to create reports from databases. Third party applications to have access to reporting database.	Yes		
27	Reporting platform to support custom reports using a combination of the Crystal Reports Developer's Toolkit and SQL stored procedures.	Yes		
28	System to provide report of IVR Application Performance Analysis, Call by Call details for all the calls, Traffice analysis reports etc	Yes		
29	Reporting platform to support Agent level reports, Agent logging logout report, report on agent state changes,	Yes		
30	Queue reports, Abandon call reports all the reports should be summary, tabular and detailed report format to be available for the agents.	Yes		
31	Outbound Agent summary or Campaign summary reports should be available.	Yes		
	<b>3 Email</b>			
32	Email routing support integration with Microsoft Exchange 2003 or Microsoft Exchange 2007 or 2010	Yes		
33	Administrator should be able to assign one or more email addresses to a single Queue.	Yes		
34	Should support dedicated email agent and Blended voice and email agents	Yes		
35	Agents should be able to automatically resume of e-mail processing on voice disconnect	Yes		
36	Agent should be able to save email draft response and resume at a later time	Yes		
37	Agent should be able to re-queue email.	Yes		
38	Supervisor should be able to access real-time reporting for Agent E-Mail mail volume by Queue	Yes		

39	Supervisor should be able to report Agent E-Mail Inbox Traffic Analysis, Agent email activity Queue wise	Yes		
	<b>4 IVR</b>			
40	IVR should Play welcome messages to callers Prompts to press and collect DTMF digits	Yes		
41	IVR should be able to integrate with backend database for self service.	Yes		
42	GUI based tool to be provided for designing the IVR and ACD call flow.	Yes		
43	IVR should support VoiceXML for ASR, TTS, and DTMF call flows	Yes		
44	IVR should be able to Read data from HTTP and XML Pages	Yes		
45	IVR ports should be twice number of agents as UCO wants more call closure on IVR	Yes		
46	IVR should be able to run Outbound campaigns a minimum of 10 concurrent active campaign to be supported.	Yes		
	<b>5 Telephony</b>			
47	The ACD and the telephony hardware and software should be from a single OEM	Yes		
48	The call control system should support redundant solution. In case of redundancy it should provide 1:1 redundancy. Both the server should do call processing all the time and act as backup in case of the failure of one server.	Yes		
49	Call control in case of one server failure should have the capacity to handle all the soft and hard client connected on the other server. Call control should have the option to place one server in Datacenter and another in the DR of the IDBI over WAN. Please mention the bandwidth and round trip delay requirement in detail.	Yes		
50	Should integrate with LDAP directories like Active Directory, Netscape, Open LDAP. For synchronization and user authentication.	Yes		
51	All the agents should have either an IP hardphone and IP softphone option for the agent.	Yes		
52	Each voice gateway should be able to support 8 E1 in a single gateway. All the resource required for the IP to TDM conversion should be built in the gateway.	Yes		
53	IP Phone should support speaker phone, two line, with in built ethernet switch.	Yes		
54	Separate headset jack and XML support is required. Phones to also support logging of agents if required.	Yes		
55	The telephony, ACD and IVR should support Virtualization to reduce the rack space and save power in the Data Centre.	Yes		
56	IP Phone should support encryption of Media and signalling	Yes		
57	For every 50 agents 3 E1 are required and 1 E1 is required for outbound calls.	Yes		
	<b>6 Voice Recording</b>			
58	Voice recording solution should support both active and passive voice recording.	Yes		
59	Quality and Performance management tools to create customizable, role-based scorecards and dashboards to measure the performance of all agents, queues, teams, groups, sites and process supported by the contact center	Yes		
60	All the tools should be Web based and does not require a client to be installed in the Supervisors or Operation team's PC	Yes		
61	Should be able to tag the recording with custom business fields	Yes		

62	Dashboard Reports and Standard Report Templates - Report templates to run reports by specific queries. Allows for 3rd party data access in customer reports. Allows for 3rd party data access in customer reports	Yes		
7	<b>Social Media Mining</b>			
63	Should be able to capture public social contact that contain specific words,terms or phrases	Yes		
64	Should be able to search for information on the public social web about UCO Bank products services etc.	Yes		
65	Should support following type of feeds, Really Simple Syndication (RSS), Facebook, Twitter	Yes		
66	To be able to create multiple campaign depending the customer post for a particlular products or services	Yes		
67	Campaign leads to be routed to the appropriate campaign by grouping each post or social contact into different categories.	Yes		
68	Agent should be able to pick the new feed and reply to the	Yes		



f) PBX Pricing																		
<add rows as required>																		
g) CTI Pricing																		
<add rows as required>																		
h) Work Package Pricing																		
<add rows as required>																		
i) Logger Pricing																		
<add rows as required>																		
j) Others																		
<add rows as required>																		
<b>Total of Application Licenses Cost at Kolkata Customer Service Centre, Bangalore Customer Service Centre (including database) (A)</b>																		

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites
- Please refer Annexure-1 of the RFP for year-wise requirements.

**Table-2 Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Servers & Desktops including Operating System, Storage, Rack with KVM and TFT display, Digital Score Board(4ft X 2 ft) approx, Digital Phones, Head sets, Hardware for Backup with necessary interfaces and other items)**

Particulars (Please specify separately for each item)	Cost of Hardware with 3 Years Warranty			AMC for 4 <sup>th</sup> Year			AMC for 5 <sup>th</sup> Year			Total Cost for 5Years B1+B2+B3
	Qty	Unit Price	Total Cost (B1)	Qty	Unit Price	Total Cost (B2)	Qty	Unit Price	Total Cost (B3)	
<b>Total of Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Servers, Storage including Operating System) (B)</b>										

**Note:**

- Hardware required for all the modules mentioned above (Module a to J of table-1) should be quoted in this format for each module.
- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

**Table-3 Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Network & Security Components etc., including Operating System)**

Particulars (Please specify separately for each item)	Year 1 Cost of Hardware with 3 Years Warranty			AMC for 4 <sup>th</sup> Year			AMC for 5 <sup>th</sup> Year			Total Cost for 5Years C1+C2+C3
	Qty	Unit Price	Total Cost (C1)	Qty	Unit Price	Total Cost (C2)	Qty	Unit Price	Total Cost (C3)	
<b>Total of Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Network &amp; Security Components etc., including Operating System) (C)</b>										

