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Contact Center Operations Department  
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Mumbai- 400021

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Website: <https://www.sbi.co.in>

**RFP NO. CCOD-OB-01/2023-24 dated 28.04.2023**

**RFP for procurement of SIP Trunk for Outbound contact center services**

**CORRIGENDUM-2- CCOD-OB-01 dated 30.05.2023**

The following are the changes in the RFP Clause. All the Bidders are requested to refer the "Amended clause" column as below

Sr. No.	RFP Page No.	RFP Clause No.	Original Clause	Amended Clause																																																																																				
1	57	Appendix-E: Scope of Work and Payment Schedule <b>2. Implementation requirements - SIP trunking.</b>	All SIP trunking should have a uniform CLI (Caller Line Identification) number for transactional and promotional lines to perform outbound calls from any SIP. There should be provision to configure SIP trunking for incoming only or outgoing only mode. The TSP would require ensuring more than 400 Calls per second (CPS) at each location.	There should be provision to configure SIP trunks for Outgoing calling mode only. TSP should provision Calls per second (CPS) at a minimum ratio of 1:4 of the procured channel/lines at each location.																																																																																				
2	57	Appendix-E Scope of Work and Payment Schedule <b>2. Implementation requirements - SIP trunking.</b>	There should be a feature to enable a single pilot number for multiple SIP trunks giving redundancy and failover options  To facilitate remote working, the service provider shall provide: a. Support Open Settlement Protocol (OSP) b. Mobile Numbering plan on the SIP trunk to support remote agent working and Internet telephony. c. Numbering plan in accordance to Short distance Charging Area (SDCA). d. SDCA / Mobile numbers on a single ethernet port.  Note: i) The service provider should obtain Bank's prior approval for finalizing the numbering plan. ii) In case there are technical challenges in providing SDCA / Mobile numbers in a single ethernet port, Service provider may propose alternate solution. Bank will evaluate the proposal and may accept or reject the proposal based on the feasibility of Banks telephony system.	These points are deleted from RFP																																																																																				
3	57	Appendix-E Scope of Work and Payment Schedule <b>2. Implementation requirements - SIP trunking.</b>	Upon intimation from Bank, the TSP would be required to set up additional SIP trunking based on the requirement of respective project within <b>15 days</b> .	Upon intimation from Bank, the TSP would be required to set up additional SIP trunking based on the requirement of respective project within <b>45 days</b> .																																																																																				
4	61	Appendix-E Scope of Work and Payment Schedule <b>5. Delivery Schedule</b>	Vendor must supply the SIP trunk and complete the integration with bank's existing system within <b>4 weeks</b> of issuance of LOI/PO.	Vendor must supply the SIP trunk and complete the integration with bank's existing system within <b>8 weeks</b> of issuance of LOI/PO.																																																																																				
5	63	Appendix-E Scope of Work and Payment Schedule <b>7. Uptime &amp; Penalty</b>	<b>Delay in Delivery of initial order:</b> Vendor must supply the SIP trunk and complete the integration with bank's existing system within <b>4 weeks</b> of issuance of LOI/PO. Penalty of a sum equivalent to 0.025% of total Project Cost for delay of each week or part there of maximum up to 5% of total Project Cost will be deducted. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.  <b>Delay in delivery of additional capacity order:</b> Penalty of Rs. 5000.00 per SIP trunk per day for the delay days after expiry of delivery timelines. The delivery timeline will be <b>15 days</b> for SIP trunk and the delivery timeline will start from date of order given to the vendor for providing/ supply of it	<b>Delay in Delivery of initial order:</b> Vendor must supply the SIP trunk and complete the integration with bank's existing system within <b>8 weeks</b> of issuance of LOI/PO. Penalty of a sum equivalent to 0.025% of total Project Cost for delay of each week or part there of maximum up to 5% of total Project Cost will be deducted. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.  <b>Delay in delivery of additional capacity order:</b> Penalty of Rs. 5000.00 per SIP trunk per day for the delay days after expiry of delivery timelines. The delivery timeline will be <b>45 days</b> for SIP trunk and the delivery timeline will start from date of order given to the vendor for providing/ supply of it.																																																																																				
6	67	Appendix-F Indicative Price Bid <b>Illustration</b>	<b>Illustration</b> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Indicative Price Bid Quota (INR)</th> <th>Proportion to Total Cost 'G' (in %age) of indicative price bid</th> <th>Final Price (INR) in reverse auction</th> <th>Minimum final price should not be below (INR)</th> <th>Maximum final price should not exceed (INR)</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>D*</th> <th>E (95% of D)</th> <th>F (95% of D)</th> </tr> </thead> <tbody> <tr> <td>Item 1</td> <td>25</td> <td>13.16</td> <td>9.87</td> <td>9.38</td> <td>10.36</td> </tr> <tr> <td>Item 2</td> <td>50</td> <td>26.32</td> <td>19.74</td> <td>18.75</td> <td>20.72</td> </tr> <tr> <td>Item 3</td> <td>75</td> <td>39.47</td> <td>29.6</td> <td>28.13</td> <td>31.09</td> </tr> <tr> <td>Item 4</td> <td>40</td> <td>21.05</td> <td>15.79</td> <td>15</td> <td>16.58</td> </tr> <tr> <td><b>Grand Total (1 + 2 + 3 + 4) = G</b></td> <td><b>190</b></td> <td><b>100</b></td> <td><b>75</b></td> <td></td> <td></td> </tr> </tbody> </table>	Particulars	Indicative Price Bid Quota (INR)	Proportion to Total Cost 'G' (in %age) of indicative price bid	Final Price (INR) in reverse auction	Minimum final price should not be below (INR)	Maximum final price should not exceed (INR)	A	B	C	D*	E (95% of D)	F (95% of D)	Item 1	25	13.16	9.87	9.38	10.36	Item 2	50	26.32	19.74	18.75	20.72	Item 3	75	39.47	29.6	28.13	31.09	Item 4	40	21.05	15.79	15	16.58	<b>Grand Total (1 + 2 + 3 + 4) = G</b>	<b>190</b>	<b>100</b>	<b>75</b>			<b>Illustration</b> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Indicative Price Bid Quota (INR)</th> <th>Proportion to Total Cost 'G' (in %age) of indicative price bid</th> <th>Final Price (INR) in reverse auction</th> <th>Minimum final price should not be below (INR)</th> <th>Maximum final price should not exceed (INR)</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>D*</th> <th>E (95% of D)</th> <th>F (95% of D)</th> </tr> </thead> <tbody> <tr> <td>Item 1</td> <td>25</td> <td>13.16</td> <td>9.87</td> <td>9.38</td> <td>10.36</td> </tr> <tr> <td>Item 2</td> <td>50</td> <td>26.32</td> <td>19.74</td> <td>18.75</td> <td>20.72</td> </tr> <tr> <td>Item 3</td> <td>75</td> <td>39.47</td> <td>29.6</td> <td>28.13</td> <td>31.09</td> </tr> <tr> <td>Item 4</td> <td>40</td> <td>21.05</td> <td>15.79</td> <td>15</td> <td>16.58</td> </tr> <tr> <td><b>Grand Total (1 + 2 + 3 + 4) = G</b></td> <td><b>190</b></td> <td><b>100</b></td> <td><b>75</b></td> <td></td> <td></td> </tr> </tbody> </table>	Particulars	Indicative Price Bid Quota (INR)	Proportion to Total Cost 'G' (in %age) of indicative price bid	Final Price (INR) in reverse auction	Minimum final price should not be below (INR)	Maximum final price should not exceed (INR)	A	B	C	D*	E (95% of D)	F (95% of D)	Item 1	25	13.16	9.87	9.38	10.36	Item 2	50	26.32	19.74	18.75	20.72	Item 3	75	39.47	29.6	28.13	31.09	Item 4	40	21.05	15.79	15	16.58	<b>Grand Total (1 + 2 + 3 + 4) = G</b>	<b>190</b>	<b>100</b>	<b>75</b>		
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