

Call Centre Queries and Their Replies

Reference to Pre-Bid Conference held on 30-11-2017

Sr. #	Queries	Reply
Future Technologies		
01	You have mentioned 60 desktops for agents whereas last the paragraph of Page 11 under section 15 subsection LOT-A clause (ii) lists the first phase as requiring 50 agents at the main site and 20 agents at the DR site. Furthermore, you will require PCs for the supervisors and the manager which we are assuming will be approximately 5 Supervisor PCs and 1 Manager PC. Please clarify the amount of Agent, Supervisor and Manager PCs that will be required and must be quoted.	60 desktop cover the 50 agents, Supervisors and manager. The DR is network DR, when we are talking about Agents at DR site we are actually talking about number of active licenses at DR sites not agents. Please quote unit rate of all types of Licenses involved separately in financial bid.
02	Please clarify the total number of wall boards required and what is the minimum size of the wall board to be quoted. Also, please clarify if wall boards will be required at the main call centre.	Wall boards are optional please quote price for 60 inches and 90 inches wall board separately.
03	Kindly elaborate the following points mentioned in table of section (15) Sub-section (LOT-A) clause (i) <ul style="list-style-type: none"> a. "Ability to support individual DISCO customers" b. "Enable & support individual DISCO user platform accounts" 	Removed from RFP
04	What is the minimum number of concurrent users the system needs to support.	Minimum 1% of total number of consumers of DISCOs
05	Please elaborate on the requirement for FAX support in the software	As per RFP's Para-4(I)(h)
06	Please clarify if we are to submit a financial bid for the following quantities: <ul style="list-style-type: none"> a. Hardware <ul style="list-style-type: none"> i. 300 Agent PCs ii. 300 Agent Softphones iii. 300 Agent UPS iv. 12 Wallboards (As per the RFP Section 4, Clause IX) v. Main Site Backend Servers vi. Main Site UPS vii. DR-Site Backend Servers viii. DR-Site UPS ix. Networking Equipment for Main Site (Routers and Switches) 	Deployed hardware will have the support for 300 agents, as defined on page-11 of RFP. In first phase 50 seats will be activated. Its Vendors responsibility to calculate the UPS requirements as per solution offered

	<p>x. Networking Equipment for DR Site (Routers and Switches)</p> <p>b. Software</p> <p>i. Complete Software as per RFP with Support for 300 Call Center Agents along with additional concurrent users.</p> <p>c. Maintenance</p> <p>Additional maintenance charges for 2 years quoted on a yearly basis.</p>	
Systems Campus		
07	What is proposed location of call centre?	Software Technology Park, Aiwan-e-Iqbal, Complex Lahore
08	LOT B Operations (pg13) 50 seats 24 X 7 call agents required. Is this total 50 agents in 3 shifts or 50 agents per shift? Also how many managers/ supervisors are required	50 Agents per shift. 01 Supervisor on 25 agents. 01 Manager per shift) Vendor must quote separate price for each agent, supervisor and manager in financial bid.
09	LOT B Eligibility Criteria Point 5(pg17): HR and supervisors experience of utility. Is this overall experience HR and Supervisors working with utility provider or specific to call centre utility provider?	Relevant Experience specific to call center
10	What is duration of contract for LOT B?	Initially the duration of contract will be of 01 year and that may be extendible up to 03 year on satisfactory performance.
11	Technical Proposal Information(pg45) No of seats required in business profile relates to resources deputed on each project or only limited to calling agent seats	Resource must have experience of Software Development / Configuration / Integration and Implementation
12	Qualification (pg48) The bidder should have deployed at least 02 projects with over/equal to 50+ Seats in Pakistan or abroad. Does this mean at least 2 projects totaling 50+ seats or 50 seats each	Minimum 02 Projects of 50 seats each
13	Back-up Equipment for Services (pg49): Warehouse required for replacement parts. Which parts are being referred to here, also is this applicable for lot B	In accordance with Clause 15-LOT-A(iii) of RFP.
14	Installation, Configuration, and integration with already available PITCs or third party applications, as agreed in contract to be signed separately, will be complete responsibility of Vendor / Supplier. If bidder is proposing for Lot B, is this still applicable?	NO
Appolo		
15	As per the prebid meeting the Voice Message represents Voice Calls	Yes

16	As per the prebid meeting the SMS gateway will be provided by PITC and the vendor needs to integrate	Yes
17	As requested by all vendors please extend the deployment timelines to 90 Days	It will be 60 days
18	As per pre bid meeting vendor needs to quote 12 smart screens to install in 3 DISCOs. Please fix the quantity and Brand for all vendors.	40 inches, Smart LEDs are required with the ability to connect with Wifi
19	As per pre bid meeting vendor needs to provide 24/7 onsite support	Yes
20	Please mention the DISCOs end user quantity (Desktop & Mobile) for hardware sizing.	
21	As per pre bid meeting the following BOQ was finalized for Main Site <ul style="list-style-type: none"> • Contact Center Hardware: 300 Agents • Inbound Agents Licenses: 50 • IVR Ports: 120 • Outbound (Predictive Dialler): 20 • Email: 20 • Webchat: 20 • Social Media (Facebook, Twitter ..): 20 • Fax Lines: 20 • Supervisor: 5 • Voice Recording: 3 Moths • Storage: 300 Agents / 3 Months • Core Switch: HA • Firewall: HA • Agents Site Network: 300 Nodes 	Please Quote per unit rate for each Item separately in financial bid, and quantity may vary according to requirements.
22	As per pre bid meeting the following BOQ was finalized for DR Site <ul style="list-style-type: none"> • Contact Center Hardware: 60Agents • Inbound Agents Licenses: 20 • IVR Ports: 60 • Outbound (Predictive Dialler): 10 • Email: 10 • Webchat: 10 • Social Media (Facebook, Twitter ..): 10 • Fax Lines: 10 • Supervisor: 2 • Voice Recording: 3 Moths • Storage: 60 Agents / 3 Months • Core Switch: 1 • Firewall: 1 	Please Quote per unit rate for each Item separately in financial bid, and quantity may vary according to requirements.
23	Do you need screen recording if yes then please mention the number of agents and the recording duration for screen recording.	No
	60 IP Hard Phones with head gear and other accessories	60 IP soft Phones are required

