

**Response to clarification requested by prospective bidders in the Pre-bid meeting held on 27.08.2019 at KSIDC H.O. for selection of Vendor for Call Center for KSWIFT software**

<b>Sl. #</b>	<b>Queries</b>	<b>Response to Bidders queries and clarification of the clauses in the RFP</b>
1	In the RFP clause IV a “Bidder should be an organization/company incorporated in the State of Kerala with a minimum of 5 years’ experience in the Call center vertical.” One prospective bidder requested to modify it “Bidder should be an organization/company incorporated with a minimum of 5 years’ experience in the Call center vertical.”	We may not change this clause
2	Whether PRI Lines and one Toll-free number be procured and owned by the successful bidder?	We may procure PRI Lines and one toll-free number in the name of KSIDC and pay monthly bills. However successful bidder will have to provide all facilitation/assistance required by KSIDC for the purchase of PRI lines and Toll-free number
3	As per clause V of RFP” KSIDC envisages outsourcing its Call Center for KSWIFT to suitable bidder, for a period of 3 years, who will be responsible for establishing, operating and managing the end-to-end Call Center for KSWIFT for KSIDC” . Bidders requested to extend it to 5 years	We may not change this clause
4	Is it possible to extend Go Live date to 60 days	Due to exigency of executing this project we may adhere to the existing schedule of 30 days for Go live
5	Any specific registrations like GST in Kerala, registration from Kerala Shops & establishment may be required	The successful bidder should have GST registration in Kerala. Also the bidder should have all permits and certificates mandated by Government of Kerala and Local Bodies in Kerala
6	Request to enhance qualification of call center executives	In order to increase quality of call center executives we may modify this clause as “Minimum graduate or equivalent”, under the clause "Resource onboarding and Training, Monitoring, Evaluation and Reporting"
7	Is it possible to handle 30,000 calls per month by 6 FTEs?	Modified SLA with number of calls as 15,000/month by 6 FTEs (SLA is attached as Annexure 1)
8	Requested to increase number of days in termination clause to 30 days	As per request we may modify the clause for termination as “KSIDC may terminate this Contract, by giving thirty (30) days’ notice in writing to the Vendor, on the occurrence of

		any of the events specify herein below”
9	Query regarding office location of successful bidder in Thiruvananthapuram/Kochi	We may not change this clause
10	Last date and time of bid submission	16.09.2019 4.00 PM
11	Date and time of technical bid opening	18.09.2019 4.30 PM

Annexure 1

Queue	Metric Name	Description	Formula	Target	Criterion	Tolerance	Penalty
Inbound Queue	Service Level	% of calls to be answered within 10 secs	(Calls answered within threshold)/ (Calls Offered – Calls abandoned in less than 10 seconds )	80% in 10 secs	15,000 calls per month to be catered by 6 agents	-2%	1%
	Abandon Rate %	% of calls that are abandoned before they are serviced	Calls abandoned > 10 secs / Calls Offered	<= 5%	15,000 calls per month to be catered by 6 agents	-2%	2%
	Average Handle Time	The Time taken to service each call. This includes the Talk, Hold and Wrap component.	AHT = Average Talk time+ Average Hold Time+ Average Wrap Time	3 Mins			
	First Call Resolution	No of calls resolved within first contact	(Transactions where customer requests resolved on first contact) / (Total No of Transactions)	30%	Reporting ability within CRM required	-2%	1%
	Quality	The Quality of service	Total No of Audits done - 4	90%	85% by Bidder &	-2%	3%

		delivery is monitored on a pre-defined format	Calls/Agent/Week		15% by KSIDC		
	CRM Tool	Tagging of all calls in CRM	Total of CRM tagging /Total number of calls received	100%		-2%	1%