

M/s Ufone Queries

1. **Tender Procedure Clarification:**

The tender type is mentioned as "*Single Stage, One Envelope*," where both the price and technical proposals are to be submitted in a single envelope. However, on page 4, point 4, it is stated that bidders should submit a comprehensive Technical Proposal in duplicate (one original + one copy in a separate sealed envelope) and the financial proposal in a separate sealed envelope. Could you kindly clarify this discrepancy?

Reply:

Tender Type is "*Single Stage, One Envelope*" bidder may submit one original, technical & financial Bid in single envelop.

2. **Service Level Targets:**

On page 9, the Service Level (SL) targets are mentioned twice: once stating 90% of calls should be answered within 30 seconds, and another stating 80% of calls should be answered within 20 seconds. Please confirm the correct target.

Reply:

90% calls should be answered within 30 seconds

3. **Resource Adjustments:**

The tender document mentions a 15-day notice period for increasing resources. Could you confirm if the same notice period applies to reducing resources? For legal compliance, it is suggested a minimum of 1-month notice prior to reducing resources as agents to be laid off with a one month notice period.

Reply:

Agreed

4. **Agent Training Days:**

Please confirm the number of training days required for complete product training for the call center agents.

Reply

15 days

5. **Minimum Wage Adjustments:**

The current minimum salary is PKR 37,000, and based on past trends, the government is expected to increase the salary annually by an uncertain amount. Will PITC adjust the minimum salary as well as other associated costs, such as statutory payments (EOBI, Social security), ESSI, service charges etc.?

Reply:

The clause will be added in the contract to accommodate minimum wage if increased/decreased by the Government of Pakistan as per actual basis. Moreover, no other charges will be enhanced.

6. **Multilingual Language Agents:**

Is there a specific ratio for multilingual language agents? If so, could you please provide the details?

Reply:

We require 10% multilingual language agents including Punjabi, Pashto, Sindhi, Balochi etc.

7. **Placement of Resources:**

Will there be any other requirements for placing resources in DISCO offices, other than call center?

Reply:

PITC may ask to deploy agents in DISCOs

8. **Attendance Management:**

Will attendance be tracked through the system login report, or will there be another source? Additionally, who will manage this—PITC or the vendor?

Reply:

Vendor will have to deploy attendance system (finger / Facial etc), attendance will be cross checked from attendance system.

9. **Administrative Costs:**

Are there any other administrative costs at the call center premises that will be borne by the vendor? If so, could you please specify?

Reply:

No other cost involved. Vendor will be responsible for HR cost only.

10. **Performance Incentives:**

In addition to compliance with the minimum salary requirements, it is suggested to have an incentive pool per employee to drive optimal performance from the resources.

Reply:

Vendor may manage it on his own cost.

11. **ISO-20000-1 Certification:**

In the evaluation criteria, it is mentioned that the firm should be certified in ISO-18295, ISO-20000-1, and ISO-9000-1.

ISO-18295 is relevant to the scope of the tender as it specifies service requirements for customer contact centers (CCC), ISO-9000-1 is also relevant as it is globally recognized standard for quality management. It helps organizations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality, However ISO-20000-1 is not relevant to the scope of the tender as it relates to international standard for IT service

management. This certification should not be considered mandatory being out of scope of the tender.

Reply:

Agreed

12. Security Guards Requirement:

The contract specifies that one security guard should be provided for each shift. However, during the initial meeting, it was communicated that operations may utilize two sites. In this case, two dedicated security guards would be required in each shift. Could you please clarify this requirement?

Reply:

As per BoQ defined in RFP

13. Terminal Benefits Requirement:

The labor laws of Pakistan stipulate that terminal benefits must be paid to employees. It is essential that all participants in this tender are informed of this requirement, specifically that one terminal benefit must be paid to each employee.

Reply:

The matter will be dealt as per prevailing labor law of Pakistan.

M/S SYSTEMS LIMITED QUERIES

- 1. 19 - Appendix E, Office Assistant/Admin count to be increased to 02**

Reply:

Agreed

- 2. Page 19 - Appendix E : A row to be added at the end to mention total cost.**

Reply:

Agreed

- 3. Page 7 - Clause 2:**

Call center would be operational 24x7x365 days. The call center agents taking the call should be well conversant with English, Urdu and Local languages necessarily.

