

Addendum 1 – 28 Dec 2021

Sr. No.	Clause in RFP	Clarifications
1	Commercial sheet point 6 Multi-channel Contact Centre service - Emails & chat Unit - Per instance (e-mail & chat)	Here Unit - Per instance means for mail - each email & for Chat-bot / Whatsapp - will be per user conversation till 3 hours.
2	Page 81 Screen Recording ----- It should support 100% Bulk Recording and Quality Recording for Voice as well as Screen	100% bulk recording and quality recording for Voice only and for screen recording it will be 20%
3	4.3.6.1.3. Agent & Supervisor Softphone ----- The ACD hardware and software should be from single OEM.	The ACD hardware and software may be from single OEM.
4	6.1.8. Occupancy: in percentage terms (wherever applicable)	Here wherever applicable means for FTE based services and penalty will be applicable on Monthly bill of FTE based services
5	6.1.3. System Availability	schedule down time will be excluded from penalty calculation
6	6.1.4. Call Answer / Call response time & 6.1.5. Call abandonment rate (on ACD)	Cases where any day call volume and /or call abandon rate is higher than forecasted and Service provider has answered 100% of forecasted volume than Service Level for that day will be excluded for calculation of the penalty
7	6.1.4. Call Answer / Call response time: Percentage of calls attended <input type="checkbox"/> For premium customer like NRI/ HNI/ Overseas etc. calls attended >= 95% call in 5 sec <input type="checkbox"/> For loyal and other classic segment >= 90% of calls are attended within 10 seconds <input type="checkbox"/> For other customers >= 85% call in 15 sec If above mentioned % calls not attended within above mentioned timelines- Penalty 5% of monthly billed amount	If % calls not attended within mentioned timelines the penalty will be segment wise (individually) in following manner: <input type="checkbox"/> For premium customer 1% of monthly billed amount <input type="checkbox"/> For loyal and other classic 1% of monthly billed amount <input type="checkbox"/> For other customers 3% of monthly billed amount

All other Terms & Conditions are same as per our RFP No. BCC/CX/113/CC/02 dated 9th December 2021 for Selection of service provider for setting up & management of contact centre operations on managed services model.