

RFP for Empanelment and Selection of bidders for Outsourcing of Dialer-Based Tele calling for Collections; (Credit Cards).

RFP NO: CO: BFSL/Collections RFP/2022-23/03

RFP Dated: 24.02.23

Addendum 03 dated 23.02.23

Inclusion of TVR service in the RFP for Collections. Below are the details of TVR service.

(TVR) Tele-verification of customer who applied for Credit Card SCOPE of WORK:

1. Location:- Mumbai/Baroda.
2. English, Hindi & Regional language.
3. 4 Attempt on per application or depend on policy.
4. 1,00,000- 1,50,000 cases on monthly basis or on the basis of sourcing of application.
5. 5-6 question script for per application will be provided by BFSL.
6. TAT is T+2.
7. Recorded Line.
8. All Recorded call store for 6 months.
9. Call recording share to BFSL through SFTP.
10. Should have option to upload in BFSL application .
11. MIS Report on daily basis.
12. MIS report on monthly basis.
13. MIS as per requirement.
14. Data share as requirement.

Who are Eligible to participate :- Bidders scoring above 70 marks in technical evaluation will be eligible for TVR requirement.

Technical evaluation for TVR :- Since bidders will be providing Credential and other technical documents to prove their credibility , For TVR we will conduct ONLY Presentation which will be for 100 marks and score the bidders accordingly. Passing score will be 70 marks.

Agenda for the presentation will be shared at a later stage.

Commercial bid format :- Per connected case with maximum 4 attempts :- cost per connect. Commercial for the same must be submitted ONLINE by all the participating bidders and Commercial Bids of ONLY BIDDERS scoring above 70 marks will be OPENED.

PS : - Currently BFSL requires PER CONNECT MODEL costing but in future BFSL may opt for PER SEAT MODEL and separate rate will be seek from shortlisted bidder. This will be on sole discretion of BFSL.

Finalization of Bidder :- It will be on 70% (Technical) & 30% (Commercial). Bidder's will be finalized on Techno-Commercial basis. Calculation format is mentioned in the RFP.

Extension given for BID submission, kindly refer below details:

Last date & time for submission of Bids Online	29-03-2023 at 03.00 pm
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S/d

Authorized Signatory