

Request for Proposal
For Interactive Voice Response
Call Centre on outsourced model
Dated: 18/09/2012

Indian Bank

Tender NO:	Tender No 01:CO:MKTG:2012-13
Date of pre-bid meeting	: 25-09-2012 4.00 PM
Last date of submitting tender	: 08-10-2012 3.30 PM
Cost of Tender Document	: Rs.5000 (Rs Five Thousands only)

TABLE OF CONTENTS

- 1. INTRODUCTION**
- 2. ELIGIBILITY CRITERIA**
- 3. SCOPE OF WORK**
- 4. RESPONSE INSTRUCTIONS & GUIDELINES**
- 5. OPENING OF BIDS BY BANK**
- 6. CLARIFICATIONS OF BIDS**
- 7. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY BID**
- 8. SETTLEMENT OF DISPUTES**
- 9. APPLICABLE LAW**
- 10. OTHER TERMS AND CONDITIONS**
- 11. CONFIDENTIALITY AGREEMENT**
- 12. TERMS OF REFERENCE**
- 13. EVALUATION METHODOLOGY**

ANNEXURES

- Annexure 1 SERVICE LEVEL AGREEMENTS
- Annexure 2 FUNCTIONAL REQUIREMENTS
- Annexure 3 TECHNICAL REQUIREMENTS
- Annexure 4 BILL OF MATERIAL/COMMERCIAL BID
- Annexure 5 BID FORM
- Annexure 6 DETAILS OF BIDDERS
- Annexure 7 FORMAT OF BANK GUARANTEE
- Annexure 8 NON DISCLOSURE
- Annexure 9 PERFORMANCE SECURITY FORM
- Annexure 10 BANK GUARANTEE FORM FOR EMD

1 INTRODUCTION

Indian Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 having its Corporate Office at 254-260 Avvai Shanmugam Salai, Royapettah, Chennai 600014, Tamil Nadu, hereinafter called "Bank" established in 1907, was nationalized in the year 1969 and today is a leading public sector undertaking listed in BSE and NSE.

Indian Bank has implemented banking software viz. Bancs, a core banking solution from Tata Consultancy Services. This also includes integrated module i.e. EximBills- Trade finance Module, Channel-G- Govt. Business Module, Oracle Apps- GL application, e – Credit, AML etc.

All the branches are under CBS. Approximately 1280 ATMs are functional. Tele banking, Mobile banking and Internet banking facilities are available to its customers. Bank is also in the business of issuing ATM/Debit/Credit/Prepaid cards to its customers. The bank has more than twenty million customers as of date. Today there are more than 19000 employees. The Bank's principal activities are to provide Commercial Banking Services which include Direct Finance, Forex and other related financial services. In addition to the Regular Banking Facilities provided by Indian Bank, customers can also avail a variety of other services like Cash Management Service, Insurance and Mutual Funds.

Indian Bank intends on engaging an IVR(**Interactive Voice Response**) based call center to service their customers. This call center should be purely on outsourced model. The Call Center solution should be a single location customer contact solution which will handle in-bound as well as out bound services. The Bidder should setup all required infrastructure in terms of equipments, as required for operation of an outsourced model of call center as per the requirement of the bank. This call center will be operated from Bank's premises situated at No. 66, Rajaji Salai, Chennai 600001.

A complete set of tender document may be purchased by eligible bidder upon payment of a non-refundable fee of Rs. 5,000/-(Rupees Five thousands only) by demand draft in favour of "**Indian Bank**" and payable at Chennai, from Marketing Department, Indian Bank, Corporate office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014. Or the bid documents may be down loaded from the Bank's Website www.indianbank.in . However at the time of submission of the bid documents Demand Draft for Rs.5000 in favour of Indian Bank should be submitted.

Bid Collection & Submission:

Tender Reference Number	Tender 01 :CO : MKTG : 2012:13
Price of Tender Document	Rs.5,000/- (Rs. Five thousands only)
Earnest Money Deposit	Rs.5,00,000/- (Rs. Five Lacs Only) By way of Bank guarantee from a scheduled commercial bank from India
Queries, if any, to be mailed by	22-09-2012
Pre-Bid meeting with Bidders	25-09-2012 by 15.30 hrs

Last Date and Time for receipts of tender offers	08-10-2012 by 15:30 hrs
Time & Date of Opening of technical bids	08-10-2012 by 16.00 hrs
No. Of Envelopes (Non window, sealed) to be submitted	Two (2) Envelopes <u>Envelope 1 containing:</u> Technical Bid + EMD + Tender Cost <u>Envelope 2 containing:</u> Commercial Bid
Address for Communication	Asst. General Manager (Marketing) Indian Bank, Corporate Office 254-260, Avvai Shanmugham Salai Royapettah, Chennai 600 014 ibhomktg@indianbank.co.in ibhomktg@yahoo.com Phone: 28134045
Place of Submission	Expenditure Dept Indian Bank, Corporate Office, 254-260, Avvai Shanmugham Salai Royapettah, Chennai -600014.

All the relevant documents are to be properly labeled, indexed and serially arranged.

1.1 PROJECT OBJECTIVE

As the Bank is extending their customer service through various delivery channels, Indian Bank now wishes to extend services to their customers through one more channel i.e. Call center. This call center should be purely on outsourced model to be setup at bank's premises at Chennai . The Bidder should setup all required infrastructure in terms of equipments, as required for operation of an outsourced model of call center as per the requirement of the bank. This call center will be operated from Bank's premises situated at No. 66, Rajaji Salai, Chennai 600001.

1.2 PROJECT SCOPE

Bidders are required to submit their proposals in strict adherence with the following: Operation of call center for Indian Bank is fully on outsourced basis. The Call Center should function 24x7 on all days.

This call center should offer services in the following categories:

- a) Information services
- b) Enquiry Services
- c) Request Services
- d) Grievances & Redress
- e) The outbound call activity shall, apart from focusing on redressing customer complaints that could not have been sorted out immediately, will also generate reminders to overdue borrowers by

way of SMS or one to one call. Necessary support service for generating such calls shall be provided by MIS/MSME/Credit departments or through programmed alerts prior to due dates.

f) In future, any other service identified by bank may also be included. Pricing would be then finalized on mutual discussion.

g) Campaign Management and Marketing Activities.

Integration of Call center System with Bank's following backend application:

1. Core Banking Solution
2. ATM/Debit/Prepaid card Operations
3. Credit Card Operations
4. Centralized Deposit Processing Center (CDPC)
5. Mobile Banking/Internet Banking/Telebanking
6. Centralized Pension Processing Centre (CPPC)
7. Any future application that may be required to be integrated with the call centre for which pricing would be mutually agreed up on.

2 ELIGIBILITY CRITERIA

The call center Bidder must satisfy the eligibility criteria as given below. Bidder is required to provide the supportive documents for eligibility proof.

2.1 The Bidder should have a minimum turnover of Rs. 2 Crores per annum. They should have earned net profit during last year and any two years during the last 5 years out of Indian Operations.

If audited balance sheet is not available for 2011-12, provisional balance sheet can be submitted.

2.2 The Bidder should have been in business of Call Center for at least the past 5 years and preferably running the call center of a Financial Institution for the last 1 year. TDS certificates from one of the business associates should be produced as proof of having done the job for them.

2.3 The Bidder should have an established setup in India.

Informations about the bidder and every sub-contractor and agency proposed to be engaged by the bidder should be submitted as per annexure 6.

2.1 ELIGIBILITY EVALUATION

2.1.1 General Instructions :

2.1.1.1 The Bidder needs to comply with all the eligibility criteria mentioned above.

2.1.1.2 The Bidder is required to provide proof for each of the points for eligibility evaluation.

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

2.1.1.4 The Bank reserves the right to disqualify the Bidder who does not submit sufficient proof of their credentials as prescribed in eligibility criteria.

2.1.2 Eligibility proof submission: The following documents are to be submitted.

2.1.2.1 Hard copies of the credential letters from bidders.

2.1.2.2 Bidder's Information

- a. Details of organization along with all the key contacts including their work phone, Mobile phone, work address and e-mail details.
- b. Copy of certificate of incorporation
- c. Copy of audited annual statement of accounts for the last 3 financial years i.e. 2009-2010, 2010 – 2011 and 2011-2012 in support of the following. However for the year 2011-12 if the audited balance sheet is not available provisional balance sheet may be provided.

☐ Turnover and profit from products / services

☐ Locations in which the company has offices and their addresses.

☐ Total number of employees in India

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

☐ Corporate structure & history of the company

☐ Number of years in this business and relevant business lines

☐ Specific certifications will be considered as an added advantage.

2.1.2.3 Call Center Capability

a. Solution Implementation capability

☐ Implementation details:

☐ Time-frame

☐ Man power availability

☐ Any other information considered relevant by you

b. Credentials

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

☐ Name of the company / Financial Institution

☐ Year of Servicing

☐ Key client references for each product providing details such as name, address, e-mail address, phone no., fax no. and mobile no.

c. The Bidder is expected to provide Call Centre agents who have expertise in Call Centre operations and should have basic banking knowledge. The bidder should have a well defined methodology including processes and controls for providing call centre services in the financial/banking domain.

2.1.2.4 The first stage of evaluation will be validation of the eligibility criteria.

Only those Bidders who meet the eligibility criteria will be considered for further stages of evaluation .

