

CUSTOMER CARE CENTRE, HEAD OFFICE  
2nd FLOOR, MAIN BUILDING, PLOT NO. 5, INSTITUTIONAL AREA, SECTOR-32  
GURUGRAM (HARYANA)-122001  
(Email ID: [cccho@pnb.co.in](mailto:cccho@pnb.co.in), Phone: 0124 4126590, 4126505)

Date: 22.03.2023

**CORRIGENDUM NOTICE**

**RFP FOR EMPANELMENT OF CONSULTANT TO REVAMP GRIEVANCE REDRESSAL MECHANISM AND IMPLEMENT NEXT GENERATION CONTACT CENTRE DATED 08.02.2023**

Sr. No.	RFP Clause Name & Page No.	Existing RFP Clause / Point	Amended Clause / Point
1.	Clause 25 - Techno Commercial Bid Evaluation Page No. 41	<p><b><u>Techno Commercial Bid Evaluation</u></b></p> <ul style="list-style-type: none"> <li>The Criteria for Techno Commercial Evaluation will have weightage of 70:30 (Technical: 70 Commercial: 30).</li> <li>Weightage for commercial bid will be calculated on rates quoted by the bidders post Reverse Auction.</li> <li>The bidder with the Highest Combined Score (CS-1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.</li> <li>The methodology to evaluate the Highest Combined Score is as follow;</li> </ul> <p>The Technical Bids will be allotted weightage of 70% while Commercial Bids will be allotted weightage of 30%. A combined score (CS) will be arrived at after considering the Commercial quote and the marks obtained in Technical evaluation with relative weights of 30 % for Commercial bid and 70 % for Technical Bid according to the following formula:</p>	<p><b><u>Techno Commercial Bid Evaluation</u></b></p> <ul style="list-style-type: none"> <li>The Criteria for Techno Commercial Evaluation will have weightage of 80:20 (Technical: 80 Commercial: 20).</li> <li>Weightage for commercial bid will be calculated on rates quoted by the bidders post Reverse Auction.</li> <li>The bidder with the Highest Combined Score (CS-1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.</li> <li>The methodology to evaluate the Highest Combined Score is as follow;</li> </ul> <p>The Technical Bids will be allotted weightage of 80% while Commercial Bids will be allotted weightage of 20%. A combined score (CS) will be arrived at after considering the Commercial quote and the marks obtained in Technical evaluation with relative weights of 20% for Commercial bid and 80% for Technical Bid according to the following formula:</p>





Technical Score of A	Lowest Commercial Bid (Post Reverse Auction)
Combined Score of A = 70 X _____ + 30 X _____	
Highest Technical Score	Commercial Bid of A (Post Reverse Auction)

The bidder obtaining the Highest Combined Score in evaluation of technical and commercial evaluation will be ranked CS-1 followed by proposal securing lesser marks as CS-2, CS-3 etc. Bidder securing Highest Combined Marks and ranked CS-1 shall be recommended for award of contract. Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.

**Example:**

Sl.	Bidder	Technical Score (TS)	Commercial Bid (CB)	Weighted Technical score = [ 70 X TS/TS (highest)]	Weighted commercial Score = [30X CB lowest]/CB]	Weighted Combined Score (CS)
1	AA	85	600	66	30	96
2	BB	90	800	70	22	92
3	CC	80	700	62	25	87

**In above example:**

The bidder "AA" with the highest combined score becomes the successful bidder (CS-1).

*Note: The combined score shall be calculated upto two decimals.*

Technical Score of A	Lowest Commercial Bid (Post Reverse Auction)
Combined Score of A = 80 X _____ + 20 X _____	
Highest Technical Score	Commercial Bid of A (Post Reverse Auction)

The bidder obtaining the Highest Combined Score in evaluation of technical and commercial evaluation will be ranked CS-1 followed by proposal securing lesser marks as CS-2, CS-3 etc. Bidder securing Highest Combined Marks and ranked CS-1 shall be recommended for award of contract. Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.

**Example:**

Sl.	Bidder	Technical Score (TS)	Commercial Bid (CB)	Weighted Technical score = [ 80 X TS/TS (highest)]	Weighted commercial Score = [20X CB lowest]/CB]	Weighted Combined Score (CS)
1	AA	85	600	76	20	96
2	BB	90	800	80	15	95
3	CC	80	700	71	17	88

**In above example:**

The bidder "AA" with the highest combined score becomes the successful bidder (CS-1).