**Note:**

- Hardware required for all the modules mentioned above (Module a to J of table-1) should be quoted in this format for each module.
- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

**Table -4 Implementation Service Cost**

One time implementation cost for each module	Total Cost
<please add separate row for each module>	
<b>Total of Implementation Service Cost (D)</b>	

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

Table-5 Facilities Management (Agent &amp; Technical support cost)

			First Year	Second Year	Third Year	Fourth Year	Fifth Year	
Agents for Helpdesk & Customer Call Center	Per agent per Month (Unit Cost) (M1)	Per agent per year (Unit Cost) (Y1 = M1x12)	No. of Resources Required (R1)	No. of Resources Required (R2)	No. of Resources Required (R3)	No. of Resources Required (R4)	No. of Resources Required (R5)	Total (Y1x(R1+R2+R3+R4+R5))
<b>Functional Group</b>								
Agent Costs			50	100	150	250	400	
Supervisors			10	20	30	50	80	
<b>Technical Group</b>								
Facilities management engineers/administrators to oversee the call center infrastructure on a 24x7 basis								
<b>Total of Facilities Management (Agent &amp; Technical support cost) (E)</b>								

**Note:**

- Total cost will be calculated by multiplying Unit cost by total number of resources specified in the above table to arrive at TCO. However payment for FM resources will be made on actual numbers ordered. The same Unit price will be considered to hire resource(s) during the contract period on yearly/monthly basis.

**Table -6 Cost of Shifting to Bank's premises**

<b>Cost of Shifting</b>	<b>Total Cost</b>
<please add separate row for each item to be shifted>	
<b>Total cost of Shifting to Bank's premises (F)</b>	

**Table -7 Cost of Integration with Bank's various applications & ATM Switch**

Bank Application	Cost
<please add separate row for each item >	
<b>Total cost of Integration (G)</b>	

**Table -8 Network Bandwidth Cost with redundant link**

Network Bandwidth	Cost of Bandwidth for 1 <sup>st</sup> year	Cost of Bandwidth for 2 <sup>nd</sup> year(*)	Cost of Bandwidth for 3 <sup>rd</sup> year(*)	Cost of Bandwidth for 4 <sup>th</sup> year(*)	Cost of Bandwidth for 5 <sup>th</sup> year(*)
Cost of Bandwidth between Kolkata Data centre and the selected customer service site location					
<b>Total cost Bandwidth with backup link (H)</b>					

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites
- \* If the Customer Service Center is continues operation at bidders premises.

**Table -9 DoT (Department of Telecommunications) Registration Charges**

<b>DoT Registration Charges</b>	<b>Cost</b>
<please add separate row for each item >	
<b>Total cost DoT Registration Charges (I)</b>	

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

**Table -10 Cost of Recording Studio with Recording Artist**

Cost of Recording Studio with Artist (10 Hr Recording)	Cost
<b>Total cost Recording Studio with Artist (J)</b>	

**Table -11 Cost Of Premises at Kolkata with electricity, power backup and other required facilities (3000 Sq ft)**

Cost of Premises (3000 sq ft)	Cost
<b>Total cost Of Premises at Kolkata (K)</b>	

**Table 12- Total Cost of Customer Service Centre Project**

<b>Sr. No.</b>	<b>Description</b>	<b>Amount</b>
1	Total of Application Licenses Cost at Kolkata Customer Service Centre, Bangalore Customer Service Centre (including database) (A)	
2	Total of Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Servers, Storage including Operating System) (B)	
3	Total of Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Network & Security Components etc., including Operating System) (C)	
4	Total of Implementation Service Cost (D)	
5	Total of Facilities Management (Agent & Technical support cost) (E)	
6	Total cost of Shifting to Bank's premises (F)	
7	Total cost of Integration (G)	
8	Total cost Bandwidth with backup link (H)	
9	Total cost DoT Registration Charges (I)	
10	Total cost Recording Studio with Artist (J)	
11	Total cost Of Premises at Kolkata (K)	
<b>12</b>	<b>Grand Total (A+B+C+D+E+F+G+H+I+J+K)</b>	

**Note:**

1. Bidders should strictly quote in the format and for periods as mentioned above. No rows or columns should be deleted.
2. No column/row should be left blank. In case of '0' (Zero)/NIL, it should be mentioned clearly as '0' (Zero)/NIL.
3. In case, If the bidder does not quote for any item and on opening the bid if it is found that the existing bid is non-compliant to the requirements, the bank will load the rate, quantity and product (rate \*quantity) of the highest bidder to arrive at the TCO. However at the time of placement of order the bank will order these items at zero cost.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
5. The price quoted by the Bidder should be inclusive of the cost of any customization for the features mentioned in the RFP.
- 6. Please note that cost of hardware should include Rack or other components required for commissioning of the Solution.**
- 7. Prices quoted by Vendors should be inclusive of all costs such as, taxes, levies, cess, excise and custom duties, installation, insurance etc. that need to be incurred. The prices quoted will also include transportation to respective sites, insurance till supervision, commissioning and final acceptance by the Bank. The quoted prices can exclude octroi charges which will be extra as applicable. The prices quoted will also include transportation to respective sites, insurance till supervision, commissioning and final acceptance by the Bank. The quoted prices can exclude octroi charges which will be extra as applicable.**
8. All out of pocket expenses, travelling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Vendor to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
9. The bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
10. The make and model of all items quoted in the Kolkata Customer Service Centre and Bangalore Customer Service Centre sites should be identical.
11. L1 bidder will be determined based on the lowest price quoted under serial no. 12 of Table 12.

We certify that all the components quoted above includes cost of all activities and prices quoted are all in compliance with the terms stipulated in the RFP No: DIT/CSC/1788/2011-12 Dated : 12/01/2012.

We also confirm that we agree to all the terms and conditions mentioned in this RFP No. DIT/CSC/1788/2011-12 Dated : 12/01/2012.

