

## Replies to the Queries during Pre-Bid for

### RFP No. PITC/G-224(31)052019/CCMS

<b>OVEX</b>		
Sr.	Query	Reply
1	Who will take the cost of connectivity (voice and data) both one time and recurring?	All such costs shall be borne by PITC
2	Who will take the cost of IT Infrastructure i. e data center, systems, headsets <u>etc.</u>	All such costs shall be borne by PITC however successful bidder shall be the custodian of agent systems/headsets etc. and shall ensure the upkeep of these items.
3	What would be the threshold of call volume after which the KPI's would not be applicable or what would be the mechanism for determining the same.	There is no such scenario if the call volume increases PITC shall request to add more agents as already mentioned in clause XVIII of scope of work in RFP.
4	Who will provide and manage the services of call manager/dialer.	Its PITC's responsibility
5	The number of resources required by PITC are mentioned in tender document and the numbers are different for different shifts for example it is mentioned 1 manager is required in the morning shift and for rest of two shifts (evening n night) number of managers is not mentioned. So based on the same shall we assume that manager is not required in the evening and night shifts? and same goes for few other categories as well.	All numbers mentioned in the RFP are correct. Manager is only for 1 <sup>st</sup> shift rest of the shift will have shift In-charge.
6	"Quality and Training" is missing in the Categories? Is it by mistake? If yes then please mention the required number of resources shift wise.	Training shall be sole responsibility of the successful bidder. Quality is being added through this document "1 QA in each shift"
7	Who will provide the complaint management system software and who will be responsible (Technical assistance and Cost) for its upgradation or service enhancements or any additional features.	All shall be responsibility of PITC
8	As discussed during the pre-bid meeting, need clarity on performance security, it is generally for one year and can be renewed further. We assume it is for one year.	Performance Security shall be submitted for One (1) year.
<b>CATCOS</b>		
1	Instruction to 9 (i) The bidders are required to	One Original and One copy

	submit technical and financial bids in separate sealed envelopes, clearly marking "Technical" and "Financial", two copies of each (marked as Original and Copy). Whereas in letter of invitation point 4. Bidders are invited to submit a comprehensive Technical Proposal in triplicate (One original + Two copies in separate sealed envelope and one original copy of the financial proposal in a separate envelop. The proposal should be submitted in English Language. Should we submit in triplicate or 1 Original and 1 copy.	
2	Do we need to submit stamped and signed tender document along with technical proposal	Yes the document needs to be signed and stamped and required to be submitted along with the proposal.
3	Point 10. Terms and Conditions (i) is transportation to employees is mandatory	No
4	Point IV. Scope of work It shall be responsibility of the successful bidder to ensure the full availability of all call agents according to the PITC provided plan. Any weekly rests & other leaves are responsibility of the bidder. "Do we need to hire additional staff to cover weekly off/leaves or we would manage staff from the required 50 agents in each shift.	Yes, it's the responsibility of successful bidder to ensure the arrangement of 50 agents / shift. Rate is required to be quoted for 50 agents and as per list in the RFP
5	Point VI of Scope of work bidder also provides sufficient necessary trainings and training material to the call agents as well as DISCOs staff. How many disco staff other than call agents and what sort of training and training material to be given to staff.	Training to the call agents is the sole responsibility of the successful bidder. Training to DISCO staff is omitted.
6	In evaluation criteria point 3(b) what sort of documentary evidence would be required in support of each clause	Copies of the work order and any satisfactory certificate by the client.
7	Appendix B - Company's Call Center Skills Assessment Sheet - why there is requirement to ask about software team when this is the tender for call center staff	Omitted
8	Similarly in Appendix C – Site reference list why the questions are asked about call center solution installation site when this is the tender for call center staff	Amended
9	Point 13. TERMS OF PAYMENT will first payment will be made after 90 days or every monthly payment will be made after 90 days?	All invoice(s) submitted by the successful bidder shall be cleared after 90 days.

10	Clarification on following v. Non-payment certificate. vi. Relevant sales tax return along with annexures. vii. Affidavit to the effect that service tax has been paid to PRA. viii. CPR of relevant return. ix. Sales tax non-payment certificate	All these documents are required to be submitted on letter head of successful bidder along with each invoice. Successful bidder shall be provided detailed information at that point in time.
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Amended document is uploaded on [www.pitc.com.pk](http://www.pitc.com.pk)