

**Consolidated Bidders' Queries Response – Hiring of Customer Relationship Management/Call Centre Services**

Sr.	Queries	PSW Response
<b>Queries Set No. 1</b>		
1.	Please allow bid submission deadline extension by 1 week, to 8th October 2021 please, so we can submit a properly designed proposal accordingly.	At the moment extension in time cannot be granted. Bidders are required to follow the deadlines as mentioned in the RFP.
<b>Queries Set No. 2</b>		
1.	Integration Layer allowing the CRM to connect with other front-end channels and back-end systems.  Please provide further detail of Front End channels and Back End Systems.	The front end channels have been defined in the RFP. Further, for back end channels, a limited number of APIs along with PSW's system will be exposed.
2.	Mandatory Requirement  The Bidder must have its setup/call center with minimum of 100 seats in two major cities preferably in Karachi and Islamabad.  Request to change the clause as following or accept the following for this RFP:  The Bidder must have its already existing setup/Call Center with capacity to establish in at least two cities with 100 seat capacity for each.	Bidders are required to adhere to the conditions as mentioned in the RFP.
3.	Non-Functional Requirements  The vendor must have call center setups at minimum two locations, major cities preferably Karachi & Islamabad, and capability to seamlessly route calls between both locations based on load etc.	Bidders are required to adhere to the conditions as mentioned in the RFP.

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	Request to change the clause as following or accept the following for this RFP:  The vendor must have call center setup with capacity to develop call centers in at least two major cities including Karachi and Islamabad and capability to route calls between both locations based on load etc.									
<b>Queries Set No. 3</b>										
1.	Price Schedule  The scope document mentions 24/7 coverage of the call center ... please confirm the split of these agents amongst shifts.	<p>The initial split of agents, based on current load, is as under:</p> <table border="1"> <thead> <tr> <th>Time Slot</th> <th>Number of Agents</th> </tr> </thead> <tbody> <tr> <td>09 am to 06 pm</td> <td>08– 10 agents</td> </tr> <tr> <td>06 pm to 02 am</td> <td>03– 04 agents</td> </tr> <tr> <td>02 am to 09 am</td> <td>1-2 agents</td> </tr> </tbody> </table>	Time Slot	Number of Agents	09 am to 06 pm	08– 10 agents	06 pm to 02 am	03– 04 agents	02 am to 09 am	1-2 agents
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2.	Functional Requirements 5. iii  Please share details of modular integration (details of the module, API documentation of external applications)	The front end channels have been defined in the RFP. Further for back end channels, a limited number of APIs along with our system will be exposed.								
3.	CRM/IMS  Are you expecting an outsourced CRM solution?	We need embedded solution from the vendor who can provide us the call center and CRM as part of one solution.								
4.	CRM/IMS  As the go live readiness expectation is in 15 days after project sign off, can we expect any extension because out of the box implementation of CRM may take 6 - 8 weeks at least.	Bidders are required to propose a solution keeping in view timelines mentioned in the RFP.								
5.	CRM/IMS  Number of PSW users to manage CRM	The CRM will be managed by 8-10 L2/L3 support users other than executive dashboard.								

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6.	CRM/IMS What are the PSW core solutions? (for integration)	Whatever integration that will be required shall be based on RESTFULL APIs.
7.	CRM/IMS Are APIs of these core solution available?	The APIs will be developed based on requirements.
8.	CRM/IMS What is the technology of existing platforms?	Microsoft technology stack RESTFULL APIs.
9.	CRM/IMS Can we cater help desk support/incident management within our proposed CRM solution?	Yes – it should be part of the solution.
10.	CRM/IMS Which is the preferred CTI system?	We need modern, VoIP supported, CTI system.
11.	CRM/IMS Are you expecting a middleware as an integration layer?	No.
12.	CRM/IMS Need more details about Workload management	The system should automatically detect the workload to shift/transfer the call to any other idle agent to manage the workload.
13.	CRM/IMS Karachi and Islamabad hosting is probably on-premise expectation. Is it PSW's responsibility to provide infrastructure?	The required solution is on outsourced model. The infrastructure is to be provided by the successful bidder.
14.	CRM/IMS Is there any system in existence for catering Issues and Cases?	PSW does not have any existing complaint management system. PSW expects the Complaint Management System as part of the solution.

