

## Response to Queries of prospective vendors RFP NO: PITC/G-224(10)/09-2016

### 1. Establishment and Operation of Centralized Call Center with Customer Relationship Management (CRM) System and Hardware Deployment – (Lot A)

### 2. Managed Back-Office Services with Mobile CRM Application – (Lot B)

**Common Questions:**

**LOT-A**

1. Date Extension: **New date 9<sup>th</sup> December 2015**
2. Delivery Period Extension: **It is mentioned as 75 days and it will remain same**
3. No. of seats: **Seats refer to 50 Seats for 1 shift**
4. Estimated No. of Calls: **As briefed during Pre Bid for Estimation purposes 480 Calls/Agent/Day will be taken as Benchmark**
5. Record Retention: **Voice for 3 months, screen 10% of concurrent agents as discussed during pre-bid**

**LOT-B**

1. No. of SMS: **For the purpose of Bid Comparison please consider 5 Million messages as benchmark (Only for Bid Comparison)**

M/s Text		
Sr. #	Query	Response
1.	<p><b>Call Center CRM Lot A vs Cloud based mobile CRM Lot B</b>                      In <u>Section IV - A. Scope of work lot A, point 13, 14 &amp; 15 (page # 22)</u> pertaining to dashboards and reporting would be more useful with the cloud based mobile CRM (Lot B) instead of Lot A.                      Furthermore, in <u>Section IV - A .Scope of work Lot A</u>, the RFP document describes a list of desired features in Lot A under "<u>Outline of Tasks &amp; Deliverables</u>" (Page # 22, 23) whereby features under CRM, Analytics &amp; Dashboards are made part of lot A and not lot B. It is our recommendation that the above mentioned items from the features list from Lot A be moved to Lot B where they will be more useful for PITC by providing insights &amp; operational excellence at a DISCO level.</p>	<p><b>Dashboard and reporting features are required in LOT-B as well.</b></p>
2.	<p><b>Financial bid for lot B</b>                      In <u>Annexure 8(b)</u>, financials section, a benchmark number of</p>	<p><b>For the purpose of Bid Comparison please consider 5 Million messages as benchmark (Only for Bid Comparison)</b></p>



	incoming / outgoing SMS is required to provide a monthly / annual bid for evaluation. Tenders from other DISCOs in the past have provided an annual figure of 9.6 Million as below: "Note:-For financial evaluation annual volume will be taken as 9.6 Millions messages, however payment will be made as per actual."	
<b>M/s Telenor</b>		
1.	You are expecting complete CRM which stores detailed information of all consumers and its integration with current systems (e.g: Billing System etc) and Data Bases (e.g: Customer Records etc.) OR you merely require a complaint management system which manages all complaints related transactions, data and processes?	<b>It is a complaint management system and a standard call center CRM solution. As discussed during Pre-Bid the input data</b>
2.	We need clarity on Cloud base Solution, as per our understanding it will be hosted at PITC premises with front end interface on Cloud (If it is not so then kindly address on reply). Furthermore if we come up with other solutions with similar efficiency will it serve?	<b>Yes, Hosted at PITC</b>
3.	What is expected load in terms of No of Complaints and Records of customer that the solution needs to cater for? If we do not have any forecast, Can we assume some numbers which can be used as proxy.	
4.	What will be the arrangement with JV Partners? Not clear in RFP, to be specific, if we come up with a solution where we propose Call center solution where we contract with some vendor(outsource), will there be any constraint or guidelines on this.	<b>JV as per PPRA</b>
5.	We will appreciate if list of existing Data bases, business processes can be provided to align the solution with customer's need.	<b>Was discussed during Pre-Bid</b>
6.	<b>LOT-B:</b> For backend team, will staff be schedule on respective DISCO's premises or it will be vendor responsibility to acquire their own premises?	<b>Already in the document <i>SCOPE OF WORK Lot-B</i></b>
7.	Will interaction logged on LOT-B will also visible to LOT-A channels?	<b>Refer to Solution Diagram in RFP Page 9</b>
8.	If any of the DISCO get privatize in future, will the contract move as it is?	<b>NA</b>
9.	9. Is there any limitation of call center solution or hardware while proposing working model?	<b>No</b>



