

Bank of Baroda - Customer Experience Department, Mumbai
Details of contracts

Month	Zone	Region	Tender no.	Item/ Nature of work	Mode of tender inquiry	Date of Publication of NIT	Type of Bidding (single/ two bid system)	Last date of receipt of tender	Nos of tenders recorded	Nos and names of parties qualified after technical evaluation	Nos and names of parties not qualified after technical evaluation	Whether contract awarded to lowest tenderer / L1	Contract no & date	Name of Contractor	Value of Contract in Rs.	Scheduled date of completion	Adoption of Integrity Pact - Rs. 2 crores & above	Inclusion of restrictive clauses which will restrict domestic vendors to participate in tendering (Yes/No)	Recommended make/ material list contain 'Make in India' product (Yes/No)	Remarks
A	B	C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	NA	16	17	
Feb-22	BCC	NA	I) BCC/CX/113/CC/01 Dated 08.10.2021 II) BCC/CX/113/CC/02 Dated 09.12.2021	Selection of Service Provider for contact centre services	Two stage process: I) Open tendering, RFQ no. BCC/CX/113/CC/01 published on website, newspaper and e procurement portal II) Closed tendering for shortlisted bidders through RFQ process. RFP no. BCC/CX/113/CC/02 through e procurement portal	RFQ - 08.10.2021 RFP - 09.12.2021	Two stage bidding RFQ & RFP	RFQ - 9.11.2021 RFP - 13.12.2021	RFQ - 5 RFP - 3	RFQ - 4 bidders qualified i. Tele performance global services Pvt Ltd ii. Tech Mahindra Ltd. iii. First source Solutions Ltd iv. ConnectQT Business solutions Ltd RFP - 3 bidders submitted commercials i..Tech Mahindra Ltd. ii. First source Solutions Ltd iii. ConnectQT Business solutions Ltd	RFQ- 1 bidder is not qualified 1. Xplore Tech Services. RFP - 1 bidder has not submitted commercial bid 1.Tele performance global services Pvt Ltd	Standstill period	Standstill period	Tech Mahindra Ltd.	Standstill period	5 years	Yes	No	NA	

Grievance against a decision may file a request to the Deputy General Manager at dgm.cs@bankofbaroda.com on or before standstill period (till 26 Feb 2022)