

## Clarification against RFP No. NIC/IT/RFP/CC/RFP/05/2017

SI No.	Point/Section No #	Term as stated in the Master Document or the Volume-II	Bidder's Query/Suggestion/Modification	Response
1	Last Date of Procurement of Bid			24th January upto 3:00 PM
2	Date and Time for Receipt of Bids			24th January upto 3:00 PM
3	Time and Date of Opening of PART-I (Bid Security) i.r.o. Bids for Volume-II			24th January upto 4:00 PM
4	32.Eligible Bidders	The annual turnover of the Bidder should be more than 500Cr, for the last 3 years	We would request if the criteria is relaxed as "The annual turnover of the Bidder should be more than 50Cr, for the last 3 years"	Clause modified as "The annual turnover of the Bidder should be more than 300 Cr, for the last 3 years"
5	32.Eligible Bidders	The bidder should have experience of minimum 3 large projects worth minimum of INR 35Cr. In the past 3 years	We would request if the criteria is relaxed as "The bidder should have experience of minimum 3 projects worth of total for last three years together of INR 30+ Cr .	Clause Modified as "The bidder should have experience of minimum 2 large projects worth minimum of INR 35Cr. In the past 3 years"
6	32.Eligible Bidders	The Bidder should be minimum CMM Level 3 certified company.	We would request if the criteria is relaxed as The Bidder should be minimum ISO 9001 certified company.	Bidder or consortium partner should be CMM Level 3 Certified Company. Principle bidder should have Consortium/Sub-Contract Agreement with the partner subject to Sub-Contact Clause 2.50 of RFP. Consortium Agreement should be submitted as part of Bid Response.

7	4.1 Infrastructure Services	IT Infrastructure Services: MSP will provide all the IT Infrastructure as a Service from a certified Tier 3 Data Centre with following Security Standards <input type="checkbox"/> ISO 27001 <input type="checkbox"/> ISO 20000 <input type="checkbox"/> SSAE 16	Our current data centre is in name of our parent company, also the other clients that we have we have hosted the servers in their data centre. So the certificates are in the name of parent company and clients, We would request if the same can be considered for eligibility.	RFP clause remains unchanged
8	4.2 NIC Backend Applications Integration Scope	NIC has got two Insurance Platforms. The first is a legacy platform on client server architecture. The second is a Core Insurance platform.	Request if more details on application code platform be provided	eBao General Insurance System, Siebel CRM
9	4.5.7 IVR capability		Request if IVR tree can be shared	Will be shared with the selected bidder
10	4.1 Infrastructure Services	Business Continuity: The Contact Center Application should be hosted in a Cloud infrastructure running out of Certified Tier 3 DC the following <input type="checkbox"/> Building strength as per IS 1893: 1984 criteria for earthquake resistant design of structure <input type="checkbox"/> Power Redundancy with N+N UPS redundancy and N+1 generator redundancy	Cloud based infrastructure in existing set up is a necessity, please clarify	The Cloud hosting the platform should have these capabilities, so that the business doesn't affect even during adverse conditions including a disaster
11	2.8 GT&C Delivery Schedule		What will be distribution for Inbound and Outbound seats	There is no benchmark as of now
12	4.2 NIC Backend Applications Integration Scope	To achieve this functionality NIC expects the bidder to provide a middleware which can be in the form of CRM/Ticketing platform	Need clarity on whether the CRM need to be developed or will be provided by the client.	CRM/Ticketing platform to be provided/developed by Bidder