3 SCOPE OF WORK.

3.1 CALL CENTER STRATEGY

3.1.1 Customer Access Strategy

Indian Bank intends on engaging an IVR based call center to service their customers. This call center should be purely on outsourced model. The Call

Center solution should be a single location customer contact solution which will handle in-bound as well as out bound services. Customers who want online clarifications like Credit Card Balance, Deposit Rates, Gold Coin Rates, Base Rate and product details can be given information, at the outset itself, through pre recorded voices and they need not talk to our Call Centre employees. Additionally, caller can have an option to talk to call centre employee also.

Customers can lodge their grievance/ suggestions. The Call Centre can also provide marketing and other support for the banking business.

Grievances received should be directly logged on to the computer system and a unique number generated through the computer should be given to the callers for their future reference.

The call centre should proactively call back the customer and give them the feed back about the action that is taken without waiting for the customer to call again.

The call centre should also be equipped and trained to give standard replies to frequently asked questions/customer enquiries. The Call centre should be able to talk to the customers in appropriate regional language. Recording of all calls should be done for quality monitoring purposes.

3.1.2 Agent Specification for call handling

Initially, the Bidder would need to provide agents as per following requirements of the Bank :

- | | |
|----------------------------------|---|
| 1. Day time Shifts (2 shifts) | - 5 Agents |
| 2. Night Shifts (one) | - 3 Agents |
| 3. Experienced Agent(Supervisor) | - 3 Agent Supervisors(one for each shift) |

Bank expects to increase the agent's strength in the subsequent years.

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 (must), Hindi and Regional Languages like Tamil, Telugu, Kannada and Malayalam(any one must)
4. Experience of working under a high pressure and demanding environment.

3.1.2.2 Agent wise Job roles

The agent strength should be mixed in the following manner to handle the operations in an efficient way :

Level 1.General (Agents) – These agents would solve minor technical / inquiry based difficulties / queries of the customers

Level 2.Experienced Agents (Supervisors) – These agents would have a better understanding of banking and products Indian Bank has to offer. They should have analytical skill to understand the situation and explain to the customer ensuring satisfaction.

Level 3 Bank Representative: One officer of the bank shall be available at the call centre 24/7 to oversee and assist the call centre operation.

3.1.2.3 Agent Skill set

Agents should possess the skill mixture some of which are indicated below:

- Strong Verbal communication skills Language (English, Hindi or Regional Languages)
- Teaming Quality
- Leadership Quality
- Banking Knowledge
- Ability to sell banking products / services

3.1.2.4 Quality Service required from the agents:

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

- Number of calls resolved by agents 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 is 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. Eg. 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
- Number of complaints escalated to Level 3 and resolution time
- Error rates (re-work and overrides)
- Customer survey results (call satisfaction levels).

3.1.3 Call Center Services

The call center is to provide the following services to the customers:

i) Information Services

- Information services will provide customers with information on :
- Bank's Deposit products / schemes
- Loan products / schemes

- Credit / Debit Card
- Branch / ATM location
- Rate of interest / Service Charge
- Marketing a specific product information

ii) Enquiry Services

- Balance in accounts
- Transaction details
- Status of cheque issued or deposited
- Interest earned and paid
- Standing instructions
- TDS deducted
- OD/CC- Limit / interest
- Credit Card liability information
- Information on Mutual Funds
- Information on Insurance products
- Information on PPF, Collection of Govt. Taxes
- Credit Card Application Status.

iii) Request Services

Customer may request for:

- Account Statement – SB/CA/OD/CC/Credit Card
- Interest Certificate for deposits , TDS certificate
- Loan Account statement, Loan Interest certificate
- The request for the above through post / e-mail
- Request for cheque book
- Internet, Telebanking, Mobile Banking, Activating, blocking / hot listing of ATM/Credit Cards.

iv) Grievances & Resolution

- Internet Banking – PIN not received, login problem, website not working
- Tele Banking – PIN not received, login problems
- Non receipt of Debit Card / Credit Card
- Debit Card / Credit Card not working on POS / ATM
- Debit/ATM/Credit Card transaction discrepancy
- Debit/ATM/Credit Card Pin Not Working / Card Not Working
- Debit/ATM/Credit Card PIN not received
- Card taken in by ATM and not ejected back
- ATM/ Debit Card/ Pre-paid card / Credit Card hot listing / blocking

Indian Bank may add additional related or similar services to this list, upon notice to the Bidder. The Bidder is expected to draft formal process manuals and call flow to handle all above requests. The bank will obtain necessary clearance / approval from departments concerned on the call center processes drafted by the Bidder. In case the departments find the processes drafted to be contrary to the Bank's policies and procedures, the Bidder will modify or create a new process to ensure organizational compliance. The Bidder may use Microsoft Word, Excel and PowerPoint tools to create the process documents.

3.1.4 Integration with Bank's backend applications

Indian Bank uses bancs from TCS alongwith integrated applications. The Bidder will be provided with restricted view / interface to bancs / CBS environment to provide callers with account level information.

ATM

- Indian Bank uses the services of a third party vendor to issue and manage their entire ATM card back office operations and Switch.
- The agents are expected to provide relevant information regarding ATM usage process and ATM locations to callers and to resolve ATM queries. Call Center must be capable to interface with the ATM Switch display relevant information to agents.
- Issues pertaining to ATM card issuance, blockage, renewal etc. should be relayed to the third party vendor that manages the ATM card back office

Internet Banking

- Indian 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, login problems, account lockout problems, funds reversal issues, etc.

Utility Bill Payment

- Call Center should be able to provide information on how to use the utility Bill payment option from Bank's Internet Banking Site

Credit Cards

- Indian Bank uses the services of a third party vendor to issue and manage their entire Credit Card back office operations
- Call Center must be capable of interfacing with the back office system of the third party vendor in order to retrieve all relevant credit card details that will enable agents to resolve caller queries related to Credit Cards.
- Call Center must be capable of displaying credit card related information like payment and collection information, balance and current outstanding information. The package must also be capable of displaying information on the credit card account, such as credit card issue date, expiry date, credit limit, residence address, office address, billing address.
- Issues pertaining to Credit Card issuance, blockage, renewal etc. should be relayed to the third party vendor that manages the Credit Card back office. Any requests for waivers must be relayed to Indian Bank.
- The Bidder needs to ensure that all the processes carried out at the credit card back office are identified and linked to the call center to ensure seamless process delivery.

- The bidder should receive the details like change of address and other details of the customer when given and convey it to the Credit Card Centre and Service Provider concerned.

Centralized Deposit Processing Centre (CDPC)

- Call Centre to be integrated with CDPC.

Centralized Pension Processing Centre (CPPC)

- Call Centre to be integrated with CPPC.

Tele/Mobile Banking: The Bidder should also integrate Tele/Mobile Banking application with the call center

3.1.5 Process Delivery

Interfacing requirements to be assessed based on the product and service requirements of the bank. The bank expects the bidder to ensure an end to end process delivery by entering customer details in the Call Center solution, 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 achieve this the bidder is expected to create a process for each and every activity to be offered through the call center and link it to each and every department of the bank involved in the backend processing.

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 in order that the call center agents accessing the front end are aware of the query resolution.

The departments are mentioned below.

S.no	Corporate Office Department	Queries Handled
1.	Banking Operation Department	General Banking related queries
2.	Credit Card Department	Queries and functions
3.	Debit/ATM/Pre Paid Card centre	Queries and functions.
4.	Project Office	Internet / Mobile Banking / Phone Banking / IMPS - Queries and Functions
5.	Credit Department	Loan / Advance related queries
6	MSME Department	Loans/Advances related to MSME
7	RBD	Agricultural advances. Education Loan and Financial inclusion

8	Marketing Dept	Product queries
9	Development Deptt	Deposit related queries
10	PBD	Personal Banking product
11	Customer Service Cell	Grievances/Redress
12	NID	Gold Coins Rates/Queries
13	Bancassurance	Third Party Products and related queries
14	Treasury	Forex related queries

3.1.6 Call Center Technology

The Bidder is expected to deploy the latest technology in the proposed outsourced Call Center solution for Indian Bank.

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 Caller Line Identification (CLI) and support intelligent call routing.
- Text – to – speech capability must be supported for multiple languages including English 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 to provide seamless call center 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 route 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
- Allow calls to be transferred within the call center

- 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 call center solution
- It should be interfaced with the Core system and the other third party applications of the bank to 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.
- CTI should be integrated with core call center system and update the IVR

3.1.6.4 Call Center Application

Call center application should have following features:

- Support Ticket with all related data logging and tracking
- Enable Managers / Supervisors to monitor the overall performance of the Call Center agents and interact when needed.
- Call center application must also interface with Bank's Applications given above 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 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.

3.1.6.5 Campaign Management

- Should have the capability of management and execution of effective outbound calls involving marketing campaigns and calling back to customers.
- Should have the capability to monitor & report outbound call activities

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.

3.1.6.7 Recording

- 100% recording of calls and approximately 20% of agent screen action recording (for critical inputs) is to be provided. The recording should

contain detailed call information and the solution must provide advanced searching capabilities

- Calls must be stored for 15 days and preserved and should be made available when required. The media for archival (tapes) shall be provided by the Bidder.