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

\_\_\_\_\_

Table -1 Application Licenses (including database)

Sr. No.	Application Modules	Make	Model/version/part No.	License Base		Remarks*
				Type	Units	
	<b>a)ACD</b>					
	<add rows as required>					
	<b>b) Multimedia Pricing (SMS, e-mail etc)</b>					
	<add rows as required>					
	<b>c)TPIN</b>					
	<add rows as required>					
	<b>d)IVR</b>					
	<add rows as required>					
	<b>e)Dialer</b>					
	<add rows as required>					
	<b>f)PBX</b>					
	<add rows as required>					
	<b>g)CTI</b>					
	<add rows as required>					
	<b>h)Work Package</b>					
	<add rows as required>					
	<b>i)Logger</b>					

	<add rows as required>					
	<b>j)Others</b>					
	<add rows as required>					

Note:

- 1.Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites
- 2.Please refer Annexure-1 of the RFP for year-wise requirements.

**Table-2 Hardware at Kolkata Customer Service Centre, Bangalore Customer Service Centre (Servers & Desktops including Operating System, Storage, Rack with KVM and TFT display, Digital Score Board(4ft X 2 ft) approx, Digital Phones, Head sets, Hardware for Backup with necessary interfaces and other items)**

Sr. No.	Item Particulars (Please specify separately for each item)	Qty	Make	Model/version/part No.	Remarks*
	<add rows as required>				

Note:

- Hardware required for all the modules mentioned above (Module a to j of table-1) should be quoted in this format for each module.
- Mention separately for Kolkata Call Centre, Bangalore Call Centre sites

**Table-3 Hardware at Kolkata Call Centre, Bangalore Call Centre (Network & Security Components etc., including Operating System)**

Sr. No.	Item Particulars (Please specify separately for each item)	Qty	Make	Model/version/part No.	Remarks*

Note:

- Hardware required for all the modules mentioned above (Module a to j of table-1) should be quoted in this format for each module.
- Mention separately for Kolkata Call Centre, Bangalore Call Centre sites

\* Please attach separate sheet for detailed specifications/descriptions of each item.

**Table -4 Implementation Service**

One time implementation cost for each module	Included(Y/N)
<please add separate row for each module quoted>	

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

**Table-5 Facilities Management (Agent & Technical support cost)**

	First Year	Second Year	Third Year	Fourth Year	Fifth Year	Included(Y/N)
<b>Agents for Helpdesk &amp; Customer Call Center</b>	<b>No. of Resources Required</b>	<b>No. of Resources Required</b>	<b>No. of Resources Required</b>	<b>No. of Resources Required</b>	<b>No. of Resources Required</b>	
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	
<b>Functional Group</b>						
Agent Costs	50	100	150	250	400	
Supervisors	10	20	30	50	80	
<b>Technical Group</b>						
Facilities management engineers/administrators to oversee the call center infrastructure on a 24x7 basis						

**Note:**

Total cost will be calculated by multiplying Unit cost by total number of resources specified in the above table to arrive at TCO. However payment for FM resources will be made on actual numbers ordered. The same Unit price will be considered to hire resource during the contract period yearly/monthly

**Table -6 Shifting to Bank's premises**

Shifting to Bank's Premises	Included(Y/N)
<please add separate row for each item to be shifted>	

**Table -7 Cost of Integration with different Bank applications & ATM Switch**

Bank Application	Included(Y/N)
<please add separate row for each item to be shifted>	
<b>Total cost of Integration (G)</b>	

**Table -8 Network Bandwidth Cost with redundant link**

Network Bandwidth	Included the Cost of Bandwidth for 1 <sup>st</sup> year (Y/N)	Included the Cost of Bandwidth for 2 <sup>nd</sup> year(*) (Y/N)	Included the Cost of Bandwidth for 3 <sup>rd</sup> year(*) (Y/N)	Included the Cost of Bandwidth for 4 <sup>th</sup> year(*) (Y/N)	Included the Cost of Bandwidth for 5 <sup>th</sup> year(*) (Y/N)
Cost of Bandwidth between Kolkata Data centre and the selected customer service site location for 1st year					
<please add separate row for each item to be shifted>					
<b>Total cost Bandwidth with backup link (H)</b>					

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites
- \* If the Customer Service Center is continues operation at bidders premises.

**Table -9 DoT (Department of Telecommunications) Registration Charges**

DoT Registration Charges	Included(Y/N)
<please add separate row for each item to be shifted>	
<b>Total cost DoT Registration Charges (I)</b>	

**Note:**

- Mention separately for Kolkata Customer Service Centre, Bangalore Customer Service Centre sites

**Table -10 Cost of Recording Studio with Recording Artist**

Cost of Recording Studio with Artist(10 Hr Recording)	Included(Y/N)
<please add separate row for each item to be shifted>	
<b>Total cost Recording Studio with Artist (J)</b>	

**Table -11 Cost Of Premises at Kolkata with electricity, power backup and other basic facilities (3000 Sq ft)**

Cost of Premises(3000 sq ft)	Included(Y/N)
<please add separate row for each item to be shifted>	
<b>Total cost Bandwidth with backup link (K)</b>	

**Detailed Work Plan (Project Plan) and Personal Schedule**

Serial No	Task	Weeks														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

The above plan should be provided for all the areas in the scope that is:

1. ACD, IVR, CTI, Dialer, PBX, Logger implementation (system installation, configuration and customisation)
2. Business process analysis and documentation

The vendor is expected to provide both these formats in detail in a project planning format.

The vendor is expected to provide the details mentioned in the table below apart from the detailed project plan.

The details provided in this table should clearly match with the detailed project plan.

Sr. No	Task	Calendar Months *
1	ACD	
2	IVR	
3	CTI	
4	Dialer	

<b>Sr. No</b>	<b>Task</b>	<b>Calendar Months *</b>
5	PBX	
6	<b>Business Processes</b>	

\* The calendar months specified should indicate the actual calendar months taken to complete the task from issue of Purchase Order to the selected vendor

NOTE:

The vendor is expected to fill-up the above mentioned table and not change any of the tasks mentioned above.

