



Amendment to RFP for Setting up of Call Centre for Allahabad Bank in Complete Outsourced Model

RFP Ref. No: HO/IT&DB/HW/Call Centre/2017-18/92 dated 20.03.2018

Addendum-III dated 18.04.2018:

**Addendum-III to
RFP for Setting up of Call Centre for Allahabad
Bank in Complete Outsourced Model**



Allahabad Bank

RFP Ref. No: HO/IT&DB/HW/Call Centre/2017-18/92 dated 20.03.2018



Amendment to RFP for Setting up of Call Centre for Allahabad Bank in Complete Outsourced Model

RFP Ref. No: HO/IT&DB/HW/Call Centre/2017-18/92 dated 20.03.2018

Addendum-III dated 18.04.2018:

Introduction

The Bank had floated the RFP Ref. No. - HO/IT&DB/Call Centre/2017-18/92 dated 20.03.2018 for Setting up of Call Centre for Allahabad Bank in Complete Outsourced Model.

In response to the query received from prospective bidders, Addendum III dated 18.04.2018 containing amendments to the RFP document is issued herewith.

Amendments in the RFP (Including Additions/Modifications/Deletions etc.)-

Sl. NO.	Section, Clause & Page No.	RFP Clause/ Part of Clause	Amended Clause
1	Section-II RFP Clause 2.3 SI No. 3 Page no.8	The bidder must have earned profit after tax during last three financial years, i.e., 2014-15, 2015-16 and 2016-17.	The bidder must have earned profit after tax for atleast 2 years out of three financial years, i.e. 2014-15, 2015-16, 2016-17

The clause amended through this addendum will override the existing clauses of the RFP.

All other terms and conditions of the RFP document remain unchanged. Please treat this Addendum as an integral part of the RFP document issued.

(Chief Manager-IT)

Allahabad Bank, Head Office

Kolkata (WB)