10.	10. Can bidder come up with model, where LOT-A and LOT-B talk with each other?	<b>Refer to Solution Diagram in RFP Page 9</b>
<b>M/s MEPS Informatics</b>		
1.	It is stated under LOTA scope that CRM and Call Centre is provided along with its operations done for a year and then transferred to PITC (Point 4,5 Page 22). Again for LOT-B managed services are discussed that are operated on behalf of the DISCO. Since the call center and CRM is already available in LOT-A how is LOT-B requirement different?	<b>Already Clarified in Pre Bid and Refer to Solution Diagram in RFP Page 9</b>
2.	It is mentioned in point I, Page 27, that CISCO, Huawei, Alcatel, Avaya should be acceptable only. Is a Tier 1 Telephony and Contact Center vendor mandatory requirement or will any regional / local provider be considered by PITC as well?	<b>Industry Standards to be met</b>
3.	It is stated in point 1, page 22 that certain DISCOs can have their own call center in place already and that LOT-A CRM deliverable should be able to integrate with these call center(s). Does that mean DISCOs will always use the CRM provided in LOT-A but for Call Center they can either use their existing Call Center setup by integrating with the CRM or opt for the Call center being delivered in LOT-A?	<b>Yes</b>
4.	In case of Integration requirement with DISCO Call center what are the points of integration? Will these be online integrations or offline integrations?	<b>Online</b>
5.	For Customer 360 View, is there a requirement to fetch customer and billing information from some back end systems with online /offline integration only? If not, what other data segments need to be shown to the agent when a call lands on the agent desktop? Also specify what back end systems will provide this data and what integration modes to these backend systems support.	<b>Was discussed in detail during Pre-Bid</b>
6.	Are there any financial transactions in scope? To elaborate, will the CRM be posting any kind of customers' financial or payment related data to core systems?	<b>No</b>
7.	Is CTI integration required with each DISCO call center currently in	<b>Wherever Applicable, Yes</b>



	place? Please elaborate this point?	
8.	If complaint management is already scoped with the LOT-A what is the difference in terms of managed services in LOT B as that discusses the same w.r.t to any DISCO.	<b>Answered in Q.1</b>
9.	What is meant by the following point 3, page 29  3. The bidder has to decode/translate SMS in desired data form	<b>SMS text to be made consumable for software system (Conversion from Roman etc.)</b>
11.	The system will work in conjunction with existing systems (if any) such as call center, customer services office, compliant centers, web portals etc. <b>Can you confirm the systems that are currently in place so the solution can be sized accordingly?</b>	<b>All already mentioned</b>
12.	Delivery period mentioned on page 15 is 60 days for section 3 and deployment/installation period of CRM mentioned on Page 21 is 75 days. It is requested to kindly extend the implementation days for minimum 120 days.	<b>75 days to be considered as final</b>
13.	What is the purpose for PASHA and PESB registration?	<b>PITC requirement</b>
14.	It is kindly requested that the experience should be 3 year in local or foreign public sector organization?	<b>NA</b>
15.	Can you share the dimension of the available space, power, cooling, and network for PITC NOC? If this detail is not available can you permit us to visit PITC NOC?	<b>Visit Allowed</b>
16.	Please elaborate Point 16 on page 22. (Contractor is also required to develop a DR plan for this centralized data base to service all the DISCOs).	<b>Its self-explanatory</b>
17.	Premises section on page 27. If such premises as mentioned in clause 8 on page 27 is not available suggest any other option.	<b>It is mentioned in RFP near to PITC head office i.e. WAPDA House</b>
18.	Please further elaborate point number 4 page number 28.	<b>Its self-explanatory</b>
19.	As requested in Pre-Bid meeting please increase the number of marks for the call center in public sector organization to 20 marks	<b>NA</b>
20.	Page 60. The contractor shall provide performance security of 10 % of the total contract price is valid for 545 days. It is suggested that it	<b>NA</b>



