

RFP for “SELECTION OF VENDOR FOR SETTING UP & MAINTENANCE/MANAGEMENT OF CONTACT CENTRE OPERATIONS ON OUTSOURCED MODEL”.

RFP NO: CO: BFSL/CRM RFP/20-21/01

RFP Dated: 01.08.20

Addendum 01, Dated 11th Aug 2020

Due to the current COVID 19 or Corona Virus Outbreak not only in India but whole world, but 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.

BFSL 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 Hallmark Business Plaza Office.

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: BOB FINANCIAL SOLUTIONS LTD
Account Number : 32260400000069
Branch Name : MIDCORPORATE MUMBAI,MH
IFSC Code : BARB0MIDBDR

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 BFSL.

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 rfp@bobfinancial.com

6) Please try to provide a smaller size file.

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 BFSL 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, BFSL will email all participated bidders about the updates on RFP.

S/d

Authorized Signatory