

**Response to Pre-Bid Queries : 2**

**Date: 08.Aug.2022**

**RFP Reference Number: IT-02/2022-23**

Sr. No	Section & Clause Ref. No./Annexure No	Page No.	Query	Response to query (to be left blank by Bidder)
1	General Queries	N.A	You have 200 branches with 3 users each, are these branched connected over MPLS with your HO, please share bandwidth details, Class of service	Yes, they are branched connected over MPLS with HO. 2MBPS bandwidth with Gold Class of Service
2	General Queries	N.A	Do you have separate PRI lines terminating at your branches and what is the end termination device(EPBX)	StockHolding will not be providing PRI Lines to be used for Contact Centre Platform. We expect Bidder/OEM to bring their own PRI/SIP Trunks with the platform
3	General Queries	N.A	Will PRI lines/PSTN line currently available at your branched is intended to be used for Contact center, do you want to retain your branch local numbers?	No for first part of the question. For Second part of the question : We are OK if the numbers are changed. However, please read the Architecture diagram carefully, we do not expect to replace all the branch lines
4	General Queries	N.A	Is your CRM webbased and does it have API development	CRM is web based and has API Integration
5	General Queries	N.A	Is your CRM from reputed companies or its home grown	It is not a home grown CRM but a global renowned
<p><b>Note: Apart from the above mentioned queries response of all other queries raised by the bidders will be "As per RFP".</b></p>				