*Note: The combined score shall be calculated upto two decimals.*

2. Annexure III  
Sr. No. 2  
Pg. No. 61

**Supporting Documents to be submitted:**

Documentary evidence (certificate from clients as per Annexure-VIII) for consultancy assignment to be submitted.

**Supporting Documents to be submitted:**

Satisfactory Performance Certificate from the Clients as per Annexure-VIII.

OR

Purchase Order along with Email from the client containing all the required information.

Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no.

OR

Copy Of Work Order along with execution Certificate signed & stamped by the Client

OR

Copy of Work Order along with any other proof of execution.

3. Annexure III  
Sr. No. 3  
Pg. No. 61

**ELIGIBILITY CRITERIA Sr. No. 3**

The Bidder must have must have provided consultancy services for at least 3 implementations for below mentioned

**ELIGIBILITY CRITERIA Sr. No. 3**

The Bidder must have must have provided consultancy services for at least 3 implementations for below mentioned services of minimum 6





		<p>services of minimum 1 year duration for scheduled commercial Public/ Private Sector Banks (Scheduled commercial Public/ Private Sector Bank should have minimum 500 Branches across PAN India and Business mix of atleast INR 2 Lakh Crore) in last 5 years.</p> <p>i. Contact Centre consultancy services</p> <p>ii. Development of Strategy &amp; Roadmap for Revamping of Grievance Redressal Mechanism and Implementation</p> <p>a. Out of the above three, atleast two assignment should be completed as on date of RFP.</p> <p>b. Minimum 1 assignment for both category of services. (i and ii)</p> <p>The Order Value of atleast one assignment should be more than INR 5 Crore.</p>	<p>months duration in BFSI Companies should have Business mix of atleast INR 2 Lakh Crore) in last 5 years.</p> <p>i. Contact Centre consultancy services</p> <p>ii. Development of Strategy &amp; Roadmap for Revamping of Grievance Redressal Mechanism and Implementation</p> <p>a. Out of the above three, atleast two assignment should be completed as on date of RFP.</p> <p>b. Minimum 1 assignment for both category of services. (i and ii)</p> <p>The Order Value of atleast one assignment should be more than INR 5 Crore.</p>
4.	<b>Scope of Work clause 2.1 para 1 Pg. No. 17</b>	Consultant to study, define and implement new age technology system/tools already provisioned in the SLA with the present Contact Centre Consultant. The consultant also needs to engage with the current Vendors and suggest best technology/tools for the following services and any other service / technology.	Consultant to study, define and implement new age technology system/tools already provisioned in the SLA with the present Contact Centre Vendor(s). The consultant also needs to suggest best technology/tools for the following services and any other service / technology.
5.	<b>Scope of Work clause 15.14 Pg. No. 24</b>	Assess regulatory environment around governance of Contact Centre in India and its implications on core processes. Study extant regulations, risk and compliance requirements which need to be taken into consideration by the Bank; coordinate with concerned regulatory bodies and industry bodies as required.	Assess regulatory environment around governance of Contact Centre in India and its implications on core processes. Study extant regulations, risk and compliance requirements which need to be taken into consideration by the Bank; assist the Bank in coordination with concerned regulatory bodies and industry bodies as required.
6.	<b>Scope of Work clause 15.15 Pg. No. 24</b>	Support bank in designing digital marketing campaigns including visuals and videos to increase awareness about Contact Centre on the Bank's existing digital properties.	Support bank in designing digital marketing campaigns including visuals and videos to increase awareness about Contact Centre on the Bank's existing digital processes.





