

Addendum 02

PROCUREMENT OF A SERVICE PROVIDER FOR SETTING UP, MANAGING AND OPERATIONS OF THE MULTI-CHANNEL CONTACT CENTER FOR GOVERNMENT INFORMATION CENTER (GIC)- 1919

IFB No: ICTA/GOSL/SER/NCB/2020/02

Addendum Date: November 20, 2020

This Addendum shall be considered part of the bid documents for the above-mentioned procurement as and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Addendum shall govern and take precedence.

Bidding Data Sheet (BDS)

5.5 (c) following two paragraphs to be added prior to the last paragraph

Service Provider should provide required SIP Trunks and upscaling or downscaling should be performed as required.

Please note that ICTA will not provide any infrastructure or connectivity facilities for the contact centre operation and management.

16.1– Refer Addendum 01

17.2- Refer Addendum 01

19.1 Deleted (as it was mentioned with the 9.2 above)

21.1 Refer Addendum 01

35. last paragraph amended as follows;

Performance security shall be submitted within 10 working days of the date of notification of award from the employer.

Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Section V – Activity Schedule – Notes c) added as follows

- c) Minimum monthly call guarantee is 80% maximum No. of Calls per Month of the slab 1 (0-3000) of the ‘Activity Schedule of Section V’.

Grand Summary second line amended as 2. Schedule 3 Inbound Enquiries on Live Chat, Email and Social Media.

Section VII. Special Condition of Contract

1.5 added as GIC Contact Centre location shall be within Sri Lanka.

Reference number 3.2.2(b) should be amended as 3.2.3(b)

Appendix A

7.4 Shift Logistics – following paragraph should be added prior to the last paragraph

The Desks (1-5) are required to respond to none call inquiries on Live Chats, Social Media platforms and Emails. Service provider should upscale or downscale number desks based on incoming volume of inquiries.

Section 9.6.7 Live chat service amended as follows

The Service Provider should establish an Instant Messaging (IM) aggregator and Instant -Messaging Platforms; WhatsApp, Viber, Facebook Messenger, Mobile App and Webchat widgets to respond to enquiries on live chats originated by GIC users. Configure and integrate Instant Messaging platforms and Webchat services to the Instant Messaging (IM) aggregator for a seamless service.

Service provider to obtain business APIs of Instant Messenger services, for GIC. However, ICTA would assist with necessary documentation process for service provider to obtain the services for GIC.

Live Chat Service will be handled by the contact centre agents **at designated desks (1-5)** and escalations will be handled by Content Management Team at GIC.

Chat Service on Instant Messengers: Service provider shall provide text based Live Chat service on WhatsApp, Viber and FB Messenger through business APIs and configure ‘1919’ as the contact telephone number.

Video/Voice Calls on Instant Messengers: Service provider shall provide Video call service on WhatsApp OR Viber through business APIs and configure ‘The short-code number 1919 shall be configured to receive video calls through WhatsApp OR Viber.

Respond to video calls received from deaf/dump caller in sign-language and provide interpretation services in preferred language: Sinhala-Tamil-English. The GIC Contact centre should facilitate video calls originated from mobile devices through WhatsApp OR Viber.

Interpretation support shall be in three languages (Sinhala, Tamil, English) to facilitate the caller and government officer.

Live Chat should have selection of service options and automated responses features for self-service.

Service Provider’s system should be WebRTC compliant to connect to Video Calls.

Instant Messaging (IM) aggregator should record and maintain all chats on the CRM and integrated with real-time dashboards to monitor the service quality. ICTA should have access to chats and dashboards of Live Chat Service.

Live Chat should facilitate obtaining feedbacks and conducting surveys. These data should be integrated to the Real-time dashboard to monitoring of performances.

Live Chat feature should be able to extend to be embedded in to a future mobile app and Webchat widget of the government institutions to be responded to any enquiries initiated by the users of respective applications and services.

The Instant Messengers should be configured to short-code number 1919 by the Service Provider.

Live Chat Service will facilitate sharing of weblinks (URLs), documents, images in relation to the enquiries.

9.7.9 Sign Language Service paragraph three(3) should be amended as follows

The Video Call facility will be through Instant Messaging Platforms: WhatsApp OR Viber.

11.1.3 Example should be amended as follows

E.g. average call handling time is expected to be around 2 minutes 30 seconds and 10 minutes for live chat, initially. But actual time will only be transparent once the Contact Center has been operational for at least a month. The Service Provider will collect information on such matrices (like Average Call/Live chat time), and take steps to improve (by reducing the Average Call/Live chat time, without compromising on quality of service)

11.2.3 l), p),q),r),s), & t) should be amended as follows

- l). Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than 85% of the time
- p) percentage of calls answered within 20 sec - 80%;
- q) percentage of chats answered within 74 sec – 80%;
- r) Average queue time for calls - Not more than 15 seconds;
- s) Average queue time for chats - Not more than 74 seconds;
- t) percentage of calls/chats blocked – 0%;

Appendix B – 1st Table section 4, 11 & 25

Section 4 – live chat, the following criteria added before the last one

Service Provider’s system should be WebRTC compliant to connect to Video Calls.

Section 25 introduced as follows

11.	DR (Disaster Recovery)	<p>Ability to switch to a DRS within one hour.</p> <p>Previous Caller information and all related data to be available during operation through the DRS.</p> <p>Preferably total redundancy of the Contact Center.</p> <p>Service Provider’s agents should be able to continue work ‘Remotely on 100% capacity and make available access to CRM, Knowledgebase, IVR etc for smooth operations.</p>		
25.	Security measurements and IT information security measurements	All data/information in transmission and at rest must be secured with the use of enterprise grade encryption and security tools.		

Appendix B – 2nd Table section 4 & 5 replaced as follows

4	Answer Sign-language Video Calls: Government Information services / interpretation services: Government Officers and Deaf/dumb persons during obtaining government services	<p>Answer video calls received from deaf/dumb caller in sign-language and provide interpretation service in preferred language: Sinhala-Tamil-English</p> <p>Contact centre should facilitate video calls originated from mobile devices through WhatsApp OR Viber.</p> <p>Interpretation support shall be in three languages (Sinhala, Tamil, English) to facilitate the caller and government officer.</p>		
5	Sign-language Contact centre – contact number	The short-code number 1919 shall be configured to receive video calls through WhatsApp OR Viber.		

Section 18 – Process of evaluating Key Performance Indicators (KPI) , line item no 7,9 & 10 amended as follows.

Social Media Response time (During Operating hours) -Within 6 hours

Live Chat response time - within 74 seconds

Live Chat average handle time -10 minutes

Appendix H - serial numbers of the line items 17 onward amended as 18,19,20 & 21

Please note and comply with the above amendments

Chairman Department Procurement Committee

ICT Agency of Sri Lanka

160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05, Tel: +94-11-2369099 to 100