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15.	CRM/IMS Also, is there any anticipated data migration from CRM perspective?	No.
16.	Scope We assume that the engagement model doesn't include hand over of any part of the scope/solution as proprietorship of PSW? Rather service has to be rendered by vendor? Inclusive of all technology component "As a service"?	Software solution or any infrastructure will not be handed over however the data bank of queries and their proposed answers/knowledge base build over the course of contract will be handed over to PSW every quarter.
17.	CRM/IMS As you expect to expand and scale in the future. Do you foresee any major customization requirements specifically w.r.t to CRM expected in the future?	No. We only expect the number of users to increase.
18.	Scope Kindly share all inputs used to calculate the workforce requirements along with net shrinkage for 24/7 operations? Also specify the method you have used as the FTEs requirements are not aligned with the industry benchmarking in contrast with service level requirements.	The detailed in-house working conducted to calculate the requirements cannot be shared. However the requirements of agents have been elaborated in the RFP.
19.	Functional Requirements 1. iii For chat bots pls. confirm the types of the bots requirements? Conversational (rule based Chat bot? Smart chatbot or Hybrid Chat bot?	PSW will need hybrid chat bots.
20.	Functional Requirement F	PSW expects the standard complaint workflow process from the bidders as part of the technical proposal.

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	Can you pls. share a sample flow of resolution/complaint management process? Also specify how complex a resolution path/process is expected to be?	
21.	<p>Functional Requirement F</p> <p>Pls. specify the no of users from your internal teams/inter-departmental resolution teams (apart from Call center team) would be required to access the CRM/Help Desk system, for resolution management.</p>	The CRM will be managed by 8-10 L2/L3 support users other than executive dashboard.
22.	<p>Functional Requirement M</p> <p>We assume that the documents scanning and archiving is to be done against any particular case / complaint raised and there's no as such requirement of dedicated DMS module along with CRM?</p>	We expect document archiving requirement as part of solution design in the proposal from vendor.
23.	<p>CRM</p> <p>Through the functional requirements, we see many overlapping requirements e.g. Helpdesk vs CRM, Case management, Channel integration, resolution management etc.? Pls clarify in detail?</p>	The requirements of PSW have been elaborated in the RFP. In case a bidder feels any overlapping, they can propose a solution accordingly, however the proposed solution must fulfil all the requirements specified by PSW in the RFP.
24.	<p>Scope</p> <p>Kindly advise if the required staff is to be deputed across all the channels? And you would want to opt for blended queue? Or would you want to go for dedicated skilled users for each queue for each channel respectively.</p>	<p>PSW requires dedicated skilled users for each queue/channel respectively.</p> <p>PSW will require mainly two type of agents i.e. voice agents and text agents.</p>
25.	<p>8. Workload Management</p> <p>As the contract has to be rendered by the vendor through his premises as (Contact Center as a service) Can vendor propose a</p>	Yes – we would expect the same.

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	workload management services as part of the proposal instead of a separate solution?	
26.	<p>Non Functional Requirement m. Sizing &amp; License Count</p> <p>Under the sizing, no. of seats are being referred as requirement; Be informed that typically a 24/7 seat (single seat) in a contact center is catered as roughly 4.7 FTEs? Pls correct if here seat is being referred as a no of head count?</p>	Seat is being referred here as number of head count not as FTE.
27.	<p>Service Level Requirements</p> <p>Kindly share the inputs used to estimate the WF requirements for your desired Level of services? As it's not aligned with the industry benchmark</p>	The detailed in-house working conducted to calculate the requirements cannot be shared. However the requirements of agents have been elaborated in the RFP.
28.	<p>Note</p> <p>Could you kindly provide the context the following clause a little more "Bidders are required to quote for both Option 1 and Option 2"?</p>	<p>Option 1 is “Managed services of call center including (HR, Infrastructure and Telephone software)”</p> <p>Option 2 is “Managed services of call center excluding HR”</p>
29.	<p>Payment Terms</p> <p>What is the criteria for invoice acceptance and how will PSW accommodate the vendor for any delays beyond the quoted 30 days in payment from PSW.</p>	Invoices/payments shall be treated as elaborated in the draft contract.
30.	<p>Functional Requirements 1. iii</p> <p>How will PSW accommodate for any additional integrations required beyond this contract scope</p>	Any additional requirements may be discussed once the same arise.