3.1.7 Language Requirements

3.1.8 The call center should effectively communicate in English, Hindi and Regional Languages like Tamil, Telugu, Kannada and Malayalam(any one must initially support English, Hindi,Tamil and other regional languages).

3.1.9 Operating Window

- The call center will operate on a 24x7 basis.
- The call center shifts should be 8 hour shifts.

3.1.10 Security and Privacy

- Proposed Call center solution should be designed in a way that it guarantees information is collected directly from the caller and it should only be used for the specific purpose for which it was collected. Privacy of customer information guidelines must be pushed to Call center agents to ensure that customers are told how their personal data will be used.
- System access to information, proprietary to Indian Bank must comply with the Bank's privacy and access to information policy.
- System must maintain log including date, time, terminal number of each operation, done by every user/group and the 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:**
 - Forced password change
 - Dual user authentication
 - Display last login/logout
 - Failed login attempts
 - Inactivity time out
 - No concurrent login
 - Block/delete/relocate users

- Password control as per Bank's Standards (length, composition history, expiry of password etc.)

System must comply with IT Security configurable requirements:

- Password criteria restrictions
- Password not displayed when entered
- Password Length (Minimum and Maximum)
- Password change interval
- Password change warm time
- Password change history (password cannot be repeated)
- Login session timeout
- Disallows concurrent login sessions
- Allows password reset
- Allows user to change pass word.
- Account inactivity period before account logout
- Allows password encryption during transmission
- Biometric authentication for login to be introduced.

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 Indian Bank 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 & after image.

3.2 TECHNICAL INFRASTRUCTURE

The complete call center solution needs to be implemented on outsourced model at bank's premises at 66 Rajaji Salai, Chennai 600 001. All the required infrastructure for operation of call center as per Bank's requirements is to be arranged & managed by Bidder.

3.2.1 Hardware & Platforms

- The Bidder is required to do a complete setup of call center and design, size, procure, deploy and manage the complete call center solution in a web enabled environment and should be scalable to cater to our future requirement.

3.2.2 Database

- Indian 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.

3.2.3 Disaster Recovery

- The Bidder has to provide all required support for implementing support DR site.

3.2.4 Scalability

The Bidder must provide infrastructure that is vertically and horizontally scalable beyond the initial requirement of agents.

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 Indian Bank's respective departments. A sample is given below:

General Functionality	Agent Level	Authorizer	System Process	Manual Process	Template	Turnaround time
Account Balance	√		√			
Cheque Book request	√		√			
Cheque status enquiry	√		√			
Stop cheque payment	√	√	√			
Loss of chq book	√	√	√			
Internet user id	√	√	√			
Mobile Banking Registration	√			√		
Account statement request	√		√			
Credit Card Functionalities						
Outstanding balance	√		√			
Details of last statement	√		√			
Details of last	√		√			

payment						
Loan Functionalities						
Details of outstanding loan	√		√			
Inquiry about loan account	√		√			
Request for interest certificate	√		√			
Others						
Lost / replacement of Credit/Debit/ATM card	√			√		
Credit/Debit/ATM pin re-issue	√	√	√			
Hotlisting of Debit/ATM/Credit cards	√	√		√		
Internet Banking						
Username & password request			√	√		
Login problems	√			√		

3.4 Call Center Services

3.4.1 Business Process Analysis & Documentation function

Tasks:

- Understand the current state business processes and functions pertaining to the business areas included in the scope.
- Develop the future state business processes (facilitated by the proposed call center solution)

3.4.2 System Installation

Tasks:

- The implementation will consist of implementing the proposed call center including all the applications as per the requirements of the Bank. The Bidder will be responsible for recording all IVR messages.

Deliverables:

- Recording of voice prompts
- Provide the manuals and management of the following
 - Administration
 - Users
 - Technical services
 - Security
 - Operation Manual / services

3.4.3 Network Implementation

Network architecture at proposed call center should be devised and implemented considering government guidelines & customer convenience.

3.4.4 System Configuration

Tasks:

- Define a Test & Development Environment
- Configure / setup the Test & Development environment to facilitate interfaces development and any required customization
- Configure/setup the Production Environment
- Build the IVR Call Flow & Call Tree
- Configure, record and implement the voice prompts

Deliverables:

- Test & Development environment setup
- Production environment setup
- Setup/Configuration Document
- IVR Call Flow & Call Tree setup along with voice recording
- Setup / Definition of call code

3.4.5 Application Development

As a part of the evaluation process, Indian Bank has provided the details of the requirements in this Request for Proposal (RFP). The Bidder 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 are to be done by the Bidder. The Bidder is expected to provide a solution for each listed gap.

Tasks:

- Identify any application gaps that require customization
- Design, develop and test any required customizations
- Design / develop / test the required interface

Deliverables:

- Application gaps document
- Interface specification document
- API for interfacing with CBS, Credit Card, ATM and Internet Banking

3.4.6 User Acceptance Testing:

Tasks:

- Develop Test Scripts
- Support User Acceptance Testing (UAT) activities
- Resolve any reported problem during UAT
- Provide a detailed testing schedule

Deliverables:

- Test Scripts
- Detailed test plan

- Resolve errors identified during testing phase

3.4.7 Knowledge Management Repository

Tasks:

- Collate and document information on all products, services and relevant businesses of Indian Bank which may be serviced through call center
- Place all documented information in a knowledge repository

Deliverables:

- Documents covering all products , services and relevant businesses of Indian Bank
- Knowledge repository to be populated with documents
- Documents from knowledge repository to be used by the call center

3.4.8 Linkages to Indian Bank's Back Office

Tasks:

Develop linkages to the Indian Bank locations so that the call center agents can relay caller requests to Indian Bank departments concerned and track the status of these requests.

Deliverables:

Appropriate linkages to the Bank's departments concerned

3.5 TENOR

The Bank intends that the contract which is contemplated herewith with the Bidder shall be for a period of 3 years from the date of operation of call center and shall cover all the services as per the scope of this RFP. All hardware management, system administration, software maintenance & support in this outsourced contract will be managed by the Bidder at no cost to the Bank. Procurement of necessary hardware and software should be done by the bidder.

This contract can be further extended for a period of 2 years on mutually agreed prices.

3.6 PROJECT TIMEFRAME

Indian Bank expects the Bidder to complete the operationalization based on the following timeframe:

- Delivery and Installation should not exceed 60 days from the date of purchase order.
- Starting of Bank's product / services information within 90 days from the date of purchase order.
- All other services should start within 120 days from date of purchase order.

Bank expects the Bidder to submit a complete activity wise timelines as part of the response to the RFP.

3.7 PROJECT LOCATION

This project will be executed from Bank's premises where call center is being proposed.

4 RESPONSE INSTRUCTIONS & GUIDELINES

4.1 TERMS AND CONDITIONS

4.1.1 General

4.1.1.1 The Bidder is required to respond to the RFP only in the prescribed format. Under no circumstances, the format can be changed, altered and modified. All pages in the bid should be authenticated by a duly authorized signatory of the bidder under seal.

4.1.1.2 If the proposal includes equipment or software marketed and/or supported by other companies/firms, the bidder, as the prime contractor for the delivery, installation and maintenance of the entire system, must declare that they possess the requisite permission/license for the equipment/software. Also, the bidder must commit to support/repair/replace/maintain all parts of the Hardware, irrespective of whether the parts are manufactured by the Bidder or outsourced by them.

4.1.1.3 The total price offer shall be inclusive of all costs to be charged, such as cost of Hardware, Software and manpower, implementation, training, maintenance including three years Comprehensive warranty for hardware and software. Documentation, software updates, licenses, tools, duties, freight, all taxes, insurance etc. and any other element that could be interpreted as the real cost of procurement should be included in the quote. The only exceptions are Octroi /Entry tax/Service Tax, which will be reimbursed on actual basis.

4.1.1.4 Compliance with labour and tax laws, etc will be the responsibility of the bidder at his cost.

4.1.1.5 Source code for any Software specifically developed for the bank has to be provided by the bidder to the Bank.

4.1.1.6 Interested eligible bidders may obtain further information from Indian Bank at the address given in item 1 above from 10.00 to 17.00 hours on all days from Monday to Friday and from 10.00 to 14.00 hours on Saturdays till the bid submission date excluding Bank holidays.

4.1.1.7 Technical Bid will be opened by the Bank at **16.00** hours IST on 08-10-2012 in the presence of Bidders' Representatives. Interested Bidders may send their representative to participate in the Bid Opening Process. Then the technical bid will be evaluated. After technical evaluation, only the eligible

bidders will be communicated of the date and time of Opening of commercial bid for participating in the commercial bid.

4.1.1.8 Please note that the cost of preparing the proposal including visit / visits to the Bank is not reimbursable.

4.1.1.9 Indian Bank reserves the right to reject any or all bids without assigning any reason. The Bank is under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Indian Bank and the Bidder.

4.1.1.10 If any information / data / particulars are found to be incorrect, Bank will have the right to disqualify /blacklist the company and invoke the bank guarantees.

4.1.1.11 All communications, correspondence will be only to the prime bidder. Any partner/sub contractor has to communicate only through the prime bidder. The prime bidder will act as the single point of contact for the Bank.

4.1.1.12 The bidder is requested to submit any queries/clarifications to the Bank at least two days before the date of the pre bid meeting through email to ibhomktg@indianbank.co.in.