Authorised Signatory

Designation

Vendor's corporate name

Proforma of letter to be given by all the Vendors participating in the Customer service centre Project on their official letterheads.

To,  
XXX  
XX  
XX

Dear Sir,

Sub: Customer service centre Project

Further to our proposal dated XXXXXXX, in response to the Request for Proposal (hereinafter referred to as "**RFP**") issued by UCO Bank we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by UCO Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Authorised Signatory  
Designation  
Vendor's Corporate Name

**Proposed Consortium**

<b>Sr. No.</b>	<b>Role</b>	<b>Name of Company</b>	<b>Responsibility</b>	<b>Products / Services Offered</b>
1				
2				
3				
4				
5				
6				
7				
8				
9				

1. The vendor needs to describe the services to be offered and its response time.

<b>Sr. No.</b>	<b>Service / support offered</b>	<b>Products / Tools to be used</b>	<b>No. of People</b>
1	Customer service centre Hardware Management and Maintenance		
2	System Administration		
3	Software Maintenance and Support		
4	Network & Server Administration		
5	Network Management		
6	Operations Management		
7	Warranty		

2. The vendor needs to describe, below in detail, all the proposed processes for the services offered. For example how the problem would be reported till the time how it would be resolved and for routine daily maintenance activities when and how these activities are proposed to be carried out.

***Vendor to provide information on the following***

<b><i>Particulars</i></b>	<b><i>Details of Vendor 1 (Prime Vendor)</i></b>	<b><i>Details of Vendor 2</i></b>	<b><i>Details of Vendor 3</i></b>
Registered Office Address in India			
Contact Person			
Office Address			
Telephone			
Fax			
E-mail			
Registered Office Setup in (yyyy)			
Number of employees (Worldwide)			
Number of employees (India)			
Awards / Certifications obtained (CMMI / ISO, etc.)			
Turnover from products / services (INR crores)			
Year I (2008-2009)			
Year II (2009-2010)			
Year III (2010-2011)			
Net Profit (INR Crores)			
Year I (2008-2009)			
Year II (2009-2010)			
Year III (2010-2011)			
Number of Offices/Service Centres in India (inclusive of franchisees)			

*The Prime Vendor needs to provide documents like the audited Balance Sheet/Profit & Loss Accounts for the previous 3 years*

Please add additional columns in case there are more vendors in the proposed consortium. The contents of the "Particulars" column

must not be changed



**Key People who will be involved in the project across functions like deployment of solution components, facilities management, process consultants, etc.**

Sr. No.	Employee Name, with Designation &	Role in Project	Task Assigned	Age	Years (relevant) Exp.	Years with the Company.	Prof & Edu. Quals.	Membership of any Recognised Institution	Relevant Key Clients & Role in the Project	Previous Employment Record
1	Mr. Name Surname - Country Manager, XYZ Pvt. Ltd.	Project Director	He will be in-charge of xxxxx	50	27	10	CA, CIA, ICWA, CS, CFA, BE, B.Tech, Mtech., MBA Finance, PGDBA from XYZ	123 Institute	XYZ Bank – Project Director – Solution Deployment ABC Bank - Senior Consultant - Retail Channel Management	GHI & Co. – Associate Director 1993 – 1997 JKL Consultants. – Strategic Project Management - 1982 – 1993
2										
3										
4										
5										

Please not that it is **MANDATORY TO FILL UP ALL THE ABOVE COLUMNS** for all the **Key proposed Positions** .

Comments on the clauses in the RFP:

[Please provide your comments / queries on the various clauses in the RFP document. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Terms & Conditions etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.]

<b>Sr. No.</b>	<b>Page #</b>	<b>Point / Section #</b>	<b>Clarification point as stated in the tender document</b>	<b>Comment/ Suggestion/ Deviation</b>
1				
2				
3				
4				
5				
6				
7				
8				
9				

## Non - Disclosure Agreement

This Agreement is entered into on this -- day of April, 2008 between -----  
--, a company incorporated under the Companies Act (hereinafter referred to as "-----  
---") having its registered office at -----, which  
expression shall, unless repugnant to the context, mean and include its successors  
and assigns of the One Part

And

**UCO Bank**, a company was originally incorporated on January 6, 1943 as the "The United Commercial Bank Ltd" with its registered and head office at Kolkata. It has its registered office at 10 B.T.M. Sarani Road, Kolkata- 700001. The Bank was nationalized in 1969 and in 1985 "United Commercial Bank Limited" had its name changed to "UCO Bank" by an act of parliament. UCO Bank (hereinafter referred to as "the Bank") shall, unless repugnant to the context, mean and include its successors and assigns of the Second Part.

----- and the Bank are collectively referred to as "Parties" and individually referred to as "the Party". The Party that discloses information is herein referred to as the "Discloser" and the Party that receives information is herein referred to as "the Recipient"

WHEREAS, the parties hereto acknowledge that Parties desire to engage in certain discussions with each other in order to evaluate a possible business relationship (any such transaction, the "Transaction"), and in the process each party hereto may

furnish the other party with certain information which is confidential and proprietary information, future plans, financial data, operations description, business statistics and volumes and other information in written, oral and /or physical /sample form that is non-public, confidential, or proprietary in nature (collectively "Information").

NOW THEREFORE, as a conditions to, and consideration of Parties engaging in further discussions with each other and providing the other with certain Information (as defined below), the Parties hereby acknowledge and agree as follows:

1. **Information covered by this Agreement.** All information (whether written, oral, electronic, or otherwise) furnished by Discloser or its Representatives (as defined below) to Recipient or its Representatives including all customer data, account information, analyses, compilations, forecasts, studies, summaries, notes, data and other documents and materials in whatever form maintained, whether prepared by Recipient , its Representatives, or others in relation to the Transaction, which is hereinafter referred to as the "Information", provided that the term "Information" will not include information that (i) is or becomes publicly available (other than as a result of any disclosure by Recipient of its Representatives that it is not permitted under this agreement), (ii) is or becomes available to Recipient on a non-confidential basis from a source (other than Discloser or any of its Representatives) that, to the best of Recipient 's knowledge, is not prohibited from disclosing such information to the Recipient by a legal, contractual, fiduciary or other obligations to Discloser, or (iii) is known to Recipient prior

to disclosure by Discloser or any of its Representatives without violation of duty of law, or (iv) is subsequently independently developed by the Receiving Party without use of any of the Disclosing Party's Confidential Information, or (v) is approved for release or use by written authorization from the Disclosing Party for the purpose for which it is related.

