

	Pre-bid Meeting Minute
	Ticketing System with Integrated Call Center Application for Lanka Government Information Infrastructure (LGII)

Date & Time : 29 August 2018, 11:00 hrs

Contract # : IFBNO: ICTA/SG2/GOSL/SER/NCB/2018/003

Venue : Auditorium, ICTA

Chaired By : **The Panel**
 Chaminda Samarathunga, Procurement Specialist, ICTA
 Samith Porage, Manager NOC, LGII
 Hasika Nanayakkara, Manager Helpdesk, LGII
 Mahinda Kandapahala, Senior Systems Engineer
 Chinthaka Ekanayake, Senior Project Manager, ICTA

Attendance :

#	Name	Organization
1	Kelum Hettigama	VSIS
2	Bran Jeganthan	VSIS
3	Mujahid Mohideon	Sampath IT
4	Osanda Waruna	Sampath IT
5	Anuka Settinayake	DMS Electronics
6	Tharindu Attapattu	DMS Electronics
7	Thushan Wijenayake	Duo Software
8	Jagath Palihawadana	Fentons
9	Kaushal Nihathamana	SLTS
10	Hoshan Amarasinghe	SLTS
11	Maheshika Palipana	SLT
12	Dilekha Siriwardhana	SLT
13	Fairooz Habeeb	Cybersoft-T (Pvt)Ltd
14	Chamath Jayawardhana	Apogee International (Pvt)Ltd
13	Karmegam Dineshkumar	London School of Business and Management
14	Rajith Rangajeewa	MIT
15	Chathuranga	MIT

At the outset of the meeting, representatives of the bidders were briefed on the procurement process, terms and conditions of the bidding document and scope of services of this assignment. The Bidders raised the following queries and the clarifications were given below:

#	Queries (Q) raised by the Bidders and Clarifications (C)
1.	<p><u>“Service Provider’s Bid”, Page No. 23</u> Q: What does it mean by the authorized Signature for signing the bid proposal?</p> <p>C: Employer will accept the signature of head of the organization, signature authorized by board of directors, Signature of the Proprietor. However, copy of authorized letter should be attached with bid proposal.</p>

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2.	<p><u>“Past Experience”, Page No. 2</u></p> <p>Q: Clarification of the Past Experience</p> <p>C: The bidder should have completed at least Two (02) similar projects during last three (03) years. Bidder shall submit Proof of documents with the bid.</p>
3.	<p>Q: Representative asked to provide cloud-based solution</p> <p>C: Cloud based solution is not accepted.</p>
4.	<p><u>Q: Point No. 1.3 Page 24</u></p> <p>C: It should mention brief information of the previous project which the bidder has completed successfully.</p>
5.	<p><u>Q: Page 24 – 1.4</u></p> <p>C: Bidder should provide detail information of similar projects completed successfully during the past 3 years.</p>
6.	<p><u>Point No. 5.7, Page 52</u></p> <p>Q: Please clarify “System should support comprehensive localization to translate the System in to other languages”</p> <p>C: It’s not mandatory, But Unicode should be supported in the system for agents and users to type in local languages. System menus and commands not needed in local languages</p>
7.	<p><u>Point 8.6, Page 53</u></p> <p>Q: Please clarify “Agent popup should populate with</p> <ol style="list-style-type: none"> 1. caller name 2. address and other contact details, 3. Call history extracting Help Desk system via provided API” <p>C: Once the caller number is registered in the system with the callers details, from there onwards details should be displayed when there is incoming calls by the system and made available to the Agent.</p>
8.	<p><u>Point 8.13, Page 53</u></p> <p>Q: Please clarify : “Agents should apply break time through supervisor”</p> <p>C: Agents should be given a break only after the approval from the supervisor</p>
9.	<p><u>Point 4.4, Page 56</u></p> <p>Q: Please clarify the meaning of “Proposed Solution should have a mobile interface / App for Mobile Access from Android and iPhone to allow the agents to create tickets / update tickets from remote locations”.</p> <p>C: This mobile application is only for help desk agents and they should be able view, edit, open tickets using mobile app.</p>