4.1.1.13 The text of the questions raised (without identifying the source of enquiry) and Bank's responses given, together with amendment to the bid document, if any, will be ported in our web site and informed to all purchasers of the bidding documents as addendum to RFP as clarifications.

4.1.1.14 Amendment of bidding documents

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment.

4.1.1.15 All prospective Bidders may check Bank's web site for amendments and it will be binding on them.

4.1.1.16 Documents constituting the bid

Bidders should provide all the information requested. Bidders may provide additional information but these must be presented separately as "Additional Information".

4.1.1.17 Unsuccessful Bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank. The successful Bidder's bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security. The bidder shall be liable for forfeiture of Bid Security, if a Bidder withdraws its bid during the period of bid validity specified by the Bank

Or

In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish performance security within the stipulated date.

4.1.1.18 Period of validity of bids

Bids shall remain valid for the period of **180** days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

4.1.1.19 Format and signing of Bid

The person or persons signing the bid shall sign all pages of the bid, except for unamended printed literature.

4.1.1.20 Any interlineations, erasure or overwriting shall be valid only if they are duly authenticated by the person or persons signing the Bid.

4.1.2 Submission of Bids

4.1.2.1 Deadline for submission of Bids

Deadline for bid submission is **08-10-2012 - 15.30 hours**

In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

4.1.2.2 The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

4.1.2.3 Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will summarily be rejected and returned unopened to the Bidder.

4.1.2.4 Bidders who wish to submit the bids in person are advised to contact the official concerned at HO:Expenditure Dept for registering the details of submission before the bid is deposited in the box allotted for the submission.

5 Opening of bids by Bank

5.1 The technical bids will be opened in the presence of bidders' representatives.

5.2 The technically qualified Bidders only will be intimated the date and time of opening of the Commercial bids for identification of L1 Bidder.(who has quoted the lowest amount)

5.3 The Bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No

bid shall be rejected at bid opening, **except for late bids, which shall be returned unopened to the Bidder.**

6 Clarification of Bids

6.1 During evaluation of the bids, the Bank may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the substance of the bid shall be sought, offered, or permitted.

6.2 The Bank will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order

6.2.1 The Bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The Bidder should satisfy all the qualification criteria mentioned in “**ELIGIBILITY CRITERIA**” section of this bid.

6.2.2 Financial strength of the bidder and his Associates. (The bidder must not be insolvent and the credit availed from any Bank or Financial Institution should not be classified as NPA).

6.2.3 Bank reserves the right to demand the Bidder to arrange reference demonstrations, reference calls, site visits to selected customers, visits to development /support centre, visits for benchmark tests for performance and scalability in vendor’s labs, etc. The Bank will bear the cost of such visits.

6.2.4 Bidders will be asked to make technical presentations, if deemed necessary, at Indian Bank, Chennai. The presentations will be used by the Bank to clarify issues arising out of the Bidder’s response to this RFP.

7. Bank’s right to accept any bid and to reject any or all bids

7.1 The Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding contract, without thereby incurring any liability to the affected Bidder or Bidders.

7.2 Signing of Contract

7.3 At the same time as the Bank notifies the successful Bidder that its bid has been accepted, the Bank will send the Bidder the Contract Form and required Service Level Agreements, incorporating all agreements between the parties. The agreements will be based on the bidder’s offer document with all its enclosures, and will include the following documents:

- Service Level Agreements
- Installation and implementation plan identifying the tasks to be completed, the assigned responsibilities, and the scheduled completion dates.
- Copies of all necessary licenses, certifications, documents, etc.

- Non Disclosure Agreement with Bank

The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as part of the final contract.

7.3 Within 10 (ten) days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the Bank.

8 SETTLEMENT OF DISPUTES

8.1 If any dispute or difference of any kind whatsoever shall arise between the Bank and the bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

8.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

8.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods and services under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- (a) In case of dispute or difference arising between the Bank and bidder relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which appointment shall be final and binding on the parties.
- (b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Supplier as well as Indian Supplier, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

- (c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- (e) Where the value of the contract is ` 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

8.4 Notwithstanding any reference to arbitration herein,

- a) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b) the Bank shall pay the bidder any monies due to the bidder.

9 APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

10. Other Terms and Conditions

10.1 The Bank intends the Bidder 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, notwithstanding the fact that the Bidder may appoint / procure services of third party suppliers (including software providers) to perform all or part of the obligations contained under this RFP with the permission of the Bank. However, Bank is going to enter into agreement only with selected bidder as a Call center Bidder.

10.2 Unless agreed to specifically by the Bank in writing for any changes to the RFP issued, the Bidder responses would not be incorporated automatically in the RFP document.

10.3 Unless expressly overridden by the specific agreement to be entered into between the Bank and the Bidder, the RFP shall be the governing document for arrangement between the Bank and the Bidder.

10.4 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.

10.5 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 Bidder and responded to by the Bidder, the same will be deemed to be provided by the Bidder at no extra cost to the Bank.

10.6 All out of pocket expenses, traveling, 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 Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

10.7 The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.

10.8 The prices quoted by the Bidder shall include all costs such as, taxes, levies, cess, excise and custom duties, that need to be incurred except Service Tax, Octroi, which will be extra as applicable.

10.9 Bid Security – Bidders are required to give a Bid Security for INR 500,000/- (INR Five Lakhs Only) by way of Bank Guarantee from a scheduled commercial bank valid for a period of 225 days from the last date of submission of the bid. The amount of bid security would be forfeited, in case:

- The Bidder withdraws the bid prior to validity period of the bid;
- The Bidder refuses to accept and sign the contract as specified in this document.

10.10 If the contract is awarded, the Bidder should furnish a Performance Guarantee to the extent of 10% of the value of the contract for 43 months within 30 days of the date of purchase order. The Bidder has to enter into Non Disclosure Agreement (NDA), SLA etc as per mutually agreed formats.

10.11 The Bidder represents that the proposed Call center solution and its documentation and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws, regulations, decision or order of any governmental or judicial authority.

10.12 The Bank would not be liable to pay any expenses incurred by the Bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidder.

10.13 This RFP may undergo change by either additions or deletions or modifications before the completion of the tendering process by the Bank. The

Bank also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. The bank will inform all Bidder about changes, if any.

10.14 If required by the Bank, Bidder should provide complete details of any subcontractor/s used for the purpose of this engagement.

11. Confidentiality Agreement

11.1 This RFP contains information proprietary to Indian Bank. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained in the RFP may not be reproduced in whole or in part without the express permission of Indian Bank. Disclosure of any such sensitive information to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action and termination of the contract/disqualification of the bidder at the discretion of the bank. The bidder/their employer should not be disclosing confidential information even after the completion of the contract period.

11.2 Responses received become the property of Indian Bank and cannot be returned. Information provided by each Bidder will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Bidder.

11.3 Right to alter Agent strength

The Bank will be free to either reduce or increase the number of agents to be hired on the same terms and conditions. The Bank reserves the right to alter the required numbers. In such case pricing will be on a mutually agreed basis.

11.4 Price freezing

The price finalized shall remain valid for a period of 36 months from the date of operation of the call center. Upon satisfactory service the contract is extendable for further period of 2 years. For 4th and 5th years Bank and the Bidder shall mutually decide the price per agent.

11.5 Addition/Deletion of Qualified Offerings

All quantities mentioned in this RFP are indicative. The number of call agents to be deployed as part of this tender can be varied by the Bank at per agent per seat quoted price. Bank has the right to deploy as many call agents as it wants at per agent rate.

11.6 Non Disclosure Agreement

The Bidder must agree to and sign a non-disclosure agreement with Indian Bank as per mutually agreed format.

11.7 Liquidated Damages

The Bank expects the Bidder to complete the scope of the project within the timeframe specified in this document. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the order value per week will be charged for every week's delay in delivery subject to maximum of 10% of order value.

The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Part of week will be treated as a week for this purpose. However, the Bank may, at its discretion, waive the liquidated damages in case the delay is not due to the bidder.

11.8 Exit Option

Indian Bank reserves the right to cancel the contract in the event of happening of one or more of the following events:

- (1) Delays in delivery of service as specified in the scope of the call center project
- (2) Serious discrepancy in delivery of services or the performance levels agreed upon, which have an impact on the functioning of the call center
- (3) In addition to the cancellation of purchase contract, Indian Bank reserves the right to recover penalties of 10% of amount outstanding for payment in addition to liquidated damages and invocation of bank guarantee.

11.9 Termination

Indian Bank shall be entitled to terminate the agreement with the selected Bidder at any time by giving ninety (90) days prior written notice to the Bidder. Indian Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder breaches obligations under the RFP or the subsequent agreement and if the breach is not cured within 15 days from the day of notice. The Bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

12 TERMS OF REFERENCE

12.1 Contract Commitment

The Bank intends that the contract, which is contemplated herein with the Bidder, shall be for a period of 3 years; post go-live of the call center solution.

12.1.2 Call Center Access Numbers (PSTN lines)

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 will be paid by Bank on monthly basis.

12.1.3 Customization Process:

The Bidder shall ensure that the Application utilized as a part of the Call Center Project meets all the requirements described in 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 Bidder shall provide all the reports as per the requirements of the Bank. The scope of

the customization and development work to be undertaken by the Bidder shall be as per the requirements of the Bank as described in this RFP. The Bank shall be a party to the Functional Specifications requirement sign-off, User acceptance test, User acceptance test sign-off and Implementation sign-off. The Bidder 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 Bidder shall be required to ensure that the software provides interfaces to the other application systems at the Bank as specified at no additional cost or fees or charges or expenses. The Bidder 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.