13	General	General	Does the vendor need to provision voice setup for Inbound & outbound calling? If yes, then Network / server / voice infra would be logically segregated with access control. Our understanding is that the client is fine with this. Please confirm.	Bidder to provision for end-to-end contact center, which would include Inbound and Outbound Calling. Bidder should take care of Data Security and Adherence to all Regulatory norms and design solution accordingly
14	4.Scope of Work,4.1 infrastructure Services	MPLS Connectivity Services: MSP should provide end to end MPLS connectivity to connect its data centre to NIC data centre and Agent location.	please specify the overall Mpls Bandwidth to be considered to connect to client DC & DR.	Based on the RFP requirement including scalability, bidder should provision the MPLS bandwidth. But Bandwidth utilization should not exceed 60% at any point of the time. In case it exceeds the 60% limit, bidder should provision adequate bandwidth immediately to meet the bandwidth benchmark. Applicable for both primary & Secondary Link.
			Please mention client's data centre address - primary as well as DR along with contact information for link cost calculation.	DC in Kolkata and DR in Bangalore
			Please clarify who will be providing the WAN components (router, firewall, etc.) at client's data centres? (Vendor or client)	Bidder to provide all network and security components to ensure secure connectivity between NIC DC/DR and Bidder's DC/DR.
15	General	General	Do agents require Internet access? Please specify the per agent per session bandwidth to be considered.	No internet needs to be provided to agents

16	Page NO 81.Transition Plan	The transition plan must include migration of existing history/data/service request/TPIN/Call Recording and ability to retrieve/review/use (of existing Contact Centre operations) in new Contact Centre solution.	We assume that NIC will extend current existing TPIN solution (If reqd) to MSP(bidder).What is size of the data? What will be time period to migrate existing data?	Clause stands deleted
17	4.5.1. Architecture,Network Architecture	The platform should have support for department level redundancy - wherein instead of building a full capacity DR site, only specific high value state departments would be setup at the DR site and the switchover between sites takes place only for the selected citizens and other citizens continue to operate on the original site.	List out the department name & which application they will access?Number of bandwidth per user required for accessing application	Disaster Recovery(DR) site is required to handle full capacity in case of any disaster situations while the main DC is not accessible.
18	4.5.13 Recording Page no 71	System should also have the capability to schedule recording data migration to the departments own database	What is the channel through which we need to migrate recorded data to the department own database?Please provide the name of the departments & platform on which database maintain?	Recording files with call data can be exported to physical files and transferred to SFTP at NIC's DC/DR location which will be communicated while implementation
19	4.5.13 Recording Page no 71	The Agent should have option to pause/stop the recording during financial transaction. This option shall be enabled / disabled via the department administrator tool	least out the name of the administrator tool	Its required as part of Administration to enable or disable the recording. And Agent can pause/stop the recording in case required for regulatory compliance
20	Page no 106,RS.REQ.018,Reporting	System should be capable to integrate the data with BI tools for data analysis	What are BI tools currently used by NIC?	Bidder should able to provide the data in Raw format(apart from the online reports) for NIC to integrate with BI tools for analysis purpose in future
21	General	General	Do the agents require any licensed applications like MS office, etc. for BAU?	Bidder to provision based on Solution requirement

22	Page 62, Section 4.2 NIC Backend Applications Integration Scope	NIC has got two Insurance Platforms. The first is a legacy platform on client server architecture. The second is a Core Insurance platform. Many of the branches are catered by the Core insurance platform, while the others are still catered by the legacy platform.	Apart from the mentioned Core insurance platform and legacy platform are there any other NIC systems that will require integration with the CRM ?	Bidder needs to integrate with Core insurance Platform and Legacy platform only
23			We assume here that NIC will provide technical assistance and documentation required to achieve the desired integrations	Yes, documentation and information would be provided. However, responsibility of execution would lie with the bidder
24		The Contact Centre platform needs to get integrated to both these platforms for exchange of customer and product information. To achieve this functionality NIC expects the bidder to provide a middleware which can be in the form of CRM/Ticketing platform	Access to CRM/Ticketing platform will be limited to resources present in the contact centre premises ? Please specify if external resources at NIC centres will require access to the ticketing module for resolution of escalated Queries / Requests / Complaints ?	Access to CRM/Ticketing platform will be limited to resources present in the contact centre premises
25		must provide following functions and functionality → Platform must be Integrated with both set of applications → Platform should have its own database which will be integrated with NIC backend applications → Platform should be integrated with NIC applications through Web Services for real time updates → FAQ Module for Common Queries → Product Knowledge base	Is NIC having a FAQ/Knowledgebase solution which will be extended to the contact centre OR FAQ/Knowledgebase to be developed by the us using inputs from NIC ?	No FAQ/Knowledgebase available. Bidder to develop the same