Reply:

We require 10% multilingual language agents including Punjabi, Pashto, Sindhi, Balochi etc.

4. Please mention which other languages are preferred in addition to Urdu and English?

Reply:

We require 10% multilingual language agents including Punjabi, Pashto, Sindhi, Balochi

5. Page 9 - Clause 8

The text says, “Service level of 90% of the calls answered in 30 seconds or less.” While the table says, “80% of calls should be answered in 20 seconds”.

Reply:

90% calls should be answered within 30 seconds

6. What is the actual standard for gauging Service level, in RFP there are two different criteria mentioned reference above? Kindly also confirm what would be the measuring criteria where it exceeds?

Here is the tabular representation of key COPC quality standards and metrics relevant to contact centers:

Metric	Description	Typical Benchmark
Call Quality Score	Overall quality score derived from call evaluations	85% - 90%
First Call Resolution	Percentage of issues resolved on the first contact	70% - 80%
Customer Satisfaction	Satisfaction ratings from customer surveys	80% - 90%
Service Level	Percentage of calls answered within a specific time	90% of calls answered in 30 seconds (or similar standards)

We suggest to follow the above shared industry standard as generic but can vary based on the actual call volume trend.

Reply:

As per RFP

7. How SLA + Abandoned Call ratio will be measured during high call volume days where it exceeds the capacity of required work force? We suggest to gauge it on quarter hourly basis and exclude those days while calculating monthly scores.

Reply:

Agreed

8. How PITC will measure that NPS is related to agent efficiency and not DISCOs services?

Reply:

As per RFP

9. How PITC will gauge the call quality?

Reply:

As per RFP

10. Please confirm, how PITC will adjust the changes resulting from an increase in the minimum wage announced by the government?

Reply

The clause will be added in the contract to accommodate minimum wage if increased/decreased by the Government of Pakistan as per actual basis. Moreover, no other charges will be enhanced.

14. As per RFP, bidder is only supposed to provide manpower. Any additional expenses such as repairing & maintenance and additional equipment/appliances for the floor/resources will not be covered by the bidder, please confirm?

Reply:

Will be borne by PITC

15. Will service provider provide the attendance through biometric device?

Reply:

Vendor will have to deploy attendance system (finger / Facial etc), attendance will be cross checked from attendance system

16. Please confirm if there is any possibility to deploy the resources in DISCOs. If yes, please share the mechanism to gauge the performance of on client site deployed resources?

Reply:

PITC may deploy resources in DISCOs, performance will be measured as per SOP.

17. We suggest to add different work codes where a consumer calls multiple time for the resolution of same complaint and we can identify that follow-up call through work code.

Reply;

Noted

M/S OVAX QUERIES

1. Eligibility Criteria:

Please refer to the following requirements

"The bidder must have an average annual financial turnover of no less than Rupees 500 Million over the last three years, ending June 30, 2024".

In the previous tender for the same project, the average financial turnover was set at 25 Million, which allowed more technically capable organizations in Call Center Operations to participate. The current requirement of 500 Million, in my opinion, is significantly high and may prevent many technically qualified and capable organizations from competing and hence will only allow very few organizations to participate, which is against the norms of Public bidding. Additionally, such a stringent financial turnover requirement does not align well with the capability of management of Call Center Operations.

Reply:

The clause may be read as:

"The bidder must have an average annual financial turnover of no less than Rupees 300 Million over the last three years, ending June 30, 2024".

2. Terms of Payment:

Please refer to the required term mentioned in RFP *"Payments shall be made promptly by the Purchaser, no later than ninety (90) days after the submission of a complete invoice along with the required supporting documents or a payment request from the Supplier, provided the Purchaser has accepted it. However, if the progress does not meet the agreed-upon work program or schedule, payments may be withheld"*.

This is a very extensive fund flow requirement, which will again limit competent organizations from participating in the bidding process. Delaying payment for approximately 400 resources—including management, quality, and other support staff as outlined in the RFP—beyond 90 days would be challenging for many technically capable organizations and could deter their participation in the tender.

Reply:

As per RFP