

REQUEST FOR PROPOSAL [RFP] FOR PROCUREMENT OF CALL CENTRE SOLUTION RELATING TO COLLECTIONS TELE-CALLING UNIT.

RFP REF NO: BGSSL/RFP/COLL./2021-22/01

RFP Dated 01st May, 2021

Addendum-3, Dated 28th May, 2021

The company hereby notifies the following changes in the RFP:

1. It has been decided to amend the following clauses of the RFP as under:

RFP Clause #	Existing Content	Amended Content
ANNEXURE 2 – CREDENTIAL STRENGTHS & ANNEXURE 1 – ELIGIBILITY CRITERIA (Sr. No.3 - Business Operations)	<p>The vendor should have an experience of a minimum 7 years supporting such Technology (please share case-study and reference of 2 customers (with contact details) which are using such Technology since more than 5 years)</p>	<p>The vendor should have an experience of a minimum 7 years supporting such Technology (please share case-study and reference of 2 customers (with contact details) which are using such Technology since more than 5 years)</p> <p><u>For Start-up/MSE:</u></p> <p>The vendor should have an experience of a minimum 5 years supporting such Technology (please share case-study and reference of 2 customers (with contact details) which are using such Technology since more than 4 years)</p>
	<p>Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC especially for collections process.</p>	<p>Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM. 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC especially for collections process.</p> <p><u>For Start-up/MSE:</u></p> <p>Bidder should have experience of providing and implementing at least 4 (Four) projects/solution of Contact Centre etc. with same OEM. 2 (Two) out of 4 (Four) should be in BFSI and at least 1 (One) should be in Banking/NFBC especially for collections process.</p>

S/d
Authorised Signatory