26	Page 62, Section 4.3 Business Services	<p>Inbound Calls → refer Compliance, Section-5.2</p> <p>Outbound Calls → refer Compliance, Section-5.6</p> <p>IVR Function → refer Compliance, Section-5.10</p> <p>Voice recording → Refer Compliance, Section-5.2</p> <p>Customer Segmentation</p> <p>SMS Platform</p> <p>Email and Web Chat Handling → refer Compliance, Section-5.4</p> <p>Video Contact centre</p>	<p>Please confirm contact channels to be managed in the CRM;</p> <ul style="list-style-type: none"> <li>• Inbound Voice</li> <li>• Inbound SMS</li> <li>• Inbound Email</li> <li>• Web Chat</li> <li>• Video Chat</li> <li>• Social Media interaction</li> <li>• Outbound Voice</li> <li>• Outbound SMS and Email for customer information and status updates</li> </ul>	<p>All Multimedia channels needs to be handled and intractions history to be recorded in CRM.</p>
27		Social Media Handling	<p>We assume here that NIC will provide access to SMS account, service for receiving and sending SMS</p>	<p>SMS gateway would be provided by NIC. Bidder would be responsible for the integration</p>
28			<p>We assume here that NIC will provide us email account and credentials for downloading emails and SMTP access of NIC server for sending emails</p>	<p>Email account would be provided by NIC. Bidder would be responsible for the integration</p>
29			<p>Is NIC using a web chat solution that will be integrated with the CRM OR Can we propose a new integrated webchat solution ?</p>	<p>Bidder would need to provide</p>
30			<p>Social Media interaction needs to be handled directly by monitoring specified NIC social media accounts OR will be delivered to the contact centre via other channels ?</p>	<p>Social Media interaction needs to be handled directly by, monitoring specified NIC social media accounts.</p>
31			<p>For outbound calls how will NIC provide data for calling ? File uploads via SFTP OR system integration ?</p>	<p>File uploads via SFTP</p>

32			Will NIC require Email/SMS blaster in CRM?	Email/SMS blaster functionality is needed. Bidder to factor based on their solution
33	Page 65-66, Section 4.5.2 Scalability	The hosted Platform solution shall have a pool of resources shared across multiple departments. Each department can have different capacities ranging from 10 seats to 600 seats. Vendor should state maximum number of seats supported per department and the number of servers required to achieve the above scaling for 100 departments	Will different departments require customisation of the CRM screens like information displayed/to be captured, call dispositions etc.	Different processes would need their own screens. Customisation may be factored
34	Page 67, Section 4.5.5 Contact Centre Platform OEM Qualification	→ The OEM should be Profitable for the last 3 consecutive years from the date of Bidding and OEM or its principle stake holders should not have filed for bankruptcy in last 5 years. → The OEM should be in Leaders/challengers Quadrant of the latest Gartner's Magic Quadrant for Contact Centre Infrastructure Managed Service provider should have direct contract with OEM for providing 24 x 7 Telephonic technical assistance and support to NIC. The OEM should give an undertaking on their letterhead	Our CRM solution is home grown, based on the .NET platform using MS SQL as backend. Please confirm if this solution is acceptable by NIC?	Only the CRM can be Home Grown , as long as it fulfils NIC's RFP requirement. The remaining clause remains as per RFP
35	Page 111, 5.8 CRM Compliance, Sub Point 4	The system should allow agents to see all the accounts associated with the customer on call (Owned, Joint a/c holder, Guarantor or any other relationship)	Please confirm if this is in scope of the RFP?	Clause stands modified to "The system should allow agents to see all the policies associated with the customer on call