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10.	<p><u>Point 4.6, Page 56</u></p> <p>Q: What does it mean “The solution should be able expand to do Change Management, Problem Management and IT project Management”?</p> <p>C: The proposed solution should be aligning with ITIL best practices. In the future LGII is planning to expand its operation to ITIL aligned MSP operations.</p>
11	<p><u>Point 5.16, Page 57</u></p> <p>Q: Please clarify “Data archiving parameters should be configurable from the GUI”.</p> <p>C: All data should be archived related to tickets.</p> <p>Our expectation is that to archive old tickets based on user defined archiving rules. For example: ticket status = close and Closed date is before 2 years , Proposed solution should facilitate above parameter configuration from GUI.</p>
12	<p><u>Point 13.11 and 13.14, Page 55</u></p> <p>Q: Please clarify “”Hold utilisation and Call gap report”.</p> <p>C: Hold utilization is the time an Agent had kept a caller on hold. Call gap is the idle time of the caller (time between calls)</p>
13	<p><u>Point 5.19, Page 57</u></p> <p>Q: Please clarify what expectation for “System should add Custom Menus to the Web Interface”.</p> <p>C: it should only be provided in reporting and dashboard Our requirement is to embed third party content in a custom menu within the ticketing system.</p>
14	<p>Q: How users raised tickets from 860 locations?</p> <p>C: User should raise tickets via Voice (through IP telephony), email, FAX , chat, Web etc. Also users should be able log into ticketing system and raise a trouble tickets.</p>
17.	<p><u>Point 4.7, Page 51</u></p> <p>Q: Please clarify “Unlimited and user configurable IVR menus, and to defined automatic call diversion to specific IVR options”.</p> <p>C: System should support unlimited levels.</p>
18.	<p><u>Point 7.4, Page 58</u></p> <p>Q: Who should provide the email system and its details?</p> <p>C: ICTA will provide the email system. It’s currently having MS Exchange 2013</p>

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19.	<p><u>Point 4.10, Page 52</u></p> <p>Q: Please clarify “Should have text to speech engine for automated information services” Also, requested to amend this point.</p> <p>C: Our expectation is to let callers directly get the ticket status updates through the IVR menu. This will reduce the workload of the operators to respond to help ticket status inquiries.</p> <p>It should be possible to add a dynamic date and time stamp / number and a prerecorded status to the IVR message.</p> <p>Example:</p> <p>Message Prompt : Please Enter your ticket number and enter the #</p> <p>Caller Enters a Ticket Number : 123234#</p> <p>Your Ticket <123456> Status is <Open> , Ticket severity is <Critical> and the ticket was last updated on <1th June 2019 at 1:53 PM></p> <p>The Ticket Number and Date Time Stamp should be converted to speech from values in the Helpdesk database.</p>
20.	<p><u>Point No 7.11.1 & 7.11.2, Page 59</u></p> <p>Q: Please clarify what is the expectation of “Load Balancing and Round Robin”.</p> <p>C: Same as calls could be routed to agents based on Load Balancing and Round robin methods, Tickets generated from other channels except IP telephony system emails, fax, web forms etc should be assigned to Agents based on load balancing and round robin method. Both system (Ticketing system and IP Telephony) should support round robin and load balancing independently.</p>
21.	<p><u>Point 7.24, Page 59</u></p> <p>Q: Please clarify “System should support maintaining Problem templates to Log tickets on commonly identified Issue categories”.</p> <p>C: Agents should be able to create templates for common problems received</p>
22.	<p><u>Point 8.1, Page 60</u></p> <p>Q: Please clarify “Users should be able to log on to the Self Service Portal”.</p> <p>C: Ticketing system should allow end users to raise tickets through ticketing system web portal without calling the Help Desk</p>
23.	<p><u>Point 9, Page</u></p> <p>Q: Who will provide knowledge base information?</p> <p>C: LGII will prepare the knowledge base information.</p>

#	Queries (Q) raised by the Bidders and Clarifications (C)
24.	<p><u>Point 13, Page 62</u></p> <p>Q: Who requires the mobile app?</p> <p>C: It's only required for help desk agents</p>
25.	<p><u>Point 15.2, Page 63</u></p> <p>Q: Who should provide the SMS gateway?</p> <p>C: LGII will provide the SMS gateway.</p>

Please note and comply with the above clarifications and amendments. Further clarifications could be sent to us on or before 5 September 2018.

All changes to the Bidding Document will be incorporated in to the Addendum and will be issued after 5 September 2018.

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