For the purposes of this Agreement, "Representatives" shall mean, with respect to Either Party, such Party's and its affiliates' employees, agents, nominees and Representatives.

2. **Confidentiality of Information.** Recipient and its Representatives (i) will keep the information strictly confidential and will not (except as required by applicable law, regulation or legal process, and only after compliance with paragraph 4 below), without Discloser's prior written consent, disclose to any person or entity any Information in any manner whatsoever and (ii) will not use any Information in any manner (whether for itself, any other person or entity, or otherwise) other than solely in connection with its consideration of the transaction. Recipient further agrees to disclose the Information only to its Representatives (a) who need to know the Information solely for the purpose of evaluating the transaction and (b) who are informed by Recipient of the confidential nature of the Information and the fact that use of the Information is governed by this Agreement. Recipient to cause its Representatives to observe the terms of this Agreement and will be responsible for any breach of this Agreement by any of its Representatives. In addition, Recipient and its Representatives shall take all necessary actions

and precautions to prevent the disclosure of any Information, which is limited by the provisions of paragraph 3 below in any manner contrary to the provisions of this Agreement.

3. **Confidentiality of transaction and transaction status.** Without the prior written consent of Discloser, neither Recipient nor its Representatives will (except as required by applicable law, regulation or legal process, and only after compliance with paragraph 4 below) disclose to any person or entity (other than any person or entity considering participating in the transaction with the Recipient) any Information.
  
4. **Mandatory Request from Third Parties for Information.** In the event that Recipient or any of its Representatives are legally required to disclose any of the information or any information the disclosure of which is limited by the provisions of paragraph 3 above (collectively, the "Compelled Information"), Recipient will notify Discloser promptly in writing of the terms and circumstances surrounding such required disclosure. Recipient and its Representatives agree not to oppose any action by Discloser to obtain a protective order or other appropriate remedy (provided the same does not impose or seek to impose any criminal or other liability upon the Recipient and/or its Representatives) and shall co-operate fully with Discloser, at Discloser's expense, in connection therewith. In the event that such protective order or other remedy is obtained, Recipient and its Representatives will furnish only that portion of the compelled information that Recipient is advised by counsel as is legally required and will use its reasonable efforts to

obtain reliable assurance that confidential treatment will be accorded to such compelled information.

5. **No obligation to consummate Transaction.** Both the parties acknowledge and agree that neither of the parties have made any firm decision to pursue any transaction with the other and agree that both the parties will have the right at its sole discretion without giving any reason therefore at any time to terminate discussion concerning a possible transaction to elect not to pursue such transaction or to pursue transaction with the third party without the involvement of the other. If either Party decides that it does not wish to proceed with the Transaction, it will promptly inform the other Party of that decision. In addition, the Discloser may elect at any time by providing 7 days' prior written notice to the Recipient to terminate further access to the Information disclosed or proposed to be disclosed to it.
  
6. **Not to Disclose.** It is mutually agreed between the parties that Discloser will not disclose to any third parties, the fact of the discussions with the Recipient or any possible transaction with the Recipient to any third parties except to such parties as authorized by and / or in consultation with the Recipient. It is however, agreed that disclosure of the said information to Discloser's attorneys and its authorized representatives for the purpose of implementation of the decision, if any to transact with the Recipient shall be treated as authorized disclosure. Further, the Recipient shall treat the Information with the same degree of care and protection, as it would for its own records & Information.

7. **No Representations as to the Accuracy of the Information.** Each Party warrants to the other that it has the right to disclose information to the other party. Recipient and its Representatives acknowledge that neither Discloser nor any of its Representatives make any express or implied representation or warranty as to the accuracy or completeness of the information. In addition, neither Discloser nor any of its Representatives shall have any liability to Recipient or any other person in connection with the use of the information.
8. **Return of Information.** Upon the request of Discloser, Recipient shall return or destroy any information in its possession or the possession of any of its Representatives. To the extent that such information is destroyed, Recipient shall certify such destruction in writing. However, this does not apply to Information delivered by Discloser to Recipient under any other contract. It is understood between the parties that the termination of this agreement or return or destruction of Information or restriction of access to such Information shall affect either Party's obligations under this Agreement or those of its Representatives and affiliates, and all such obligations shall continue to remain in effect until the earlier of (a) two years from the date of this Agreement; or (b) the closing of the Transaction.
9. **Alternate Relief's.** The Recipient acknowledges that damages are not a sufficient remedy for the Discloser for any breach of any of the Recipient's undertakings herein provided and the Recipient further acknowledges that the Discloser is entitled to specific performance or injunctive relief (as appropriate) as a remedy for any breach or threatened breach of those

undertakings by the Recipient, in addition to any other remedies available to the Discloser in law or in equity.

10. **Miscellaneous Provisions.** No failure or delay in exercising any right, power of privilege hereunder will operate as a waiver thereof, nor will any single or partial exercise thereof preclude any other or further exercise thereof or exercise of any right, power or privilege hereunder. This agreement contains the entire agreement between the Recipient and Discloser concerning the subject matter hereof and supercedes all previous agreements written or oral, relating to the subject matter hereof. No modifications of or changes to this agreement or the terms and conditions hereof will be binding upon the parties hereto, unless approved in writing and signed by each of the parties hereto. This agreement may be executed in counter parts, each of which shall be deemed to be any original, but both of which shall constitute the same agreement.

11. **Arbitration/Governing Law:** The Parties shall negotiate in good faith all disputes arising out of or in connection with this Agreement. However, if any dispute has not been resolved between the Parties within thirty (30) days after the date the Party raising the dispute gave notice of it to the other Party; then the said dispute shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. Each Party to the dispute shall appoint one Arbitrator each and the two Arbitrators shall appoint the third or the presiding Arbitrator. The arbitration proceedings shall be conducted in the English Language. The venue of Arbitration shall be at Mumbai. The

arbitration award shall be final and binding upon the Parties and judgement may be entered thereon, upon the application of either Party to a court having jurisdiction. This agreement will be governed by and construed in accordance with the laws of India. The Parties agree to submit to the exclusive jurisdiction of Courts at Mumbai.