12.1.4 Payment Terms

The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.

80% of Hardware cost will be paid on delivery. 20% will be paid on successful completion of the installation and implementation.

All software and other implementation cost will be paid on successful completion and implementation of the project.

Call Center Agent costs:

- Payable monthly in arrears on the basis of the actual number of agents deployed.

12.1.5 Acceptance Testing

The Bank will carry out the acceptance tests for testing of Call center solution including interfaces. The Bidder shall assist the Bank in all acceptance tests to be carried out by the Bank.

12.1.6 Inspection of Records

All Bidder records with respect to any matters covered by this tender shall be made available to the Bank at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

12.1.7 Publicity

Any publicity by the Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank

12.1.8 Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis

12.1.9 Information Ownership

All information processed, stored, or transmitted by Bidder belongs to the Bank. By having the responsibility to operate the proposed call center solution, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. For this the Bidder has to enter into a Non-Disclosure agreement with the Bank that all the information on customer data will be protected using appropriate security measures. Any legal issues due to leak or disclosure of information of the customer data will be Bidder liability and any cost on the issue will be borne by the Bidder.

12.1.10 Hardware Utilization

The Bidder 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 80% nor should the Hard Disk utilization exceed 80% of each individual component at the Call center. In case the above requirement is not met, the additional hardware would have to be arranged by the Bidder. Bidder has to provide monthly utilization report and declare that the utilization level is less than 80%.

12.1.11 RBI Guidelines, As per RBI guidelines, Bank shall be at liberty to share the agreement or the information as provided by the Service provider to RBI or any other regulatory / statutory authority and also access to the books of accounts of the service provider by RBI or persons authorized by it to access the records and to cause inspection.

Confidentiality of customer information even after the completion of contract should be maintained.

Prior approval should be obtained from the bank for use of subcontractors by the service provider for outsourced activity etc.

12.1.12 Training related to information on Bank's products and services: Training related to information on Bank's product, services shall be provided by the Bank.

12.2 RESPONSE TO SCOPE OF WORK

The Bidder has to structure its response in the following order

The bids shall be submitted in two parts viz.

- 1) Technical Bid- Containing eligibility and technical bids along with tender cost & EMD amount
- 2) Commercial Bid shall be submitted in separate sealed sub-envelopes super scribing " Commercial bid for Call center project "

These two envelopes should be put together in a separate sealed master envelope super scribing BID for INDIAN BANK CALL CENTER PROJECT

SUBMITTED BY ON AT Chennai. The main cover should contain two covers super scribed as Part I-Technical Bid with tender reference no and date and Part II Commercial bid with tender reference no and date.

12.2.1 Eligibility proof should contain

- i. Lists of credentials
- ii– Eligibility criteria proof

12.2.2 Commercial Bid should contain

- i. Table of contents(list of documents enclosed)
- ii. 1 hard copy of the commercial proposal.

Please note that if any envelope is found to contain both technical and commercial offer, then that offer will be rejected outright at the discretion of the bank.

The Bidder should certify that the contents of the CD's are the same as that provided by way of hard copy

12.2.3 Technical Proposal

12.2.4 Executive Summary

12.2.5 Consortium Details

12.2.6 Functional Requirements

12.2.7 Technical Requirements

12.2.8 Interface Requirements

The Bidder needs to propose the methodology for interfacing the call center solution with various host and satellite systems in the bank.

12.2.9 Project Implementation and Management

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

- Detailed Project Plan
- Bidder 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
- Project Management Office Setup

12.3 Facility Management

12.3.1 Bidder 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

12.3.2 Commercial proposal

12.3.2.1 Bill of Material and Commercial Bid

The Bidder needs to provide pricing information in the Bill of Material format given in Annexure-4.

- Commercial Bid in the format provided
- All items specified in the Bill of Material need to be covered in the Commercial Bid.
- Prices quoted by Bidder should be inclusive of all costs such as, taxes, levies, cess, excise and custom duties, installation, insurance etc. that need to be incurred. The quoted prices can exclude Service Tax & Octroi charges which will be extra as applicable.

13. EVALUATION METHODOLOGY

The evaluation will be a two-stage process -

Phase 1 – Technical Evaluation

Phase 2 – Commercial Evaluation

13.1 TECHNICAL EVALUATION

The evaluation will involve validating the credentials submitted in the format as prescribed. 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 its sole discretion without having to give reasons to the Bidder thereof.

Only those Bidder, meeting the eligibility criteria will be considered for further stages of evaluation.

13.2 COMMERCIAL EVALUATION

The commercial bid has to be provided based on the format provided in the RFP. Call Center agent costs are to be quoted per agent per shift per month for 5 agents each during 2 day shifts and 3 agents during single night shift and three supervisors(experienced agents) - one supervisor per shift. These agents will work 8 hour per shift.

Indian Bank reserves the right to place an order for additional Agents at the price quoted at any time during the three year period.

After the 3 year contract period Indian Bank reserves the right to re-negotiate the contracts on a mutually agreeable basis.

The total cost of ownership will be the sum of total of all line items given in the Bill of Material. The bidder whose TCO (Technical and commercial offer) is the lowest will be the L1 bidder and will be invited for negotiation in case the bank decides to have discussion.

Please note that failure or refusal on part of the selected Bidder to offer the services at the price committed shall result in forfeit of the EMD to Bank. Indian 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.

13.3 ESTIMATED CALL VOLUMES

Indian Bank tends to roll out the call center service in a phased manner starting from the information services.

Indian Bank estimates that 5 agents during the day under two shifts, 3 agents during night shift with one supervisor for each shift will be required in the first phase of deployment. That is there should be 13 Level I general agents and 3 Level II experienced agents(supervisors) on the whole. Indian Bank estimates each agent to handle between 80 – 100 calls in an 8 hour shift.

SERVICE LEVEL AGREEMENTS

1.0 Scope

This document describes the minimum acceptable level of service to be provided by the Call Center Bidder. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by Indian Bank at the time of award of the contract.

2.0 Performance Criteria

2.1 Periodic Reviews

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

2.2 Agent performance matrix

S.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 next level	Percentage of all incoming calls	Less than 10%
10	Number of complaints escalated to next to	Percentage of all	Less than 5%

	next level	incoming calls	
11	Error Rates (Rework and Overrides)	Percentage of all incoming calls	Less than 2%

2.3 System Performance Metrics

System Availability

The Call center system availability must be over 99%. This will be calculated on monthly basis.

2.4 Quality Assurance

- a) The Bidder needs to ensure a minimum score of 90% on quality of service evaluation as reported by Indian 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 Bidder's Quality team. If the level comes below 90% during the first six months, then for every 1% drop 5 % of monthly payment will be recovered. After six months if the level comes below 95% then for every 1% drop 5% of monthly payment will be recovered.

2.5 Daily Trending Reports

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

- 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 Bidder.

- a. Agent Hours Report
- b. Staffing Distribution Report
- c. Any other report as requested by Bank

The Bidder and Bank will mutually agree on the format of the reports to be submitted by the Bidder to Bank. If Bank requests the Bidder to provide customized reports, the Bidder will provide customized reports at no cost to Bank.

Annexure-2

Functional Requirements

Ref. No	Requirements	Bidder's Response (Y/N)	Comments
IVR	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		
	Ability to support audio-text for playback of regulations, procedures and frequently asked questions as per the IVR Call Flow & Call Tree		
	English Language Support		
	Hindi Language Support		
	Other regional languages in Tamil, Telugu, Malayalam, Kannada		
	Ability to capture information from a caller or identify a customer using CLI		
	Ability to route the caller to the ACD when the customer requires to talk to an agent		
	Ability to be integrated to speech recognition engine		
	If the speech recognition engine is available as part from the proposed solution, please identify the type of the engine and the engine capability and supported languages in the Comments field details		
	Ability to change the IVR Tree by the system user, with no change in the software, through GUI Interface details.		
	Ability to change the IVR route based on the customers' captured data (i.e. Customer segment) details		
	Ability to capture all the customer's interactions with the IVR and pass it to the Contact Center (i.e. CTI Integration)		
	Ability to add multiple marketing message on the IVR system		
	Ability to integrate with the bank's switch to provide the following functionalities		
	Change PIN		
	Separate password (PIN) for inquiry services		

	PIN generation and Printing facility		
	Ability to link more than one account for a customer id		
	Customer to select his account in case of multiple accounts linked		
	Ability to announce transaction reference number		
	Ability to determine agent availability from the ACD and voice out in minutes and seconds next agent availability		
	Ability to read birthday dates from the database and greet customers accordingly		
	Ability to offer different IVR trees based upon customer class (region, segment, product etc)		
	Ability to voice out marketing messages based upon customer type		
	Ability of administrators to monitor where an identified customer is on the IVR tree Deposit Rate Inquiry		
	Ability of IVR to prioritise and jump calls based upon customer and/or call type priority (lost card, VIP customer etc.,)		
	Ability to schedule messages once for numerous occasions based upon call type segmentation Forex Inquiry		
	Interest Rate Inquiry		
	ACCOUNT SPECIFIC INFORMATION		
	Inquiry on various types of balances related to an account like account balance, available balance, etc.		
	Ability to inquire on the status of an account - lien marked, blocked amount, standing Instructions set		
	Inquiry on account transaction of last 'N' transactions. 'N' is a bank level configurable.		
	Inquire on status of issued Cheques		
	Stop payment instruction for an issued cheque		