	be changed to 365 days as the common industry practice.	
<b>M/s Ovex Technologies Pakistan (Pvt.) Limited</b>		
<b>LOT A</b>		
1.	How will the billing be divided between various DISCOs. Since this is a centralized Call Centre for all the DISCO's mentioned in the RFP, a mechanism to define how will the billing be done to various DISCOs and verified by them?	<b>For LOT A it is never mentioned like this</b>
2.	The Tender does not define the payment days in payment terms?	<b>As per procedure</b>
3.	Please define/clarify Mobile Stakeholder interaction and what exact functionality will be required to cater to Stakeholder's interactions?	
4.	What is the status of existing customer data and how will it be migrated/utilized by new CRM?	<b>Was discussed during Pre-Bid</b>
5.	We would like to get some understanding of the call volume for each of the 24 hours planned for this RFP. RFP only mentions 50 seats. Does this mean there will be 50 agents in all three shift?	
<b>LOT B</b>		
6.	Is it just SMS/email based services?	<b>Yes</b>
7.	What does Stakeholder mean? Please define who are the stakeholders and what is the expected number of Stakeholders proposed system is required to cater to.	<b>All Users of the solution (Customers, DISCO, PITC, Management)</b>
<b>M/s UFone</b>		
1.	Reference to Section-I Clause 25, the winning contractor is required to deliver the solution within the 60days of contract award. It is requested to increase the time period as minimum 90days are required for the same.	<b>It is mentioned as 75 days Section-IV clause 11 and it will remain same</b>
2.	Reference to Section-II Clause 3, the period of assignment is 12 months however Section-4 B – II Clause 7 requires the bidder to provide maintenance cost of hardware / software for 03 years. Kindly clarify if the initial contract period would be 01 year or 03 years.	<b>1 year is only for operations (HR+Premises)</b>
3.	Reference to Section-III Technical requirement – Lot A Clause I (Page 18) & II (Page 19), it is mentioned in the experience section that the bidder is required to have the experience of 01 Project in	<b>NA</b>



	“Local Large Public Sector Organization”. We would like to request to include “Private sector organization” (e.g. Public or Private Sector Organization) in this part as well.	
4.	Reference to Section-III Technical Requirement – Lot B (Page 20), it is mentioned in the experience section that the bidder is required to have the experience of 02 Projects in “Local Public Sector Organization”. We would like to request to include “Private sector organization” (e.g. Public or Private Sector Organization) and reduce the requirement of experience from 02 organizations to 01.	NA
5.	We would also like to request that vendors with experience of handling call centers of electric supply/ distribution companies should be given preference since this tender caters electric supply/distribution companies.	NA
6.	Reference to Section-IV (Scope of work Lot – B), kindly confirm the number of resources to be allocated for Managed Back Office Services	<b>Its prospective contractor’s arrangement based on number of communications required.</b>
7.	Reference to Section-IV B-I (Outline of tasks on Page 28 / 29), kindly confirm where the contractor is supposed to provide training to resources and in how much time?	<b>Training plan to be included in proposal</b>
8.	Reference to Section-IV B-II, bidder should be allowed to run Contact Center from its own premises on Operational Mode instead of setting it up at a remote location since it will cause procurement as well as legal difficulties and later it would be difficult to hand it over to PITC considering the legalities.	NA
9.	Reference to Section-IV B-II Clause 1, 50 seats Call Center is required. Kindly clarify if 50 seats are required per shift or total 50 seats for 24/7 operations.	
10.	Reference to Section-IV B-II Clause 8, the bidder is responsible for the arrangement of adequate office space adjacent to PITC Head Office. Please clarify SOP for handing over the office place to PITC at the end of the contract. Furthermore please also clarify if the office place rental agreement will be in the name of contractor or PITC.	<b>Preferably in the name of PITC</b>
11.	Tender Submission date is requested to be increase from 6 <sup>th</sup> Dec 2016 to 15 <sup>th</sup> Dec 2016.	
12.	It is requested to separate all the requirements in different Lots so that all contractors might be able to apply in their respective expertise e.g.	NA



