

Response to Pre-Bid Queries

Date: 27.Jul.2022

RFP Reference Number: IT-02/2022-23

Sr. No	Section & Clause Ref. No./Annexure No	RFP text	Page No.	Query	Response to query (to be left blank by Bidder)
1	6.1.1 Mandatory Requirements (MAN 5)+B4:B22	Voice logger system recording methods should support the following (but not limited to) <input type="checkbox"/> Selective <input type="checkbox"/> Agent Initiated <input type="checkbox"/> Single Channel Based recording <input type="checkbox"/> Recordings at Source should be encrypted as the Voice Logger OEM standards. <input type="checkbox"/> The Recorded calls should be available in mp3 format. for Bulk Exports through API/other methodologies incase required <input type="checkbox"/> Sampling rate of recordings at source should be a minimum of 16k <input type="checkbox"/> Call Logger should support PII Masking and/or Redaction capabilities <input type="checkbox"/> Call Logger should support real time hours remote storage replication support	17	During an ongoing call or a campaign, an agent might forget to initiate the voice recording thus putting the mandatory compliance at risk. Hence, We request to remove or modify this feaature as 'Good To Have'	Voice Recording is Mandatory and not under the preview of the user to enable/disable the same. Only Admin will have the access rights to enable/disable the recording functionality.
2	6.1.1 Mandatory Requirements (MAN 8)	The system should be able to integrate and connect to different technology & tools within the Contact Centre and with STOCKHOLDING systems i.e. CRM, TCS BANCS Trader Terminal, SMS Gateway	17	Kindly share existing CRM's details like model/make, version etc.	CRM is Oracle CX which is Cloud Based. Cloud Contact Centre Platform should support either API based Integration, direct connector or any other medium for integration
3	6.1.1 Mandatory Requirements (MAN 9)	Connect minutes of those calls in inbound/outbound IVR and that are completed in inbound/outbound IVR.	17	Please clarify if with this requirement, does StockHolding wants to have visibility of the number of customers in IVR, and the number of customers in the respective queues.	Yes. Understanding is correct.
4	6.1.1 Mandatory Requirements (MAN 9)	All other connect minutes not included in the points, will be reported separately with segment wise information. (e.g. Connect minutes due to short calls in Dialer, Connect minutes due to wait time in Dialer etc.).	17	Please clarify if with this requirement, StockHolding foresee to know the number of customers dropped/abandoned the call, customers waiting in the queue, etc.	Yes. Understanding is correct.
5	6.1.1 Mandatory Requirements (MAN 19)	MIS Billing should be available in the platform so that StockHolding is able to reconcile with the invoice shared by Vendor on a Daily/monthly basis	18	Is StockHolding going to give this platform to different vendors for usage? If yes, then platform will onboard these different vendors/BPOs as tenants and platform will provide tenant wise billing	No. No other third party is going to be onboard on this platform as of today. However, multi tenanting is expected in the future for subsidiary companies
6	6.1.1 Mandatory Requirements (MAN 21)	Regardless of the phone type, the telephone should be able to support click to dial functions via the user's PC. All Technology components should be supported versions of software & hardware, used exclusively for StockHolding and subsidiaries/JVs. StockHolding should be able to audit the usage. Dialer Platform provider will have to share the BOM for all technology, systems to be procured, installed and implemented at/for StockHolding. The Bidder to provide and confirm that the proposed platform shall be compliant as per Government Regulatory bodies like TRAI/DOT etc	18	Is Stockholding looking for PBX integration? If yes, please share the details of the existing PBX and type of phones - Analog/Digital/IP (SIP and PBX Proprietary).	Bidder / OEM is required to bring their own solution for calling. No existing Analog/Digital/IP infratructure will be provided
7	6.1.1 Mandatory Requirements (MAN 33)	Offline Agent Mode - Audio Call to be routed without agent logging into the system in case the agent is not able to log into the platform for whatever reasons so that the agent productivity is not lost	19	Kindly elaborate the requirement. Does StockHolding requires the call to be routed on Agent's mobile/alternate contact number, in case if agent is not available on the desk/near the system?	Yes. Understanding is correct.
8	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 1) Auto Dialer (AD-33)	The system shall provide the facility for enabling/disabling the application as per the requirement	22	Kindly clarify, which application shall the contact center system allow the users to enable/disable.	Users who are onboarded on the Contact Centre Platform