36	Page 111, 5.8 CRM Compliance, Sub Point 5	The system should allow agents to view details of accounts the customer has access to. The details include account number, account type, balances. The different types of accounts supported are operative account, loan accounts & deposit accounts.	Please confirm if this is in scope of the RFP?	Clause stands modified to " The system should allow agents to view details of policies of the customer has access to. The details include policy number, policy type, premium amount etc. "
37	Page 111, 5.8 CRM Compliance, Sub Point 6	The system should allow agents to view various types of balances related to an account like account balance, available balance, Limit, DP, Uncleared balance, Hold Balance, Rate of Interest and Penal Interest Rate etc.	Please confirm if this is in scope of the RFP?	Clause stands deleted
38	Page 111, 5.8 CRM Compliance, Sub Point 8	The system users should be able to query on account transactions based on various parameters including transaction date range, transaction amount range and transaction type	Please confirm if this is in scope of the RFP?	The system users should be able to query on policy transactions based on various parameters including transaction date range, transaction amount range and transaction type
39	Page 112, 5.8 CRM Compliance, Sub Point 12	The system users should be able to view details of deposit accounts like Maturity date, Maturity Amount, Interest Rate, Tax deducted, Interest credited and projected interest of all accounts of the customers (to know the tax liability) and 15G, 15H submitted or not	Please confirm if this is in scope of the RFP?	Clause stands deleted



40	Page no.90, point 1	Proposed Platform should be Hosted in Level 3 Data Centre with Multi Tenanting Capabilities and it should provide NIC separate Tenant with all its data getting stored in a separate data base. No other Tenant should have any kind of access to this database.	What are the features needed for multi-tenanting?	The platform should have the capability to be logically partitioned at DB level, Application level, Web level, Telephony level. Data, and services of any organisation should not be accessible to any other organisation, through any means.
41	Page no.91, point 11	Support Standard SIP based IP Platform, Session Initiation Protocol over an MPLS or Multiple Label Switching Protocol for connectivity of Contact Centre to other branches in District	How many branches? Is there any breakup of no of agents in branchwise	Initially bidder should provision two centers with capacity as 80 and 20 (ratio of 80:20 to be maintained during expansion)The Bidder should have a capacity to expand to 600 FTEs across 2 or maximum 3 locations
42	Page no.91, point 14	Directory Service Integration - System should be integrated with Active Directory of NIC	What is the current version of AD with NIC? Or the domain level? With the operating system details	2012 R2 Standard
43	Page no.94, ACD REQ 007	HTML5 client	Can we use thick client instead of HTML5 client	No, HTML5 is latest technology and world is moving towards all web based hence thick clients are not acceptable.
44	Page no.98, ACD REQ 038	The routing commands of the Automatic call distributor device should obtain information from another source like TSP interface or a database before routing the call	What is the other current TSP interface or Database available with NIC to obtain information?	Clause stands deleted
45	Page no.102, CTI REQ 002	The CTI shall be capable of integrating with other application like CRM as per requirement. CTI platform should provide a GUI based integration platform to integrate and configure integrations services like Webservice	Pls mention about the current CRM application with NIC which needs integration? And what are the methods/interface to access the same?	eBao General Insurance System, Siebel CRM

46	Page no.103, CTI REQ 007	Management Access to the system shall be secure. Access mechanisms viz. SSH, HTTPS shall be used to facilitate user authentication, authorization, accounting (AAA) using LDAP or Active directory or Directory services etc. and provide information about users who have login into the system and the specific commands entered by them.	Is this for single sign-on? Which SAML version?	Yes, SAML 2.0 needs to be supported for single sign on
47	Page no.103, CTI REQ 009	The system shall be SNMP (Simple Network Management Protocol) manageable such as SNMP v1, SNMP v2c and SNMP v3 protocols. It shall be able to send SNMP traps to the configured Network Management System (NMS)	Please mention about the NMS tool to be configured which NIC has?	Bidder should have an NMS tool in their Data centre to monitor the CC Service up time and provide periodical reports for the service Up time
48	Page no.103, OBD REQ 001	The dialler should be an integrated part of the proposed contact centre solution and Outbound Calls should be routed through Unified Q to support Multimedia Blending	what stanards it should support ?	Industry standard blending needs to be supported. Caller calling for support on email or chat or voice should be processed in a single universal Q, reports/recording should be available on single universal Q basis and platform should support call blending of Outbound calls and inbound calls.
49	Page no.106, RS REQ 018	System should be capable to integrate the data with BI tools for data analysis	Pls mention about the BI tools required to integrate?	Bidder should able to provide the data in Raw format(apart from the online reports) for NIC to integrate with BI tools for analysis purpose in future
50	Page no.108, Points 11,12,13	PMJD reports, SLBC reports, PMJDY, SLBC abandon calls,	Not clear. Need more clarity	Services/Campaign wise reports to be provided
51	Page no.117, Point 3	IVR designer should have Multi-language support	What All languages needs to be covered	As per page 87 of RFP - Languages section

