

Response to Bidders Queries - Power Information Technology Company (PITC)
Queries received through Email
Tender No. PITC/G-224(93)/11-2023 for "Outbound Calling Solution"

Sr. No	Firm Name	Queries/suggestion by bidders	Clarifications by PITC
1	M/s Zong	Volume of SMS/calls .	50K to 100K SMS service integration provided after calling.
2		Are these automated calls or live agent will be making these calls.	Live Agents
3		Number of agents if this is agent calling.	Max 20 to 25
4		Need clarity on Hardware/software specs compliance.	Hardware required for 20 to 25 agents, and a comprehensive reporting tool must be provided.
5		For dialer, connectivity needs to be provided against each location or connectivity point.	Calls will be dialled from PITC Call Center at Aiwan-e-Iqbal Lahore
6		(PITC) intends to hire the services for outbound calling solution of already established call center of PITC approximately 200,000 calls per month. Telenor – Considering the historical trend, PITC has never crossed 40k to 50k minutes in a month but got the rate against 200k calls in last contract, How would you manage 200k calls this time around as previously you have also mentioned the same count? As per PPRA rules you are allowed to go upward/downward maximum to 15%	50K to 100K
7		i.Authentication: All user agents will be authenticated with unique username and password. Telenor - Please elaborate at what stage do you require user authentication as this a sim based solution	Not required

8	M/s Telenor	ii. Call Recording: Enables you to record telephone conversations either over a PSTN (Public Switched Telephone Network), VoIP (Voice over IP) or GSM in a digital audio file format. It also provides you with the ability to retrieve, playback, store and share call recordings. Telenor – Call recording is only possible when calls establish through our solution. Do you have some other requirement?	No
9		iv. GSM and IP Call Agents: Call agents can be on either SIP or GSM protocol Telenor - We offer SIM based calling for child lines.	SIP or GSM may be provided
10		v. SMS Messaging: SMS service integration. Telenor - At which point of the solution do You require SMS and you require API's of this solution ?	After calling
11		vi. Dialer: A sophisticated and simple dialer Telenor -We are offering GSM/SIM based calling solution then why do they require a dialer. Can we suggest a solution without soft dialer.	Yes
12		In addition to above points, Can we offer rate with 1 minute Pulse ?	No