9	6.1.MUST HAVE & GOOD TO HAVE REQUIREMENTS 1) Auto Dialer (AD-36)	The system shall be able to log each event and alarm	22	Kindly clarify what logs and alarms are supposed to be logged by the system. The cloud-based contact center is completely managed by Aমেয়, all security/admin/network related logs are available.	Yes. Understanding is correct.
10	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 1) Auto Dialer (AD-66)	Should have the ability to create/change/delete general security plans, job security plans with the rights and privileges as per the role based hierarchical definition of users like ops managers and supervisors, Dialer operators, quality personnel, client service, agents, technology users and Others as desired.	66	Kindly elaborate on the requirement. Our cloud-based contact center provides multiple user roles like Agent, Group Manager, Analyst, Supervisor, and Admin.	Yes. Understanding is correct.
11	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 1) Auto Dialer	Request for addition of New Feature	NA	We request to include other commonly used and industry-wide accepted formats such as .wav also.	No Change. Same as per RFP
12	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 3) CTI Capabilities (CTI-02)	Dialer CTI should integrate with StockHolding's CRM via API. Bidder's Dialer telephony and call logs needs to expose as APIs for integration to StockHolding's CRM.	26	Kindly share existing CRM's details like model/make, version etc.	CRM is Oracle CX which is Cloud Based. Cloud Contact Centre Platform should support either API based Integration, direct connector or any other medium for integration
13	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 4) Integrations (INTG-01)	The system should be able to integrate and connect to different technology & tools with StockHolding such as CRM, Data warehouse etc	27	Kindly share details like model/make, version etc. of existing CRM's and other tools that are supposed to be integrated.	CRM is Oracle CX which is Cloud Based. Cloud Contact Centre Platform should support either API based Integration, direct connector or any other medium for integration. DataWarehouse can be any datawarehouse as long as file extract / API based data transfer is possible
14	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 4) Integrations (INTG-08)	Ability to integrate with StockHolding Backend Systems for Download/ Upload/List Management related activities on an automated method.	28	We understand List Management is Lead List that is to be uploaded automatically. Please confirm.	Yes. Understanding is correct.
15	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 8) Click To Call (CT-04)	Should be able to reach the Outbound Call Centre using the click to call functionality from StockHolding website	33	We understand that this feature is required for StockHolding's customers. Wherein, customers shall select Click To Call on StockHolding's website; and Agent should be able to dial the customer basis the details provided by the customer. Please confirm.	Yes. Understanding is correct.
16	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 9) Campaign and List Management (CLM-01)	The platform should have an Advance Dialler Campaign and Lists Management Application to cater for a tenanted multi partner, multi list/campaign, and real time high volumes.	33	We understand List Management is a Lead List that is to be uploaded manually/automatically. Please confirm.	Yes. Understanding is correct.
17	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 10) Dashboarding and Monitoring (DMO-11)	The System should have the way to display alarm information to agents and supervisor regarding outbound agent, campaign, staffing and other Dialler parameters related information.	37	Kindly clarify what 'alarm notifications' have to be displayed.	Examples of alarm but not limited to : Agent not online for a long time, campaign stuck in between, quantum of missed calls have crossed beyond a threshold limit, etc.
18	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 10) Dashboarding and Monitoring (DMO-15)	Utilization of Outbound PRI/SIP/GSM etc. lines in hourly intervals.	37	Request to remove feature	No Change. Same as per RFP
19	7.2 Payment Terms	Payment Term	41	Request to modify : 1) Payment terms request to be modified 50 percent Implementation amount along with the Work order 2) 25 percent on UAT Sign off 3) 25 per on go live 4) License cost is advance at start of the month 5) Telecom charges will be paid at end of the month and to be paid with in 7 days.	No Change. Same as per RFP
20	RFP Document Details: Interest free Earnest Money Deposit (EMD)	Rs.2,00,000/- (Indian Rupees Two Lakh Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 08-Aug-2022 StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004 bidders with MSME certificate are exempted for providing EMD. Please share the UTR details to us on below mentioned email address.	3	Request to reduce to Rs. 50,000/-	No Change. Same as per RFP

21	2. Submission of Proposal	Submission of Proposal	6	Submission of Proposal- Request to accept digitally signed instead of signed and scanned to be uploaded.	Digitally signed proposal also accepted
22	3. Eligibility Criteria	The Bidder/OEM must have an average turnover of minimum Rs. 8 crore (Rupees Eight crore) during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	9	Request to increase to Rs. 50 Crore	No Change. Same as per RFP
23	3. Eligibility Criteria	Bidder/OEM should not be under a declaration of in eligibility for corrupt, fraudulent or any other unethical business practices and should not be debarred or blacklisted by any State Government / Central Government / PSU for any reason, during previous 5 years from the date of submission of bid.	9	Request to remove "Bidder"	No Change. Same as per RFP
24	10. Terms and Conditions with details: h) Bank Guarantee(BG) and Corrigendum - 1	Successful Bidder shall, at own expense, deposit with the StockHolding, within seven (7) days on issuance of Lol (Letter of Intent), a Bank Guarantee (BG) for the value of Rs. 25 Lakhs (Rupees Twenty Five Lakhs Only) from banks other than co-operative banks. Purchase Order (PO) will be issued to successful bidder only after receiving of BG. This Bank Guarantee shall be valid up to 90 days beyond the completion of the contract period.	48	Request to exempt from the submission of bank guarantee on the basis of our status as an MSME	No Change. Same as per RFP
25	6.1.2.MUST HAVE & GOOD TO HAVE REQUIREMENTS 11) IVR Flowchart	IVR Flowchart will be discussed during Implementation Phase. It will be a simple IVR of approximately 25 steps	37	General Information	Not more than 25 steps per IVR Flow will be there. The IVR steps will be mentioned during implementation phase.
26	General Information	General Information	NA	General Information	SIP Trunk : OEM is expected to bring their own SIP Trunk
27	General Information	General Information	NA	Clarification	Separate Storage or Same platform based storage for 7 years Recording : Either way is OK. Either a separate Storage Area of within the platform itself as long as it is available for 7 years and accessible by StockHolding
Note: Apart from the above mentioned queries response of all other queries raised by the bidders will be "As per RFP".					