52	Page no.117, Point 4	IVR should have inbuilt functionality to play Date time values, Numerical values, and textual messages.	What are the lanugages required to play Textual messages?	English
53	Page no.102, CTI REQ 002	The CTI shall be capable of integrating with other application like CRM as per requirement. CTI platform should provide a GUI based integration platform to integrate and configure integrations services like Webservice	Pls mention about the current CRM application with NIC which needs integration? And what are the methods/interface to access the same?	Seibel CRM 8.1.1.1
54	Page no.106, RS REQ 018	System should be capable to integrate the data with BI tools for data analysis	Pls mention about the BI tools required to integrate?	Bidder should able to provide the data in Raw format(apart from the online reports) for NIC to integrate with BI tools for analysis purpose in future
55	Page no.108, Points 11,12,13	PMJD reports, SLBC reports, PMJDY, SLBC abandon calls,	Not clear. Need more clarity	Services/Campaign wise reports to be provided
56	Page no.117, Point 3	IVR designer should have Multi-language support	What All languages needs to be covered	As per page 87 of RFP - Languages section
57	Page no.117, Point 4	IVR should have inbuilt functionality to play Date time values, Numerical values, and textual messages.	What are the lanugages required to play Textual messages?	English
58	Page no. 93, ACD.REQ.003	it says all users including communication officer and dispatcher.	Does communication officer mean NIC staff and dispatcher mean Team leader.Kindly need clarification	Here Communication officer means agents and Dispatcher means team leader

59	Page no.94, ACD.REQ.008	It talks about officer availability and then state callcentre eg.112, 181, 108.	Does Officer mean call center agent and State Contact Center mean one out of the two proposed Contact Center locations in different states (by way of seismic zones). Kindly need clarification	Officer means Contact Center agents. State call center are the different Call center locations
60	Page no.97, ACD.REQ.032 -	again state contact centre	Does State Contact Center mean one out of the two proposed Contact Center locations in different states (by way of seismic zones). Kindly need clarification	Officer means Contact Center agents. State call center are the different Call center locations
61	From Section 5.2 onwards	talks about 'Officers'	We understand the Officers here mean Agents. Kindly confirm understanding	Officer means Contact Center agents. State call center are the different Call center locations
62	Sec 2.8, Pg 21	Additional 20 seats with 3 additional languages T+ 20 weeks Additional 30 seats with 3 additional languages T+ 24 weeks Additional 20 seats with 2 additional languages T+ 27 weeks	Please clarify the additional languages to be supported in the contact center	This would be finalised with the shortlisted bidder. The complete list of Languages is already part of the RFP
63	Sec 2.11, Pg 22	Performance Bank Guarantee (PBG) of 10% of 'Contract Value' should be submitted by the successful Bidder, (as per format given in Volume-I within 15 working days of issue of Purchase Order).	Since the project scope is to provide hosted contact center in services model, requesting National Insurance to reduce the PBG to 5%	RFP Clause remains unchanged