	Data Center establishment to be separated from Contact Center establishment and preferably allow to run Contact Center on a completely outsourced model from contractor's own premises. Similarly Hardware procurement should be separated as well so that the principle vendors can directly participate in the tender.	
<b>M/s Apollo Telecom</b>		
1.	Which interaction channel you want to incorporate to communicate with customer, like: voice, Email, Webchat or Outbound notifications?	<b>Voice, E-mail, SMS</b>
2.	Number of Concurrent Agents?	<b>Answered</b>
3.	Total number of Estimated calls?	<b>Answered</b>
4.	Number of Calls per Peak Busy Hour (BHCA)?	<b>Answered</b>
5.	Number of Calls per Month?	<b>Answered</b>
6.	Which type of recording you want, like Voice or Screen?	<b>Answered</b>
7.	Number of IVR Ports Required?	<b>As per solution requirement</b>
8.	Any Self-service integration required in IVR?	<b>Yes</b>
9.	Data Retention Period (Months)	<b>Customer/Complaint Data is data warehouse</b>
10.	Network and Contact Center technology should be same?	<b>Able to Integrate</b>
11.	Import existing data from paper documents, MS Word, MS Excel, MS Access, flat file	<b>Database</b>
12.	What is the scaling requirements of the CMS and CRM. How many total users (agents + resolvers/stakeholders) for the CMS will be needed as well as number of concurrent sessions (estimated)	<b>All customer services centers sub divisions and head offices of DISCOs</b>
<b>M/s LMKT</b>		
1.	What will be the total number of CRM users?	<b>Answered</b>
2.	Please explain the type of work for which the CRM will be required for i.e. Customer Service / Marketing / Technical Support ?	<b>Complaints Management / Technical Support / Information provisioning</b>



3.	What will be the total number communication channels (Voice (inbound / outbound), E-mails, Web-Chat)?	<b>All</b>
4.	A new UAN or Toll Free Number will be required or PITC already has one for this service? Please provide details.	<b>New</b>
5.	Please specify the total number of Logical IVR Ports required?	<b>100 ports</b>
6.	Please specify the number of simultaneous sessions that IVR should handle?	<b>Answered</b>
7.	Please specify if an Auto Attendant System / Voice Mail would be required during public holidays and off hours? If yes please provide details.	<b>It is 24x7 Operations</b>
8.	Is there a need for language based routing i.e. press 1 for English and 2 for Urdu etc.?	<b>Yes</b>
9.	Is IVR Caller Feedback Option for gauging the customer satisfaction level required?	<b>Required and will be used later on</b>
10.	Is a dedicated short code or shared short code required? Please specify if PITC already maintains a short code which can be used for the purpose?	<b>Dedicated</b>
11.	Please specify the estimated monthly volume of SMS's.	<b>Answered</b>
12.	Please specify the total estimated number of calls (inbound/outbound).	<b>Answered</b>
13.	Please specify the total number of field users (mobile users).	<b>Answered</b>
14.	Please specify the envisaged Billing Tariff for SMS responders on inbound service.	<b>NA</b>
15.	If SMS service is already being hosted, please specify the VAS operator.	<b>Not being hosted</b>
16.	Please specify the intended Call Recording Data Retention Period.	<b>Answered</b>
17.	For agent quick reference and training purpose, does PITC require a Knowledge Management System (KMS)? "KMS is a web based portal which is a repository for all product and customer related FAQs are listed for more effective customer services."	<b>KMS is additional if offered as bundle</b>
18.	Email Management System for Email Support Service is required?	<b>NA</b>





19.	Does PITC need outbound calling? If yes what will be the outbound dialing mode (Manual or Auto Dial)?	<b>Manual</b>
20.	Does PITC envisage the need for ROBO calls? If yes what will be the purpose: <ul style="list-style-type: none"><li>• For feedback: please specify the planned user input method at the end of the Robo Call? Digit entering or audio recording?</li><li>• For survey: please specify the flow for questions and their responses.</li><li>• Would PITC prefer it to be dialed via its own PRI phone line or the bidder can dial out from any available line?</li></ul>	<b>NA</b>
21.	Please explain CMS integration with CTI.	<b>For Better call / CSR Performance</b>
22.	Does PITC need complete call center solution on host module including HR and technical solution?	<b>No</b>
23.	Please specify the number of call center agents and their availability (9 to 5) etc.	<b>Answered</b>
24.	Please specify the number call flow in IVR.	<b>There are 24 million consumers and based on problems it may vary</b>
26.	Please clarify if Sub- Contracting can be done if the subcon is held liable to all the legal, financial, commercial and technical terms and conditions as per the master contract between client and the contractor.	<b>No</b>
27.	Bid validity should start from the date of opening of the technical proposals and not from the date of opening of financial proposal.	<b>NA</b>