12. This Agreement shall not be assignable or transferable by either Party without the written consent of the other Party.

13. This Agreement shall continue for a period of two (2) years from its execution or the closing date of the transaction, unless earlier terminated in writing by both Parties. The obligation to protect the Information shall survive and continue for a period of two (2) years beyond any termination or expiration of this Agreement.

For UCO Bank

By :

Title :

For **Receiving party**

By : -----

Title: -----

**Format of Bank Guarantee**

To

**UCO Bank**

**XX**

**XX**

**XX**

Dear Sirs,

In response to your invitation to respond to your reference No. \_\_\_\_\_ Addressed to M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for the Customer service centre Project for implementing, operationalizing and running a customer service centre for the bank and to provide training and support for the customer service centre as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

- 1) If the Vendor withdraws his proposal during the period of the proposal validity; or
- 2) If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO Bank the said amount of Rupees Five Lakhs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs. \_\_\_\_\_ Lakhs (Rupees \_\_\_\_\_ only).
- 2) This Bank guarantee will be valid up to \_\_\_\_\_; and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_.

**Rating Scale**

Product Demo - Functional Eval

**Rating**

- Exceeds expectation
- Completely meets expectation
- Mostly meets expectation
- Somewhat meets expectation
- Does not meet expectation

**DIT/CSC/1788/2011-12**

**Marks**

- 4
- 3
- 2
- 1
- 0

**The rating scale being adapted is a continuous scale and point marks may be awarded**

**Questions for Work Package**

- Ability to generate a unique identification number or ticket for every call and ability to configure the service request number mnemonic as per the bank's requirement
- 2 Ability to link follow up calls
- 3 Ability to reopen tickets for unresolved requests
  - Show us what all customer information fields are configurable in the work package
- 4 Ability to display fields be added / deleted from the work package screens?
- 5 Are the work package screens configurable?
  - Does the work package feature a scratch pad for agents to note down caller requests and to track caller history?
- 7 Ability to monitor turn around times for different service requests?
- 8 Ability to enforce turn around times for specified call types?
- 9 Ability to contextualize screens by login id?
- 10 Ability to direct requests to other agent logins?
  - Ability to display prompts to agents for cross-selling and up-selling products based on customer account information?
- 12 Ability to fax / email statements to customers?
  - Ability to SMS information such as account balance, available credit limit etc. to callers?
- 13 Does the work package have a field that prompts whether or not the caller has verified his TPin?

Does the work package feature a pop up/help option that contains a work list  
15 to assist agents to complete certain complex tasks

16 Ability to set reminders in Agent workspace

Ability to prepare reports on region, product, call types, performance at  
17 various levels (agent, team, call center), service request type, etc?

Ability to report frequency be daily, weekly, fortnightly, monthly, quarterly,  
18 half-yearly and annual?

Ability to handle the following requests and queries -

**Retail Banking Operations**

19 Account balance information

20 Cheque status

21 Checkbook issue request and status

22 Product Information display

23 Bill payment requests

24 Account transfer requests

25 Demand draft issue requests

26 Incorrect debit / Reversal requests

27 Stop cheque requests

28 Open a Fixed Deposit

29 Renewal of existing Fixed Deposit

30 Enquiry on existing Fixed Deposit / TDS

**Loans**

31 Loans information

32 Details of outstanding loans

33 Inquiry about loan account

34 Request for interest certificate

35 Repayment schedule

**ATM Operations**

36 ATM PIN not working / New PIN creation requests

37 ATM card hotlisting

38 ATM card swallowed - Card retrieval request

39 Incorrect amount dispensed by ATM

**Credit Card Operations**

- 40 Credit card hotlisting
- 41 Credit card transaction disputes
- 42 Credit card limit enhancement requests
- 43 Credit card loyalty points status
- 44 Credit card loyalty points redemption requests
- 45 Credit Card ATM pin incorrect / lockout / new pin requests
- 46 Credit card transaction waiver requests for interest charges

**Internet banking**

- 49 Account lockout / password reset / new password creation requests
- 50 Internet account opening request
- 51 Online trading and demat account opening request
- 52 Account status

**SMS Banking**

- 53 Activation / Deactivation
- 54 Wrong account mapping
- 55 Status Enquiry

**Total Marks**

**Max Marks = 220**

**0**

**Marks Scored**

**(Total Marks scaled down to 90)**

**0**

**Questions for IVR**

- 1 Does the IVR have a GUI based tool to develop Call trees / applications?
- 2 Ability to interpret voice markup languages?
- 3 Ability to interface with applications written in voiceXML on thrid party
- 4 Does the IVR have a speech application development tool?  
Can the IVR's speech application development tool be used for English and
- 5 Hindi languages?  
Can the IVR's speech application development tool be configured for Indian
- 6 accents?
- 7 Show us how marketing messgaes can be programmed into the IVR?  
Show us how the IVR can intelligently choose a marketing message based on
- 8 caller's account details (balance)?

- 9 Show us how faxes can be sent to the customer based on customer request  
Show us how bank templates can be uploaded which can be used in faxes
- 10 sent to customers  
Show us how the IVR receives agent availability from the ACD and relays
- 11 the approximate time the caller will have to wait for an agent  
Show us how the IVR can retrieve birthday, anniversary etc. information from
- 12 the database and greet callers accordingly
- 13 Does the IVR have text-to-speech capability in English / Hindi?
- 14 Demonstrate the speech recognition capability of the IVR
- 15 Show us the integration of the IVR with a speech recognition engine
- 16 Ability to configure holiday calendar
- 17 Ability to read out holiday greetings such as diwali, christmas, new years
- 18 Ability to configure messages by time of day, day of week
- 19 Ability to greet callers by time of day, day of week
- 20 Ability to transfer calls to the ACD based on time limits
- 21 Ability to configure separate IVR trees for separate customer types
- 22 Ability to read out separate msgs by customer type
- 23 Ability to configure customer types in the ivr  
Show us how ivr trees can be changed dynamically without bringing ivr down
- 24 in a live environment
- 25 Ability to configure number of retries for wrong tpin entry
- 26 Ability to configure number of retries for wrong tpin entry by customer type  
Ability to offer other validations (such as DOB, last transaction amount, last
- 27 transaction date etc.) based upon number of wrong tpin tries  
Ability of the agent to directly access TPin validation on the IVR without the
- 28 customer having to hear the full call tree for agent initiated TPin validation
- 29 How many levels can be configured in the IVR tree
- 30 Can all functionalities be availed at each level of the ivr tree  
Can the IVR generate reports for the following:  
Number of calls taken by the system daily, weekly, fortnightly, monthly,
- 31 quarterly, half yearly, annually
- 32 Average time spent by callers in IVR tree before being transferred to agent

