



**UCO Bank**  
**Department of Information Technology**  
**Head Office, Kolkata**

In partial modification to our Amendments/Addendum and Pre-Bid responses to the RFP Ref. No. DIT/CSC/1788/2011-12 dated 12-01-2012 for "Setting up of Customer Service Centre" Bank has decided to incorporate the following changes in the subject RFP clauses.

S.No	Page No. /Clause	Referred RFP Clause	RFP Clause (Existing)	Amendment/Clarifications (Revised)
1	Page # 73 of RFP	FUNCTIONAL REQUIREMENTS - Clause 5.2	Busy Hour Call Completion (BHCC): Up to 600,000 BHCC for general business call mix.	Bank intends to start with 2,00,000 BHCC initially and it should be field upgradable to 6,00,000
2	Page # 73 of RFP	FUNCTIONAL REQUIREMENTS - Clause 5.3	Stations per Server: Up to 41,000 total stations.	Stations: 40,000 total stations  Bank intends to start with 10,000 stations per server initially and it should be field upgradable to 40,000 stations.
3	Page # 73 of RFP	FUNCTIONAL REQUIREMENTS - Clause 5.5	Max T1/E1 Circuits: Up to 333 T1/E1 circuits per system.	The subject clause to be read as "T1/E1 Circuits: Should support at least 33 T1/E1 circuits per system".
4	Page # 97 of RFP	TECHNICAL REQUIREMENTS- Ref No 5.47	The ACD and the telephony hardware and software should be from a single OEM	The ACD hardware and software should be compatible with no extra charges and should support leading techniques for hardware optimization.

- The last date of bid submission is 21st of Feb 2012(Tuesday) 4.00 pm.
- All other terms and conditions mentioned in the RFP Ref No. DIT/CSC/1788/2011-12 Dated 12.01.2012 and subsequent amendment/addendum dated 17.01.2012 and clarifications dated 01.02.2012 will remain unaltered.

Deputy General Manager (IT)

Dated: 04/02/2012