	Inquire on status of outward clearing instruments i.e. instruments deposited by the customer		
	Inquire on details of lien in an operative or Term deposit account.		
	Inquire on details of the Temporary Overdraft (TOD) given to an account		
	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.		
	Inquire on deposit accounts like Maturity Date, Maturity Amount, Interest Rate, Tax deducted.		
	Enable accepting requests for Stop payment of cheques (allow for straight through processing)		
	Cheque Book requests and specify mode of delivery –(Courier / personal pick-up)		
	Request for physical statements and specify mode of delivery (Courier / personal pick-up / Email / Fax Back facility)		
	Request for drafts and specify mode of delivery (Courier / personal pick-up)		
	Other Services		
	ATM / Credit Card Hot Listing Request		
	List of ATM by / Email		
	Cash Management Services		
	Administrative features		
	Audit Trails for all transactions		
	Unique transaction id for all transactions		
	Banking & Administrative requirements		
	In case customer has not logged in through T-PIN, then allow for manual verification through the following data from the Pop-Up Screen		

	Name Residential Address Office Address Contact No. (Office, Home, Cell No.) Security question and Answer Birth Date Marriage Date - if applicable The Call Center Pop-Up Screen must have these Summary Items as first screen that can be immediately seen on call being routed to the Agent. Name Residential Address Office Address Contact No. (Office, Home, Cell No.) Security question and Answer Birth Date Marriage Date - if applicable		
	Last 5 Credit Transactions (Overall across all channels and all accounts with account number mentioned)		
	Last 5 Debit Transactions (Overall across all channels and all accounts with account number mentioned) Last 5 Internet Banking Transactions (Overall across all accounts with account number mentioned)		
	Last 5 ATM Transactions (Overall across all accounts with account number mentioned)		
	Last 5 Loan Transactions (Overall across all accounts with account number mentioned)		
	List of customers associated accounts that should also be linked that when clicked on, the Agent can see the details in each account. On clicking Customer account, the below mentioned account specific details & operations must be available to the Agent in the first Account View Screen Last 5 Debit Transactions Last 5 Credit Transactions Last 5 Internet Banking Transactions Last 5 ATM Transactions Last 5 Loan account Transactions		

	Cheque Status		
	TDS Status		
	Accounts		
	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.		
	View various types of balances related to an account like account balance, available balance, etc		
	Ability to inquire on the status of an account - lien marked, blocked amount, standing Instructions set		
	View account transaction snapshot (Quick-view). This is a statement of last 'N' transactions. 'N' is a bank level configurable.		
	Query on account transactions based on various parameters including transaction date range, transaction amount range and transaction type.		
	Sort transactions based on dates		
	View details of a transaction		
	Inquire on status of issued Cheques		
	Stop payment instruction for an issued cheque. (On-line only)		
	Inquire on status of outward clearing instruments i.e. instruments deposited by the customer		
	Inquire on details of lien in an operative or Term deposit account.		
	Inquire on details of the Temporary Overdraft (TOD) given to an account		
	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.		
	Inquire on deposit accounts like Maturity date,		

	Maturity Amount, Interest Rate, Tax deducted. 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.		
	View collateral details of overdraft accounts including collateral type, collateral description and value.		
	Enable accepting requests for Stop payment of cheques (allow for straight through processing)		
	Cheque Book requests and specify mode of delivery Courier / personal pick-up)		
	Request for physical statements and specify mode of delivery Courier / personal pick-up)		
	Request for TDS certificate with mode of delivery as Courier / personal pick-up)		
	Loan Schedules		
	View complete cash flow i.e. principal and interest flows attached to a particular loan account		
	View details including sanction date, sanctioned amount, disbursed amount and current liability, arrear details etc.		
	View the repayment schedule		
	View disbursement schedule details for loans		
	View collateral details of Loans		
	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.		
	Deposit schedules		
	View complete cash flow i.e. principal and interest flows attached to a particular deposit account.		

	View deposit maturity amount & Tax details.		
	View nominee details of deposit accounts.		
	Enable setting up calculators for assessing the interest receivable from deposits (based on the type of deposit, tenor/ currency indicated by the user)		
	Funds transfer		
	View pending transfers.		
	Inquire on status of all transfers.		
	Remittance functionality		
	Query & view a list of remittances made.		
	Offer customer specific rates for remittances. This is not an end-user functionality and will be available only for the bank.		
	CC Agent Tools and CRM		
	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		
	Product Sales on an Inbound call		
	The Agent will get a popup indicating the bank products that are suited for the customer when the customer calls the Call Center Agent		
	Based on this hints, the Agent will inform and try to sell a specific product to the customer.		
	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.		
	Outbound Sales Call		
	A link between MIS and Marketing Department / IVR Based Call Centre should be developed and daily reports giving details of due dates for repayment of installments of each borrower of each branch to facilitate proper recovery mechanism through Call Centre for maintaining asset quality.		
	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.		

	Track & Report number of sales call per Agent		
	Track & Report successful sales with respect to Agent and products		
	Track number of sales call of Call center with flexible date & Time reporting		
	Track & Report successful sales with respect to Call center with flexible date & Time reporting		
	Appropriate escalation Management of OPEN calls to experienced agents(supervisors)		
	Track & Report number of open calls with flexible date & Time reporting		
	Track & Report number of escalated calls with flexible date & Time reporting		
	Report on Inbound calls with call details with flexible date & Time reporting.		
	Forwarding of requests to central processing unit / branch as applicable.		
	Core Banking Interface All functionality defined here must be integrated with core banking system in on-line real-time mode.		
	All security features must be enabled to ensure that Agent/Call Center cannot perform any debit / transfer transactions.		
	Ability of the system to provide all agent parameters to follow the login ID, irrespective of the physical location of their terminal		
	Auto call routing		
	Support for "call back" option in the event of long call waiting		
	Interfaces		
	Integration with the IVR for Tele-banking.		
	Integration with the ACD		

	Integration with CTI		
	Support for display of calling party's number and other details at the workstation of the agent		
	Support for recording and monitoring calls handled by all agents		
	Support for email and FAX		
	Support for video conferencing facility		
	Web Interface		
	All features available in telephony interface should be available in the web interface and vice-versa.		
	The Web interface can also be used to control a combined web-telephony mode where audio flows through the telephone.		
	<p>Email Interface</p> <p>1. Voicemail messages are integrated into the owner's email inbox where they are accessible from his email browser, e.g. Lotus Notes / Microsoft Exchange. This email box could be separate from, or integrated with, the email box that the user uses for email.</p> <p>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.</p> <p>3. Each voice message includes header information for the calling party, the called mailbox, and time of the call. Bidder 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</p>		
	ODBC interface for all types of databases		

	ACD/CTI		
	Ability to manage dynamic call queues to allow queues to be opened or closed as required by authorized person		
	Ability to allow call centre agents to be members of multiple ACD groups		
	Ability to transfer call to other call centre agent with call data attached		
	Ability of skills based routing to allocate calls to call centre agents based on the skills		
	<p>Routing to the agents with 'Ring One' feature to according to at least one of the following configuration:</p> <p>(A) With 'Least Recent' - the extension that received a call the longest time ago will be on the top of the list.</p> <p>(B) With 'Fewest Calls' - the extension that received the least number of calls will be on the top of the I List</p> <p>(C) Random Selection</p> <p>Routing to the agents with 'Ring All' feature - first agent picks the call, it will be closed for the other agents.</p>		
	Support routing for Web-Chat:		
	(A) Web-Chatting Capability (initiated from the Web-Site)		
	(B) Agents that may accept from the chatting channel will be of Chatting-Group (not all the agents will be available for chatting)		
	(C) Two groups of Chatting can be defined (One for Hindi, and one for English)		
	Support routing for Web-Callback (initiated from the Website)		
	Support routing for emails received on the Contact Center email account		
	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: (A) Marketing messages (B) Music (C) Specific message after configurable time (i.e. Voice Mail)		
	Ability to recognize the region of the incoming call and transfer to agents based upon defined splits		
	Ability of the CTI application to generate a unique service request number		
	Ability of the unique service request to be given a timeline for closure		
	Ability of the system to escalate service requests on non closure		
	Ability of the supervisor to determine which call types can open a service request		
	Ability to configure SLAs for: By agent By skill By group By priority By Call type By Supervisor		
	Ability to configure SLAs such as: Total talk time Avg talk time Aux Time Available time Idle time		
	Average Speed of Answer		
	Call abandoned count		
	Call abandoned percentage		
	% of calls closed on the IVR		
	% of calls transferred from IVR to agent		