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<b>Queries Set No. 4</b>		
1.	<p>PCI compliance is required by credit card/payment systems companies to make online transactions secure and protect them against identity theft. Any merchant that wants to process, store or transmit credit card data is required to be PCI compliant, according to the PCI Compliance Security Standard Council. It applies to overall infrastructure &amp; services on which these payment systems are based on, since we are a BPO &amp; Technology Solutions company, neither we have any payment system in place and nor we are managing any client's payment on our infrastructure so it doesn't apply on us. For information security we are ISO 27001 (ISMS) compliant which is acceptable as global standard and we can produce our certificate for the same. So can we submit our ISO 27001 (ISMS) in replacement of this.</p>	<p>Bidders are required to propose a solution based on best practices / compliance of PCI DSS standards to ensure data security. Supporting documents of the same are to be provided. PCI compliant standards/practices are required, PCI Certification is not mandatory.</p>
<b>Queries Set No. 5</b>		
1.	<p>In price table, only telephony software price is required? Who will arrange chat and email responder system? (Page 10 line 1)</p>	<p>Successful bidder will be required to arrange chat and email responder system.</p>
2.	<p>Can we get required flow of chatbot implementation? Does it require any backend integration for seamless experience? (Page 11 line 2)</p>	<p>The flow of chatbot implementation will be shared/discussed with successful bidder at the time of contract formalization.</p>
3.	<p>Please specify the volume of whatsapp interactions in terms of session messages and unique contacts per month? Please advise if outbound template messages is also required. If yes, please share its volume.</p>	<p>Whatsapp service would be launched as new service therefore no data is available to assess the volume.  Yes, outbound template messages shall be required.</p>

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	(Page 11 line 5)	
4.	Please share the details of backend platform with which CTI integration is required? Also share data flow of integration. (Page 12 line 4)	The front end channels have been defined in the RFP. Further for back end channels, a limited number of APIs along with our system will be exposed.
5.	Please share volume of outbound IVR/Robot calls per month? (Page 12 last line)	IVR/Robocall service would be launched as new service therefore no data is available to assess the volume.
6.	Please also share License count for email, facebook, twitter, whatsapp and webchat. (Page 15 second last line)	Query is not clear.
7.	Challenge: UAN acquisition will take minimum 4-6 weeks. (Page 17 ( Timelines))	UAN number will be acquired by PSW, successful bidder will only assist in the process.
8.	We can't share the contracts as we are legally obligated to obtain partner consent before sharing any such documents in writing. Page 5 point c	Bidders are required to provide a <i>list</i> of contracts and not original and complete contracts. Further the details of said contracts are to be provided in tabular form as specified in the RFP.
9.	This is not acceptable. (Page 6 point 17)	Requirement of performance guarantee is as per public procurement laws. Bidders are required to fulfil the requirement.
10.	Please share the agent's profile for CC/Non-CC both. (Page 15 last line)	Query is not clear.