64	Sec 2.52 Termination for convenience	The Purchaser may by written notice of 60 days sent to the Supplier terminate the Contract, in whole or in part, any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date on which such termination becomes effective.	Since this project will involve upfornt capex investment from the bidder, the clause on termination for convenience should be removed	RFP Clause remains unchanged
65	2.11. GT&C - Terms and Document for Payment	Payment in full for each milestone as defined in Section-2.8	Payment for each milestone defined in Sec 2.8 should be released separately, commerical format should also include provision to quote one time costs for each of the milestones	RFP Clause remains unchanged
66	2.11. GT&C - Terms and Document for Payment	Payment for annual recurring charges	Payment for annual recurring charges are not clear from the RFP, this payment should be made monthly	RFP Clause remains unchanged
67	4.1. Infrastructure Services	Application Integration Services: MSP will provide Application Integration Service to integrate NIC backend applications (like Core Insurance-EASI, Genisys etc)	Please provide more details on the applications to be integrated	eBao General Insurance System, Siebel CRM
68	Important Dates & Information (Page # 2)	Time and Date of Opening of PART-II (Technical Bid) and Part-III (Commercial Bid) i.r.o. Bids for Volume-II	Please help with the full form of "i.r.o."	Full Form of i.r.o is in respect of

69	Penalty for Delayed implementation (Section # 2.23, Page # 26)	The proposed contact Centre shall commence operations within 90 calendar days and complete set up of operations within 170 calendar days from the offer date of the Letter of Intent/Purchase Order.	Please clarify the go-live timeline from the LOI date as there is a contradictory statements compared to this point and above point (T+16 weeks): Delivery Schedule (Section # 2.8, Page # 21)	The solution should be ready within 90 days for dry run and should go live by (t+16 weeks)
70	Average Handling Time (AHT) or Average Talk Time (ATT) (Section # 2.23, Page # 27)  And  Non- voice channels (Page # 37)	For the first 6 months, a baselining of the AHT will be created based on call tagging/ACD reports/call evaluation or any other appropriate measurement technique (in consultation with the Service Provider). And  Once the process is established and stabilized (within 90 days of going live), working jointly with the Service	Please clarify if the Beta period for the process will be 6 months or 90 days?	For Voice Channel, the period for baselining would be 6 months, for non-voice channels it would be 90 days
71	GT&C – Termination for Defaults (Section 2.37, Page # 41) And GT&C - Termination for Convenience (Section 2.52, Page # 45)	The Purchaser may, without prejudice to any other remedy for Breach of the Contract, by written notice of 30 days of default to the Bidder, terminate the Contract in respect of Volume-II in whole or in part And A The Purchaser may by written notice of 60 days sent to the Supplier terminate the Contract, in whole or in part, any time for its convenience.	Request you to consider 90 days as a minimum notice period as 30/60 days is too short considering shifting/reallocating of resources. Also the supplier should also be allowed for termination for Default and/or Convenience. Please clarify.	RFP clause remains unchanged
72	IVR (Section 4.6, Page # 79)	The IVR system deployed by the bidder should have capabilities to authenticate user based on T-PIN or Debit Card/ Credit Card and PIN combination.	We understand that this will be based on T-PIN and Policy number. Kindly clarify and state requirement/authentication based on Debit/Credit Card?	The IVR system deployed by the bidder should have capabilities to authenticate user based on T-PIN /Policy number and/or any other parameter that would be provided by NIC

73	Annexure - 10 - Commercial Bid (page # 133)	NIC will pay only FTE cost for the Customer Service Associates, Senior Customer Service Associates, Voice Customer Service Executive and Non-voice Customer Service Executives as per the formula given in the RFP	Our understanding is that FTE cost will be arrived by Dividing Grand Total mentioned on Page No 132 of RFP by total no. of FTE. For Example if Grand Total is 1.5 Crore and total deployed FTE is 150 then cost per FTE is 1 Lacs. If our understanding is correct kindly confirm or provide the exact formula of arriving FTE Cost.	Any additional resources/FTE apart from those mentioned in Annexure 10 , needed to fulfil the functional and SLA requirements should be borne by Bidder
74	Section 4.6, page no-78	Business Services- Inbound Calls	Please help with Current call volumes for the month	Currently there is no bench mark for this
75	Section 4.6, page no-78	Business Services- Inbound Calls	Current Service level, Answer Level, Aht and Abandoned%	Currently there is no bench mark for this
76	Section 4.6, page no-78	Business Services- Inbound Calls	Split between calls received from customers and agents	Currently there is no bench mark for this
77	Section 4.6, page no-78	Business Services- Inbound Calls	Does Supplier only record QRC (Query/Request/Complaint) or also action on them	The bidder would need to act on the standard queries and escalate to NIC Officer in case of challenges/Non-standard queries
78	Section 4.6, page no-78	Business Services- Inbound Calls	Is CSAT also there in scope	Yes, CSAT is an important part of the CC operations. However, this would be introduced as a campaign/process at a later stage
79	Section 4.6, page no-79	Business Services- Outbound Calls- Lead processing	How will leads flow to Supplier for processing	The Leads would be initially provided as Flat files using SFTP. Later might change , as the process matures
80	Section 4.6, page no-79	Business Services- Outbound Calls- Marketing Functions	How will this data flow- will it be static or dynamic	These would be ideally to promote NIC products or Pass information to customers/prospects. The data would change from campaign to campaign
81	Section 4.6, page no-79	Business Services- Outbound Calls- Marketing Functions	SLA for this campaign- current connect %, lead gen %, lead conv %	This would vary with the type of campaign and would be discussed with the shortlisted bidder