- 33 % of calls abandoned in the IVR
- 34 Call tree level wise abandon % report
- 35 Call load analysis byIVR branch access
- 36 Peak call volumes by time intervals, date

**Total Marks**  
**Marks Scored**

**Max Marks = 144**  
**(Total Marks scaled down to 50)**

**0**  
**0**

**Questions for ACD**

- Show us how dynamic call queues are managed. Can the queues be opened or
- 1 closed as desired by authorized persons?
- Show us if call center Agents can be a part of multiple ACD groups with
- 2 different attributes in each group
- Ability to remove agent extensions dynamically and automatically from
- 3 groups if agent extension rings without answer for specified duration
- Ability to configure time that extension will ring before next available
- 4 extension is tried
- Ability to relay messages specified by call type to caller while caller is in
- 5 Agent queue
- Ability to play reassurance message to caller when caller enters the queue
- 6 and to repeat reassurance message after specified time interval
- 7 Ability to update the caller on the estimated time the caller has to wait in
- Ability to configure the time interval in which the caller is updated on the
- 8 estimated remaining time that the caller has to wait in the queue
- 9 Ability to configure queue timeout
- 10 Ability to configure message to be relayed to caller on queue timeout
- 11 Ability to give higher priority to callers based on caller type, caller location
- Show us call routing capability of incoming calls to agents based on the
- following rules:
- "Least Recent"
- An extension that received a call the longest time ago will get the next
- 12 incoming call

"Fewest Calls"

The extension that has received the least number of calls will get the next

13 incoming call

14 Random

Show us call routing with "Ring all" feature where the incoming call rings on all extensions and when any one agent picks the call, the call gets closed for

15 all other agents

Show us the ACD capability to recognize the region of the incoming call and

16 route the call to agent assigned for that region

Show us how SLAs can be configured in the ACD by the following types

17 Agent

18 Skill

19 Group

20 Priority

21 Call Type

22 Supervisor

Show us how the following SLAs can be configured:

23 Total Talk time

24 Average Talk time

25 Available Time

26 Idle Time

27 Average speed of answer

28 Abandoned Call rate

29 Average delay before abandon

30 Average hold time

31 % of calls closed on IVR

32 % of calls transferred from IVR to Agent

Ability to set up call type call codes which on being activated result in

33 invoking the voice logger

**Total Marks**

**Max Marks = 132**

**0**

**Marks Scored**

**(Total Marks scaled down to 60)**

**0**

## Questions for CTI

- 1 Demonstrate the routing of faxes to agents
- 2 Demonstrate the routing of emails to agents
- 3 Show us how the CTI application generates unique service request numbers
- 4 Show us how unique service requests can be given a timeline for closure
- 5 Show us how the system escalates service requests on non closure
- 6 Ability to configure the service request number as per our choice  
Show us a coordinated screen transfer from one agent to another where the
- 7 call data gets transferred along with the call  
Show us how special messages can be relayed to specific callers when they
- 8 are in a queue awaiting an agent  
Show us how data entered by the caller is transposed to the Work Package
- 9 (Screen Pop)  
Show us how information is retrieved from databases and pre-populated into
- 10 the work package based on IVR option selection by customer

**Total Marks**

**Max Marks = 40**

**0**

**Marks Scored**

**(Total Marks scaled up to 50)**

**0**

## Questions for PBX

- 1 Ability to handle simultaneous voice and data
- 2 Ability to configure active/passive agent ports and external ports
- 3 Ability to map extensions to ports via a user interface  
Ability to configure login Id and passwords for assigning agent extension to
- 4 phone instrument
- 5 Ability to track call path when calls are transferred between agents
- 6 Ability to configure multiple login ids to a single agent and vice versa
- 7 Ability to provide rights based upon login
- 8 Ability to create hunting groups
- 9 Ability to provide separate priority queuing for separate hunting groups
- 10 What is the Max. number of simultaneous calls that can be handled?
- 11 Ability to detect fraud
- 12 Ability to restrict toll calls

- 13 What is the number of management terminals that can be configured
- 14 Ability to interface with ACD, CTI, Call Logger, Dialler
- 15 Ability to park calls
- 16 Ability to allow supervisors to barge into calls
- 17 Ability to configure group pickup for calls landing on specified extensions
- 18 Ability to configure holiday calendar
- 19 Ability to configure virtual conference rooms
- 20 Ability to configure basic IVR functionality

**Total Marks** **0**  
**Marks Scored** **0**

**Max Marks = 80**  
**(Total Marks scaled down to 25)**

**Dialler**

- 1 Ability to import phone numbers from external applications
- 2 Ability to differentiate between human voice and voice mail recording
- 3 Ability to automatically transfer call to agent on hearing human voice
- 4 Ability to upload marketing campaigns data and to run marketing campaign
- 5 Ability to simultaneously run multiple campaigns
- 6 Ability to map multiple agents to multiple marketing campaigns
- 7 Ability to define agent skills and map to campaigns that require those skills
- 8 Ability to relay campaign information to agents
- 9 Ability to define pacing ratios based on number of records  
Ability to recognise abandoned calls and to automatically hang up on
- 10 abandoned calls
- 11 Ability to show agent and campaign performance