	Contact Center		
	Supervisors can:		
	(A) Listen to a call silently - not heard by the agent or the customer		
	(B) Interact with a call (both agent and the customer can hear the Supervisor)		
	(C) Coach the agent (only the agent can hear the Supervisor)		
	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...) (Please indicate in the Comments field if the auxiliary codes are configurable - new codes to be added, or codes to be removed)		
	Ability to place callers on hold and play marketing messages, or music from a live station while the caller is on hold		
	Ability to transfer calls back to the IVR		
	Support for online performance management: (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)		
	(B) Online view for the overall performance against the defined KPI (Can be shown by Managers & Supervisors only)		
	(C) Online view for specific agent performance against the defined KPIs (can be shown by the agent, the Supervisor and the Manager)		
	(D) What is the refresh rate for the online monitoring?		
	The agent can push SMS to the customer		
	Ability to upload the bank's standard templates to be used for printing requests		
	Ability to send fax to the customers through the fax engine. (Agent can send the fax on the bank's standard templates. Agent can send the fax with no template)		
	The system automatically opens a ticket upon the customer call to the agent. The System		

	Package has to support the following:		
	<p>The agent can log customer's call data (classified by type)</p> <p>The type of calls to be logged is configurable (new types to be added, or existing types to be removed)</p> <p>The system generates ID for each Work Package</p> <p>Each Work Package can be linked to attached document(s)</p> <p>Each Work Package is stamped with date and time - system generated</p> <p>The agent ID is linked to the Work Package</p> <p>The call record is linked to the Work Package</p> <p>The Work Package can be viewed, but not modified</p> <p>Agent can submit a process improvement request with 'Comment' field to be analyzed by the Business Analyst.</p>		
	<u>RECORDING SYSTEM</u>		
	<p>Ability to provide automatic digital recording for all calls (voice and screen recording) - this has to capture at least the following information:</p> <ul style="list-style-type: none"> (A) Date (B) Time (C) Call Duration (D) Agent ID (E) Caller Number (F) Customer ID (G) Reference Number (Ticket/Work Package ID) (H) Number Dialed for Outbound Calls (I) Inbound/Outbound Identifier - System Generated 		
	<p>Searching capabilities with any combination of the following parameters:</p> <ul style="list-style-type: none"> (A) Date (B) Time (C) Agent ID (D) Caller Number (E) Customer ID (F) Reference Number (Ticket/Work Package ID) (G) Number Dialed 		

	(H) Inbound/Outbound		
	<p>All the web-chats have to be recorded - this has to capture at least the following information: along with the Agent information, date and time</p> <p>(A) Date (B) Time (C) Chat Duration (D) Agent ID (E) Customer ID (F) Reference Number (Ticket/Work Package ID)</p>		
	<p>Searching capability for web-chats with any combination of the following parameters: (A) Date (B) Time (C) Agent ID (D) Customer ID (E) Reference Number (Ticket/Work Package ID)</p> <p>Random searching capability for both calls and chats for Quality Assurance activities</p>		
	<u>CAMPAIGN MANAGEMENT</u>		
	<p>The system can upload data for marketing campaign</p> <p>The system can manage more than one campaign at the same time</p> <p>The system can assign specific agents for specific marketing campaign</p> <p>The system enable changing the assignment of the agents to the different marketing campaigns</p> <p>Agents/ users should be able to view the campaign details on a pane designated for campaigns on the screen</p>		
	<p>The system can send mass SMS based on specific marketing campaign</p> <p>System can define pacing ratio's based upon number of records</p> <p>System can define pacing ratio based upon the status of preceding calls</p>		
	<p>System can show the performance of each agent</p> <p>System can show the performance of each campaign</p>		
	<u>Knowledge Base</u>		

	<p>Knowledge Base module is available with at least the following categories:</p> <p>(A) Call Center Procedures</p> <p>(B) General information (Locations for branches and ATMs, Products information, Products/Services Fees)</p> <p>(C) Changes in the products and services</p> <p>(D) What is new?</p> <p>(E) Frequently Asked Questions (FAQ)</p> <p>Configurable list of users who can edit the knowledge base database</p> <p>Searching capabilities in the knowledge base</p>		
	<u>Reporting</u>		
	<p>Caller IVR Selection (Start to Finish)</p> <p>Total amount of time callers had been on IVR</p> <p>(A) Detailed</p> <p>(B) Summary</p>		
	<p>Number of calls</p> <p>(A) Total Number of Calls</p> <p>(B) Number of Calls Diverted to Call Center Agents</p> <p>(C) Number of calls dropped on the IVR stage</p>		
	<p>Queues analysis</p> <p>(A) Number of Calls</p> <p>(B) Number of Waiting Calls</p> <p>(C) Average Call Time</p> <p>(D) Longest Waiting Time</p> <p>(E) Abandoned Calls</p>		
	<p>Agent reports (Summary for All the Agents, Summary by Queue, and Detailed by Agent)</p> <p>(A) Login & Logout Time</p> <p>(B) Average Answer Time</p> <p>(C) Average Talk Time</p> <p>(D) Average Handling Time</p> <p>(E) Number of Dropped Calls before Pickup</p> <p>(F) Number of Dropped Calls after Pickup</p> <p>(G) Idle Time</p> <p>(H) Time Agent is Ready</p> <p>(I) Outbound Calls - Destination Numbers & Duration</p> <p>(J) Number of Web-Chats</p> <p>(K) Average Chatting Time</p> <p>(L) Number of Emails Received</p> <p>(M) Number of Call Backs</p>		

	Faxes reports (sent & received & failure)		
	<p>Campaign Management</p> <p>Promised customers report to support the sales</p> <p>Overall number of tele-marketing calls made and time spent on each tele-marketing call per agent</p> <p>Overall efficiency of each agent in terms of tele-marketing</p> <p>Success of a certain campaign based on the customers' promises</p>		
	<p>General Reporting Requirements</p> <p>Customized reports can be built by the users (Please indicate in the Comments field what knowledge is required by the users to build a customized reports)</p> <p>Reports can be accessible through the LAN/WAN and remote access</p> <p>Standard reports can be generated on half-hourly, hourly, daily, weekly, monthly, quarterly and yearly</p> <p>Is it one reporting module for all the system components (i.e. ACD/CTI/IVR/Call Agent?)</p> <p>Or, is it a separate reporting module for each component</p>		
	Transactional Requirements / Call center front end package		
	<p>Ability to integrate with the CTI to receive customer data such as card no, account no, tpin dialed (yes or no), services availed.</p> <p>Ability to integrate with the bank's corebanking system in order to facilitate transactions</p> <p>Ability to configure unique screens as per Indian Bank's requirement for a call center front end Package</p> <p>Ability to generate a unique service request number (SRN) for identified requests</p> <p>Ability to configure SLA's based upon query types to escalate in case of non closure</p> <p>Ability to configure turnaround times for service requests</p> <p>Ability to create reports for service requests</p> <p>Ability to integrate with the core banking for functionalities such as:</p> <p>Ability to aggregate calls on the basis of agent, call type, average talk time, product type</p> <p>General Functionality</p>		

	Account Balance Cheque Book request Cheque Status enquiry Stop Cheque payment Loss of chq book Bill payment Internet user id Mobile Banking registration Account statement request Funds transfer between own accounts Card Functionalities Outstanding Balance		
	Details of last statement Details of last payment Reward points status Funds reversal issues Address Changes Card blocking and reissue Charge Disputes Payment performance Unbilled transactions and payments Cash withdrawal status Authorised but unbilled transactions Late Payment Fee and service charge reversal Other card access Loan Functionalities Details of outstanding loans Inquiry about loan account Request for interest certificate Repayment schedule Fixed deposits Open FD Renewal of existing FD Enquiry on existing FD/TDS Demand Draft Request for Demand draft Others Lost / Replacement of card ATM pin re-issue Standing instructions Hotlisting of cards Internet Banking Username & Password request Login problems Account lockout issues Funds reversal issues		

Technical Requirements

S.No	Requirements	Bidder 's Response	Remarks
1.	Hardware		
	Mention the technology hardware would be based upon (If you have specific hardware in the proposed solution, Please give brief details)		
	Is the hardware branded (Please list the brand and model)		
	With which brand of phone sets is the proposed solution compatible		
	Is there a facility to monitor the hardware failures		
	What is the storage capacity		
2.	Business Continuity		
	Automatic switch to Call Center agents, if IVR malfunctions		
	Does the server architecture have inbuilt redundancy?		
	Does the proposed Call center solution have well documented BCP		
3.	Data Bases		
	What type of database(s) will be used		
4.	Interfaces		
	Interfacing with Core Banking System along with integrated applications to access customer's data and/or make financial transactions		
	Interfacing with the Switch for customer PIN authorization & PIN change ((This interface is based on ISO8583 messages).		
	Having Fax module to receive/send faxes		
	Interfacing with Credit Card back end application		
	Interfacing with Centralized Credit Processing Center (CCPC to be installed), CPPC, CDPC, Internet Banking and Mobile Banking		
5.	Disaster Recovery Process		
	Does the proposed call center solution has Disaster recovery center well in place?		
	What will be RTO & RPO		
4.	Audit Trail		

	<p>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...</p> <p>These standard reports are generated from the system periodically, and on ad-hoc basis:</p> <p>(A) List of users, user privileges and status</p> <p>(B) User sign-off and sign-on</p> <p>(C) User violation – unsuccessful login attempts</p> <p>(D) User additions, amendments and deletions</p>		
5.	PBX		
	Does the PBX support Line expansion increments		
6.	ACD/ CTI		
	<p>Measured Agents or Login Ids</p> <p>Measured Agents Per Split/Skill</p> <p>Measured Splits/Skills</p> <p>Measured Agent-split/skill pairs</p> <p>Measured Trunk Groups</p> <p>Measured VDNs</p> <p>Max. Agents Displayed by</p> <p>Max. Monitoring Terminals Available</p> <p>Max. Active Maintenance Commands for System</p> <p>Max. Simultaneous Monitoring Terminals</p> <p>Terminals in Monitor Mode</p> <p>Reporting Periods</p> <ul style="list-style-type: none"> • Intervals • Days <p>System cabinet Included</p> <p>Digital switch</p> <p>I/O Transition Module</p> <p>System Controller (CPU) Included</p> <p>Console/Remote Access Server</p> <p>Agent workstation</p>		

Bill Of Material/Commercial Bid

S.No	Items	Cost per agent permonth (a)	Qty (b)	No. Of months (c)	Total Price
1.	Cost per agent 5 agents during two day shifts and 3 agents during night shift with one supervisor for each shift		16	36	
2.	Cost of interface with Core Banking Solution	-	-	-	
3.	Cost of interface with ATM Switch	-	-	-	
4.	Cost of interface with Credit Card Back end system	-	-	-	
5.	Cost of interface with Centralised Credit Processing Centre (CCPC – to be installed), CDPC, CPPC, internet banking, mobile banking	-	-	-	
6.	Hardware Cost	-	-	-	
	Grand Total				

The L1(lowest quoted) bidder will be arrived based on the Total price under GRAND TOTAL Column.