82	Section 4.6, page no-79	Business Services- Outbound Calls- Policy Renewal	Do we also need to collect payments vis pay now/online mode, chq pick up or only do reminder calling	This would be for reminders and thankyou/welcome calls
83	Section 4.6, page no-79	Business Services- Outbound Calls- Policy Renewal	SLA for this campaign- current connect %, renewal %	This would be for renewal
84	Section 4.6, page no-79	Business Services- Outbound Calls- Welcome calls	SLA for this campaign- current connect %, successful call %	This would be discussed with the shortlisted Bidder
85	Section 4.6, page no-79	Business Services- Outbound Calls- Welcome calls	Till when can we dial on this data base. Purging policy	This would be discussed with the shortlisted Bidder
86	Section 4.6, page no-79	Business Services- Outbound Calls- Abandoned calls calling	Do we call on abandoned calls on same day or next day	This would be discussed with the shortlisted Bidder
87	Section 4.6, page no-79	Business Services- Outbound Calls- Calls to dormant policy holders	Scope of work and SLA required	This would be discussed with the shortlisted Bidder
88	Section 4.6, page no-80	Other channels and New Initiatives- SMS/Chat/Email/Social Media	Scope of work and SLA required alongwith current volumes	No current benchmark.This would be discussed with the shortlisted Bidder
89	Section 4.6, page no-79	Business Service- Outbound calls	Minimum attempts required on data base for all outbound campaigns. Will it be same for all or campaign specific	This would be discussed with the shortlisted Bidder
90	Section 4.6, page no-79	Business Service- Outbound calls	Type of PRI for all outbound campaigns- Tele Marketing or Non Tele Marketing	Bidder to decide based on the mentioned functionality
91	Section 4.6, page no-79	Business Service	Call Recording Is the call recording required for Quality Monitoring or Compliance requirements or Both? What would be the retention period required for recorded voice calls? What would be the per day call volume to be recorded? Does the process requires recording encryption ?	100% call recording. No bench mark available on call volume. Retention period of 7 years
92	Section 4.6, page no-79	Business Services- Outbound Calls- Marketing Functions	Kindly specify the various products in scope	This would be discussed with the shortlisted Bidder



93	Section 4.6, page no-79	Business Services- Outbound Calls-Marketing Functions	Do we need IRDA certified callers for this process	Not applicable
94	Section 4.6, page no-79	Business Services- Outbound Calls-Marketing Functions	Will there be a scope of verifier for verifying all leads gen by tele caller for Sales	Yes, only qualified leads to be passed to Sales teams
95	Section 4.6, page no-79	Business Service- Outbound calls	How will outbound data be shared with Supplier- excel, sftp, mails, etc	Data would be shared via SFTP
96	Section 4.6, page no-79	Business Service- Outbound calls/Inbound Calls	What are the top 3 current challenges faced by the process as of now	This would be discussed with the shortlisted Bidder
97	58 , Criteria	The Contact Centre platform should be hosted in a Tier 3 Data Centre with criteria as per Section	Can the Infrastructure & Services be delivered from any of Supplier current locations? Hosting Infra in a Tier 3 DC will incur additional cost.	The Cloud hosting the platform should have these capabilities, so that the business doesn't affect even during adverse conditions including a disaster
98	64 Architecture	Integrated Recording Solution which should record Voice, Email and Chat Transcripts	Retention Period & Data Handover Methodology	One year online Data Retention and 4 Years Archival to ensure data retention for the entire project period.
99	4.1 - 61 -Infrastructure Services	MPLS Connectivity Services: MSP should provide end to end MPLS connectivity to connect its data centre to NIC data centre and Agent location. This data centre should be connected to all the Telecom players	Bandwidth Requirement Per User , Also Address of Primary & DR Data Centres of NIC for MPLS connectivity.	Based on the RFP requirement including scalability, bidder should provision the MPLS bandwidth. But Bandwidth utilization should not exceed 60% at any point of the time. In case it exceeds the 60% limit, bidder should provision adequate bandwidth immediately to meet the bandwidth benchmark. Applicable for both primary & Secondary Link.