7.	Project Management & Governance-Resources Required Pg. No. 31	<b>Educational Qualification:</b> <table><tr><th>Key Personnel</th><th>Educational Qualification</th></tr><tr><td>Team Leader/ PMO</td><td>Full Time MBA from IIM or other equivalent National/ International Institution. Preferable to have a Project Management certification.</td></tr><tr><td>Senior Consultant</td><td>Full Time MBA from IIM or other equivalent National/ International institutions of repute.</td></tr><tr><td>Junior Consultant</td><td>Full Time MBA from IIM or other equivalent National/ International institutions of repute.</td></tr><tr><td>Technical Consultant</td><td>B. Tech from IIT or other equivalent institution along with full time MBA from reputed institution.</td></tr><tr><td>Marketing Consultant</td><td>Full Time MBA from IIM or other equivalent National/ International institution of repute with specialization in Marketing.</td></tr></table>	Key Personnel	Educational Qualification	Team Leader/ PMO	Full Time MBA from IIM or other equivalent National/ International Institution. Preferable to have a Project Management certification.	Senior Consultant	Full Time MBA from IIM or other equivalent National/ International institutions of repute.	Junior Consultant	Full Time MBA from IIM or other equivalent National/ International institutions of repute.	Technical Consultant	B. Tech from IIT or other equivalent institution along with full time MBA from reputed institution.	Marketing Consultant	Full Time MBA from IIM or other equivalent National/ International institution of repute with specialization in Marketing.	<b>Educational Qualification:</b> <table><tr><th>Key Personnel</th><th>Educational Qualification</th></tr><tr><td>Team Leader/ PMO</td><td>Full Time MBA or equivalent from IIM or other equivalent National/ International Institution. Preferable to have a Project Management certification.</td></tr><tr><td>Senior Consultant</td><td>Full Time MBA or equivalent from IIM or other equivalent National/ International institutions of repute.</td></tr><tr><td>Junior Consultant</td><td>Full Time MBA or equivalent from IIM or other equivalent National/ International institutions of repute.</td></tr><tr><td>Technical Consultant</td><td>B. Tech from IIT or other equivalent institution along with full time MBA from reputed institution.</td></tr><tr><td>Marketing Consultant</td><td>Full Time MBA or equivalent from IIM or other equivalent National/ International institution of repute with specialization in Marketing.</td></tr></table>	Key Personnel	Educational Qualification	Team Leader/ PMO	Full Time MBA or equivalent from IIM or other equivalent National/ International Institution. Preferable to have a Project Management certification.	Senior Consultant	Full Time MBA or equivalent from IIM or other equivalent National/ International institutions of repute.	Junior Consultant	Full Time MBA or equivalent from IIM or other equivalent National/ International institutions of repute.	Technical Consultant	B. Tech from IIT or other equivalent institution along with full time MBA from reputed institution.	Marketing Consultant	Full Time MBA or equivalent from IIM or other equivalent National/ International institution of repute with specialization in Marketing.
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8.	General Tender Details- Cost of RFP Pg. No. 8	<b>Cost of RFP:</b> Rs. 50,000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account: IFSC Code: PUNB0578800 Bank & Branch: Punjab National Bank, Sector-32 Gurugram (Haryana)-122001 Imprest Account No. 0153002200175789 (16 digits)  *MSME bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of cost of RFP.	<b>Cost of RFP Processing:</b> Rs. 10,000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account: IFSC Code: PUNB0578800 Bank & Branch: Punjab National Bank, Sector-32 Gurugram (Haryana)-122001 Imprest Account No. 0153002200175789 (16 digits)  *MSME bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of cost of RFP.																								
9.	COST OF RFP Pg. No. 34	<b>Cost of RFP:</b> Bidder has to deposit Rs. 50,000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in	<b>Cost of RFP Processing:</b> Bidder has to deposit Rs. 10,000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account:																								





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10.	<b>REJECTIONS OF BIDS</b> <b>Clause 22(i)</b> <b>Pg. No. 38</b>	<p>The Bank reserves the right to reject the Bid if,</p> <p>i. Bidder does not meet any of the pre-bid eligibility criteria mentioned above.</p>	<p>The Bank reserves the right to reject the Bid if,</p> <p>i. Bidder does not meet any of the eligibility criteria as mentioned in Annexure III of RFP.</p>
11.	<b>Annexure XI, Para 1</b> <b>Pg. No. 78</b>	<p>We M/s _____, a company incorporated under the companies act, 1956 with its headquarters _____ at,</p> <p>_____ do hereby confirm that we have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India as on bid submission date of RFP.</p>	<p>We M/s _____, a company incorporated under the companies act, 1956 with its headquarters at, _____</p> <p>_____ do hereby confirm that we have not been blacklisted/ debarred by any regulator / statutory body/ any government department/PSU/BFSI in India as on bid submission date of RFP.</p>
12.	<b>Annexure XIV, Para 6</b> <b>Pg. No. 81</b>	<p>We further declare that we have not been blacklisted by any entity /Regulators/Govt. Bodies in India. We further declare that we do not have any ownership or control rights by any director (or relatives) of Punjab National Bank, both present and those who have retired in the last one year.</p>	<p>We further declare that we have not been blacklisted/ debarred by any regulator / statutory body/ any government department/PSU/BFSI in India as on bid submission date of RFP. We further declare that we do not have any ownership or control rights by any director (or relatives) of Punjab National Bank, both present and those who have retired in the last one year.</p>

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