Teradata		
24	PITC to confirm if PITC will be able to provide OS (Windows Server 2012 (64 bit)) along with licenses under any existing enterprise wide license agreement with Microsoft	Vendor will provide all types of Licenses involved in establishment of call center.
25	PITC to confirm the requirement of UPS for equipment in Data Center, in case, the DC is to be hosted outside of PITC's existing DC	Its Vendors responsibility to calculate the UPS requirements as per solution offered.
26	PITC to confirm the required hardware scalability for DR site.	DR must be 50 % of Main Site
27	PITC to confirm the use of SIP or PRI	Vendors are free to quote any solution but its specifications must be according to standard call center specifications.
28	PITC to confirm the use of DB Engine i.e. Oracle or MS-SQL	Vendor may use any DB such as Oracle/SQL Server or MYSQL etc. as per its solution.
29	PITC to confirm the use of existing DB cluster (Hardware/Licenses).	Vendor may use any DB such as Oracle/SQL Server or MYSQL etc. as per its solution.
30	If we are using PITC DC facility, assuming that an enterprise grade FW is already in place; do bidder still need to include Firewall in configuration BOQ?	There is need of Firewall. (hard or Soft)
31	If PITC DC facility is to be used, then does the bidder need to include the rack to gateway/server mounting or there is space available in the existing racks in the data centre	Yes Racks are required
32	PITC to confirm the requirement of power Generator	Power Generator not Required
33	PITC to confirm the need of outbound calling mechanism, whether it will be manual or an automated outbound dialling system is required. In case of automated outbound dialling is required, please elaborate the preferred dialling mechanism required	It will be an automated system
34	Storage of voice calls – does PITC have enterprise storage in place and bidder can share the actual storage needed to store the calls or the bidder needs to propose the storage in the BoQ.	Yes bidder needs to quote Storage with capability of storing 03 months voice record data for 1% consumers of DISCOs
	Is Contact Center on Cloud is an option for PITC?	No
MEPS Informatics		
35	What will be the scope of email, chat, SMS and other media integration? Inbound, Outbound or both? We need some elaboration on the multi-channel requirements Whatsapp integration is not supported due to technology restraints (No open APIs from Whatsapp	Multimedia team will handle.

36	Does the customer CRM, billing and ticketing, website (or any other system that needs integration) allow for open architecture integration, both at CTI and IVR levels i.e. by allowing integrating with Contact Centre through SOAP, RESTful and VXML APIs? Please share the details of the backend systems of the customer (type, vendor, version etc.)	The vendor have to supply the integration interfaces
37	For CTI integration with CRM/backend system, please indicate the information need to be popped up and where the information needs to be displayed (i.e. either within the CRM interface or the agent desktop)?	Please see the Application Architecture Diagram
38	What is LDIP system? How does it need to be integrated with contact centre.	Load Data Improvement Project (Developed in PHP and MySQL)
	For wallboard/dashboard views, are the required views (statistics, KPI information etc.) finalized by the customer? If so, please share the templates for estimations. In the project phase, details of the required views will be needed.	Standard Call Centre KPIs will be displayed
39	Templates for the ad-hoc reports are also required for estimation purposes.	Templates will be provided after award of contract in study phase
40	Will customer provide centralized database access of all users at one location?	Yes
41	Does customer already have CRM, Ticketing, billing, mobile app and website systems in place? If so, it is assumed that provision of the integration environment (APIs, SDKs etc.) with Contact Center environment shall be customer's responsibility Complaint management (initiation, handling, resolution, notification etc.) system is assumed to be CRM/backend system's utilities	We have the System integration with System will be responsibility of Vendor.
42	What will be the scope of mobile application mentioned in the RFP document? Please elaborate For initial purposes; we shall be assuming that the mobile app can have utilities for web self-service application (including billing info, complaint logging, status notification etc.)	Please see the scope of work
43	For voice recording logging/sizing purposes, please indicate the daily estimations of calls being recorded and expected Busy Hour Call Attempts (BHCA)	1 % of total customers of DISCOs
44	Hardware regarding contact centre (servers, wallboard displays etc.) and agent systems hardware will be partner's responsibility.	Vendors Responsibility
45	It was mentioned that prices should be quoted without taxes. Please elaborate in context to WHT, GST & PRA? We need clear understanding because taxes on equipment will be deducted at source during	All the prevailing taxes will be dealt under the rules.

	clearance so the pricing will become very ambiguous in terms of services, support & equipment. Either all pricing should be done on FOB basis or should be done on DDP/FOR basis for proper comparison during financial evaluation.	
--	---	--