100	Sec 4.5, Pg 63	Platform should be able to Record all the interactions including SMS, Email, Webchat, voice and screen and provide single GUI for retrieving all types of interactions	Does this means that you require 100% recording for all interactions along with screen capture?	Yes 100% Multimedia recording (all the channels) and screen recording
101	Sec 4.5, Pg 63	Proposed solution should support Multi-Tenant architecture to host multiple Emergency Departments	Seems to be typo. What is Emergency Departments?	Proposed solution should support Multi-Tenant architecture to host multiple Departments'. So that each Department can handle their own services and administration. Here emergency means , Departments handling High Value Customers needing special treatment
102	Sec 4.5, Pg 63	In a Multi-Tenant environment, it is critical to be able to manage resources, such that they can be partitioned between different Emergency Departments like Police, Fire, Medical Services	Seems to be typo. Please clarify on the Police, Fire, Medical services..	In a Multi-Tenant environment, it is critical to be able to manage resources, such that they can be partitioned between different Departments . Department names may be ignored
103	Sec 4.5, Pg 64	USSD Platform with SCE tools from Same OEM	Please clarify on the USSD platform requirement. It is not part of a CC setup so it cannot be from same OEM.	RFP clause remains unchanged
104	Sec 4.5.1, Pg 65	Multi-Tenanting	Please clarify on the need for multi-tenanting.	Multitenanting required to have partitioning between the departments and their services. Data related to one Department should not be accessible to another department

105	Sec 4.5.5, Pg 67	The OEM should be Profitable for the last 3 consecutive years from the date of Bidding and OEM or its principle stake holders should not have filed for bankruptcy in last 5 years.	Request to modify these clause as "The Bidder net worth should be profitable for the last 3 consecutive years from the date of Bidding, the bidder should not have filed for bankruptcy in last 5 years and OEM should be profitable entity in its Indian operation for last 3 years.	RFP clause remains unchanged
106	Sec 4.5.5, Pg 67	The OEM should be in Leaders/challengers Quadrant of the latest Gartner's Magic Quadrant for Contact Center Infrastructure Managed Service provider	Request to modify as "The OEM should be in Leaders Quadrant of the Gartner's Magic Quadrant for Contact Center Infrastructure atleast for three years in last 5 years". Justification: This will ensure that reputed and consistent OEMs qualify. The position in Gartners' quadrant is very dynamic and evaluation based on one year may not provide consistency of front-runners.	RFP clause remains unchanged
107	Sec 5.2, Pg 94	ACD should be capable to identify Officers availability into the particular state Contact Centre and route the call to the identified Contact Centre. ACD should support selective call routing based on Officer capability. Eg. 112, 181 and 108	Most of the ACD specs are of an Emergency Contact Centre and do not appear to be relevent to the bank scenario. Please check.	ACD should be capable to identify Officers availability into the particular state Contact Centre and route the call to the identified Contact Centre. ACD should support selective call routing based on Officer capability.

108	41	2.37. GT&C – Termination for Defaults	Request you to add “The Bidder may terminate this Agreement and / or any SOW upon written notice to the Purchaser if the Purchaser commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Contractor.	RFP clause remains unchanged
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