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11.	Can you please confirm which documents are required? (Page 17 Required Deliverables point 4)	If PSW requires any integration with any system of the call centre, the integration documents will be the deliverable.
12.	All the requirements must be mentioned clearly. Prices would be based on the requirement mentioned in this document. Any additional requirement may impact the price accordingly. (Page 17 Note section)	All the requirements that could be envisaged by PSW have been mentioned. However, if the bidders while designing and proposing the solution feel that any other requirements are necessary or mandatory for the intent and purpose of fulfilling the scope of subject tender, bidders have to specify such requirements.
13.	For next term renewal, both parties need to reconsider service charges keeping the inflation impact in view. (Page 20 clause 2.2)	The contract can be renewed on mutual consent but on same terms and conditions (including prices). If a party disagrees, the contract could be terminated.
14.	Indemnification part should be bilateral. (Page 21 clause 4.7)	The said clause refers to indemnification against claims, demands or legal proceedings initiated by the Contractor's employees or any other person / authority <u>in respect of unpaid wages, contributions, other benefits including workmen's compensation claims or any other grievances arising out of their employment with the Contractor.</u> The clause does not apply to PSW.
15.	This is not acceptable. Page 21 clause 5.3 "An amount equivalent to 10% of total amount of each invoice of the Contractor will be retained by PSW".	Please refer to response at sr. 9 above.
16.	Confidentiality should be max of six (6) months after the termination of the contract. (Page 23 clause 8.1)	Bidders are required to adhere to the clauses of the tender document.
17.	PSW shall be obligated to pay only for the Services performed during such period of suspended or reduced service; provided, however, if failure(s) of any systems under the control of PSW	The suggested change does not fall under force majeure.

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	<p>result in VW being unable to perform or fully perform the Services, PSW shall be responsible to pay estimated Fees for all workstations and Agents which remain available to perform such Services during the period(s) of such failure(s).</p> <p>(Page 24 Clause 10)</p>	
18.	<p>We can't share this as we are legally obligated to obtain partner consent before sharing any such documents in writing.</p> <p>(Page 33 clause 5)</p>	<p>Bidders are required to provide valid supporting documents to validate the claim. Any confidential or sensitive information (e.g. charges, rates, fees etc.) may be redacted.</p>
19.	<p>Agent profile required in terms of background, skillset and language proficiency per queue.</p>	<p>The agents' profiles will be shared during contract formalization phase.</p>
20.	<p>The 10% increase in staff under the required timelines cannot be given. We will require adequate time to recruit and train. We do not carry excess staff on payroll for this.</p>	<p>Serial 6 of Annexure-I: Terms of Reference &amp; Scope of Services, Human Resource &amp; Infrastructure mentions HR to be provided within 01 week or as per timelines provided by PSW. In case PSW feels the provided timelines are unreasonable, PSW will consider the requirement on as and when required basis during execution of the contract.</p>
21.	<p>As we are bound to follow labor laws, any downturn in agent headcount will require 30 days' notice and not 1 week.</p>	<p>Our understanding is that the provisions of labour law would not be applicable on this requirement.</p>
22.	<p>Training duration. That should be considered in addition to 14 days' recruitment time for any ramp up. Hence we cannot ramp up in 1 week without training details.</p>	<p>Yes, the modalities would be as mentioned in the query.</p>
23.	<p>Are there any Quality requirements? It seems the analytics will be part of the CRM dashboard, does PSW require any other Analytics support?</p>	<p>The quality requirements are covered in the RFP. Yes, analytics would be part of CRM dashboard.</p>

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<p align="center">24.</p>	<p>Max penalty to be discussed on the following point:</p> <p>Delay in performance of Services or down-time/unavailability of service beyond the parameters specified herein may entail imposition of fine (liquidated damages) at the rate of 1% of total respective monthly charges per thirty (30) minutes of outage/downtime, to a maximum of 10% of the corresponding month's invoice, which will be deductible from the respective invoice of the Contractor. This condition may be waived off by PSW on its discretion or in case of force majeure which shall be proved by Contractor and supported by documentary evidence. Moreover, if Contractor fails to fulfil the said performance requirements or if the liquidated damages amount reaches its maximum limit i.e. 10%; PSW, without prejudice to any other right of action / remedy it may have, reserves the right to terminate the Contract.</p>	<p>Bidders are required to adhere to the requirements of the RFP.</p>
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