(If addition and subtraction mistakes are found in arriving Grand Total, Corrections will be carried out and corrected total amount will be taken for arriving L1)

Note:

- Total cost of ownership will be sum of items from Sr. no 1 to 6 given above.
- Service Tax if any will be paid extra. Applicable TDS will be deducted from the payment.
- Agent shift will be of 8 hours duration
- Cost of interface are one time cost
- Prices should be exclusive of only services tax. This price will remain valid for 3 years
- Cost of PSTN usage bills be borne by Bank extra

BID FORM (TECHNICAL BID)
(To be included in Technical Bid Envelope)

Date:
Tender Reference No.: _____

To:

Having examined the tender documents including Addendum(s) and all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer the services of Call Center on outsourced model in conformity with the said tender documents in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence delivery within specified number of days and to complete the operationalization of call center solution as specified in the Contract within time schedule specified in the RFP document.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum of 10% of the Contract Price for 43 months plus 30 days grace period for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the last date of bid submission and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We agree for terms and conditions mentioned in the tender.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____ 2012

Signature: _____

(In the Capacity of:) _____

Duly authorized to sign the tender offer for and on behalf of

Annexure-6

Details of the bidding company		
Sr. No.	Description	Response
1.	Name of The bidder (Mention complete address)	
2.	Name of The Contact Person along with mail & contact numbers	
3.	Type of Constitution – Ltd./ Pvt. Ltd.	
4.	Date Of Incorporation & year when bidder started the business of Call center	
5.	Core Activity / services being provided by the Bidder	
6.	Total number of employees in the company	
7.	Turn Over for the Last 3 years (In Lacs) : 2009-10: 2010-11: 2011-12: (please submit audited balance sheet for two years)	
8.	Profit for the last three years (In Lacs) : 2009-10: 2010-11: 2011-12:	
9.	Location & address where proposed call center will be operationalized for Indian Bank Refer page 4 – clause 1.1 page 15 clause 3.2	
10.	Reference : a) Name of the Bank: b) When Call center operation was started : c) Whether on outsourced model / Ownership d) Type of services being covered e) Number of agents being deployed f) As on date what type of call center services are being offered by Bidder g) Approx. no. of calls being attended per day and outbound calls made	
11.	For other reference, please provide the information in the format given at sr. no 10	

Signature of Bidder: _____

Name: _____

Business address: _____

Place:

Date:

PERFORMANCE BANK GUARANTEE

TO,

-----,
 -----,
 -----.

In consideration of M/s Indian Bank having Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettach, Chennai 600014, Tamil Nadu (hereinafter referred to as "Purchaser") having agreed to purchase services for Call Center project on outsourced model (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt. --- ----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the Call center solution, as per the terms and conditions of the said contract, to be offered by the contractor and also guaranteeing the operation & maintenance, by the contractor, call center solution as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs------(Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether Call Centre has failed to perform as per the said contract, and also as to whether the contractor has failed to operate and maintain call center solution as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

Our liability under this Bank Guarantee shall not exceed Rs-----

i) (Rupees-----only);

ii) This Bank Guarantee shall be valid upto -----; and

iii) We are liable to pay the Guaranteed amount or any part thereof under

this Bank Guarantee only and only if you serve upon us a written claim or demand on or before -----(date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2012 at -----

For and on behalf of ----- Bank.

sd/- -----

NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into aton this the.....day of.....2012 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettach, Chennai 600014, Tamil Nadu, hereinafter called the “**BANK**” which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the “ ” which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is inter alia engaged in the business of banking and intends on engaging an IVR (**Interactive Voice Response**) based call center as an outsourced model to service their customers.

M/s._____ Limited has been engaged in the business of running Call Centre.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

Confidential information

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

Receiving party may use the information solely for and in connection with the Purpose.

Use of Confidential Information-

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived therefrom, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

- Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality
- Is or becomes publicly known through no unauthorized act of the Receiving party
- Is rightfully received from a third party without restriction and without breach of this agreement
- Is independently developed by the Receiving party without use of the other party's Confidential information and is so documented
- Is disclosed without similar restrictions to a third party by the Party owning the confidential information
- Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

The obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are nor or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6 .Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The

receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement-

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

11. Jurisdiction

The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK

.....

M/S.

PERFORMANCE SECURITY FORM

Bank Guarantee No. _____ Date _____ :

To :

INDIAN BANK,
Chennai,
INDIA _____ :

WHEREAS (Name of Supplier)
hereinafter called "the Supplier") has undertaken, in pursuance of Contract
No..... dated,..... 201... to supply.....
.....(Description of Goods and Services) (hereinafter
called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the
Supplier shall furnish you with a Bank Guarantee by a recognised bank for the
sum specified therein as security for compliance with the Supplier's performance
obligations in accordance with the Contract.

AND WHEREAS we have agreed to give on behalf of the Supplier a Guarantee:
THEREFORE WE hereby affirm that we are Guarantors and responsible to you,
on behalf of the Supplier, up to a total of
..... (Amount of the Guarantee in Words and Figures) and
we undertake to pay you, upon your first written demand declaring the Supplier to
be in default under the Contract and without cavil or argument, any sum or sums
within the limit of (Amount of Guarantee) as aforesaid,
without your needing to prove or to show grounds or reasons for your demand or
the sum specified therein.

This guarantee is valid until theday of.....201.....

Signature and Seal of Guarantors

.....
Date.....201.....
Address:.....

.....

NOTE:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2. Bank guarantees issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value

(The above format is illustrative only and may be suitably modified later by Indian Bank)

BANK GUARANTEE IN LIEU OF EARNEST MONEY DEPOSIT**Address of Institution**

Whereas **(Name of Institution)** INDIAN BANK (hereinafter called “the Employer”) have issued bid documents for **SUPPLY, INSTALLATION, TESTING AND COMMISSIONING** their Proposed **Name of work IVR BASED CALL CENTRE ON OUTSOURCED MODEL** having their registered office at _____ (hereinafter called the Bidder).

And whereas under the terms and conditions of the said bid documents, the Bidder is required and has undertaken to furnish a Bank Guarantee of Rs. _____/- (Rupees _____ only) as Earnest Money Deposit as contained in the said tender document.

We _____, having our registered office at _____ and branch office at _____ (hereinafter called “the Bank”) hereby unconditionally and irrevocably undertake to the Employer immediately upon receipt of the first written demand such amount or amounts as may be demanded by the Employer from us under this Guarantee not exceeding a sum of Rs. _____/- (Rupees _____ only) in aggregate without demur or reference to the Bidder and agree that the Employer’s demand shall be final and binding on the Bank under all circumstances.

We hereby affirm that we are the Guarantor and responsible to you on behalf of the Bidder up to an aggregate sum of Rs. _____/- (Rupees _____ only) such sum or sums being payable in Indian currency and we undertake to pay on your first written demand and without any demur and / or condition, and sum or sums within the aggregate limit of Rs. _____/- (Rupees _____ only).

We agree that no change or addition to or modification of the terms of the tender or of the works to be performed there under or of any of the tender documents which may be made between you and the bidder shall in any way release the Bank from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

We further agree that the Employer shall have the right to invoke a claim up to the last date of the validity of this Bank Guarantee and that the Employer shall remain the sole judge of the validity and amount of the claim and the Bank agrees not to contest any claim.

We further agree that any change in the Bidder's constitution or their liquidation or dissolution shall not discharge the Bank's liability under this Guarantee.

We further agree that the right of the Employer to make a claim shall not be vitiated by any dispute raised or pending with any Statutory Authority, arbitrator, tribunal or any other body or person.

It is agreed that the Employer's claim shall remain valid even if the employer has not issued a prior notice or has not proceeded against a Contractor before making such claim.

This Guarantee is confirmed and irrevocable and shall remain valid upto and including _____ and shall remain valid upto such extended period which may be mutually agreed to.

Unless a demand or claim under this Guarantee is made on the Bank in writing on or before _____ the Bank shall be discharged from all liability under this Guarantee.