**Total Marks** **0**  
**Marks Scored** **0**

**Max Marks = 44**  
**(Total Marks scaled up to 50)**

**Logger**

- Ability to digitally record calls with additional information on date, time, call duration, agent ID, caller number, customer ID, reference number, number
- 1 dialled for outbound calls, inbound / outbound identifier

- Ability to selectively record voice conversations while omitting music on hold, silence, DTMF signals
- 2 Ability to retrieve calls based on date, time, call duration, agent ID, caller number, customer ID, reference number, number dialled for outbound calls
- 3 Ability to record in multiple formats depending on storage requirements
- 4 Ability to indicate disc usage statistics
- 5 Ability to configure multiple levels of access rights to user types
- 6 Ability to allow access to recordings based on login permissions
- 7 Ability of the logger to integrate with ACD to integrate to auto record some type of calls
- 8 Ability to retrieve calls over a LAN or networked environment
- 9

**Total Marks**  
**Marks Scored**

**Max Marks = 36**

**(Total Marks scaled down to 25)**

**0**  
**0**

<b>Rating Scale</b>	Technical Presentation Eval	<b>DIT/CSC/1788/2011-12</b>
	<b>Rating</b>	<b>Marks</b>
	Exceeds expectation	4
	Completely meets expectation	3
	Mostly meets expectation	2
	Somewhat meets expectation	1
Does not meet expectation	0	

**The rating scale being adapted is a continuous scale and point marks may be awarded**

**Questions to be asked to vendors during technical presentations**

**Implementation Methodologies and Facilities Management Capabilities**

- 1 What is the project team structure?
- 2 What are the credentials of key project team members?
- 3 What is the overall implementation time frame?
- 4 How much time have you scheduled for Business Process Analysis and Documentation and what is the process?
- 5 What is the time and resource allocation for the IVR call flow and call tree development?
- 6 What is the time and resource allocation for the CTI development?
- 7 What is the time and resource allocation for system installation and configuration?
- 8 What activities lie on the project's critical path?
- 9 How will you ensure that project timelines are met?
- 10 What is the testing strategy that will be used?

<b>Total Marks</b>	<b>Max Marks = 40</b>	<b>0</b>
<b>Marks Scored</b>	<b>(Total Marks scaled up to 100)</b>	<b>0</b>

**Technical Architecture and Technical Capabilities**

- 1 What are the methodologies you have in place for training agents (both functional and technical)
- 2 Do you have formal up-to-date training material?
- 3 Is the training going to be conducted inhouse?
- 4 Do you have internal certification programs for Agents?
- 5 Show us the technical schematic diagram of the proposed solution
- 6 In your experience which all applications have you built interfaces to from a call center perspective
- 7 How many times have you implemented this specific solution
- 8 How do you plan to train bank personnel on each component of your technology

<b>Total Marks</b>	<b>Max Marks = 32</b>	<b>0</b>
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**Marks Scored (Total Marks scaled up to 100) 0**

**Process Delivery Capabilities**

- 1 Process integration methodology to other departments
- 2 Process delivery templates, manuals and procedures
- 3 How will you handle agent scalability
- 4 How will you ensure that your partner will meet SLAs what are the back to back arrangements you have with him
- 5 How frequently do you do agent call reviews and feedback
- 6 What is your mystery shopper strategy

**Total Marks Max Marks = 24 0**

**Marks Scored (Total Marks scaled up to 100) 0**

<b>Rating Scale</b>	Site Visit - CIO	
	<b>Vendor Rating</b>	<b>Marks</b>
	Excellent	4
	Very Good	3
	Good	2
	Average	1
Poor	0	

The rating scale being adapted is a continuous scale and point marks may be awarded

Vendor  
Reference Name  
Reference Company  
Address:

Evaluators Name:  
Designation:  
Review Date:

	Question	Vendor Rating	Remarks
1	Strengths		
2	Weaknesses		



<b>Rating Scale</b>	Site Visit - Call Center Mgr	
	<b>Vendor Rating</b>	<b>Marks</b>
	Excellent	4
	Very Good	3
	Good	2
	Average	1
Poor	0	

The rating scale being adapted is a continuous scale and point marks may be awarded

Vendor  
 Reference Name  
 Reference Company  
 Address:

Evaluators Name:  
 Designation:  
 Review Date:

	Question	Vendor Rating	Remarks
1	How do you find the customer service		
2	How do you find issue resolution		

3	How are the TATs		
4	How well was the vendor able to control their partners? (if applicable)		
5	How well was the vendor able to handle a sudden increase in the number of branches (consider factors such as quality, responsiveness and the ability to serves needs).		
6	How responsive and relevant did you find the reporting mechanisms? ( Consider ease of customising reports, additional costs for customisation, dashboards provided etc).		
7	How well were the vendors able to adhere to escalation level? Were all their staff responsive to the escalation levels?		
8	At what frequency did the vendor introduce quality improvement practises and processes that enhanced their service delivery?		
9	How effectively were they able to integrate your information security standards into their processes? Has there been any breaches?		
10	Areas the vendor is weak?		
11	Areas the vendor is strong?		



<b>Rating Scale</b>	Site Visit - Call Center Agent	
	<b>Vendor Rating</b>	<b>Marks</b>
	Excellent	4
	Very Good	3
	Good	2
Average	1	
Poor	0	

The rating scale being adapted is a continuous scale and point marks may be awarded

Vendor  
 Reference Name  
 Reference Company  
 Address:

Evaluators Name:  
 Designation:  
 Review Date:

	Question	Vendor Rating	Remarks
1	How many calls on an average do you handle in your shift?		
2	Are you aware of your personal utilization levels?		



Proforma of letter to be given by all the Vendors participating in the Customer Service Centre Project on their official letterheads.

To,

UCO Bank

XX

XX

XX

XX

Dear Sir,

Sub: Customer Service Centre

Further to our proposal dated XXXXXXX, in response to the Request for Proposal (hereinafter referred to as "RFP") issued by UCO Bank we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by UCO Bank, provided however that only the list of deviations furnished by us in the format specified in Appendix 11 of the main RFP document which are expressly accepted by UCO Bank and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. UCO Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and UCO Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory

Designation

Vendor's corporate name