

RFP for “PROCUREMENT OF CALL CENTRE SOLUTION RELATING TO COLLECTIONS TELE-CALLING UNIT”.

RFP NO: BGSSL/RFP/COLL./2021-22/02 Dated: 01/05/2021

Due to the current COVID 19 or Corona Virus Outbreak not only in India but whole world, and due to current lockdown in certain COVID containment zones, few bidders will not be able to submit the physical bid at our office.

Hence, considering the criticality of the said RFP and business requirement, bidders who are not able to submit the physical bid copy in office can submit their bids electronically over email.

BGSSL wants and invites bidders to submit their Eligibility and Technical bid as mentioned in RFP over below mentioned email in a PDF format. But commercial bid must be submitted at the time of bid submission in a password protected file and NO passwords must be shared with any one. If possible, bidders can submit physical copy of bid at our address mentioned in the RFP document.

Below are the guidelines to submit the bid:

- I) **Bid Deposit/ EMD:** Amount must be submitted at below account and acknowledgement receipt to be shared on email.

Account Name: BARODA GLOBAL SHARED SERVICES LIMITED
Account Number : 29040200000658
Bank Name : Bank Of Baroda
Branch Name : BKC Branch, Bandra, Mumbai
IFSC Code : BARB0BANEAS

II) **Documents Clarification:**

1. It is preferred that all the soft copy documents submitted by bidder to have digital signature OR approval from the VP or above grade on submitted documents and authorized person from the organization sending the email to BGSSL.
2. Self-Declaration can be provided over email / PDF soft copy.
3. Annexure and Appendix must be acknowledged by bidder and submitted in form of softcopy.
4. Documents towards Eligibility & Technical criteria must be categorized accordingly for our better understanding.
5. All the documents (in parts for bigger size) must be submitted to vendormgmt@bgss.in
6. Please try to provide a smaller size file. Max size of email 10mb.
7. Documents must be as per requirement mentioned in the RFP and rest all the terms and conditions will be as RFP.
8. Commercial bids submitted over email must be password protected and BGSSL will ask for passwords of commercial bids only from technically qualified bidders, until than **NO** passwords must be shared with anyone

- III) Since physical acknowledgement of documents is not possible, BGSSL will email all participated bidders about the updates on RFP.

S/d
Authorized Signatory