

### 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**

Date & Time : November 11, 2020 - 11.00 a.m. (Conduct through Video Conference on meet.gov.lk)

<b>The Panel</b>	
Chaired By :	<ol style="list-style-type: none"> <li>1. Mr. Priyadarshana Jayawardana, Head of Procurement, ICTA</li> <li>2. Mr. Chaminda Samarathunga, Procurement Specialist, ICTA</li> <li>3. Mr. Nandana Suriyaarachchi, Procurement Specialist, ICTA</li> <li>4. Mr. Gavashkar Subramanium, Programme Head, ICTA</li> <li>5. Mr. Ravindra Pathirana, Programme Manager, ICTA</li> <li>6. Mr. Thilina Piumal, Project Officer, ICTA</li> </ol>
<b>The Participants</b>	
	<ol style="list-style-type: none"> <li>1. Chathuri Sandamali – Dialog Chathuri.Sandamali@dialog.lk</li> <li>2. Poornika Dodamgodage - Dialog Axiata PLC - <a href="mailto:poornika.dodamgodage@dialog.lk">poornika.dodamgodage@dialog.lk</a></li> <li>3. Apsara - <a href="mailto:apsara.lahandasinghe@dialog.lk">apsara.lahandasinghe@dialog.lk</a></li> <li>4. Wenura KBSL - <a href="mailto:wenura@kbsl.lk">wenura@kbsl.lk</a></li> <li>5. Ganganath from KBSL - <a href="mailto:kbsl-ganganath@kbsl.lk">kbsl-ganganath@kbsl.lk</a></li> <li>6. Henry from iPhonik - <a href="mailto:henry@iphonik.com">henry@iphonik.com</a></li> <li>7. Shankar Fron Scicom Lanka Pvt ltd</li> <li>8. Raaiz Quadir - IT Connect Systems - <a href="mailto:raaiz@itconnect.lk">raaiz@itconnect.lk</a></li> <li>9. mahilal@saksglobal.com from SA Knowledge Services.</li> <li>10. Ruwanthi from Softlogic Information Technology. <a href="mailto:ruwanthi.rajapakse@softlogic.lk">ruwanthi.rajapakse@softlogic.lk</a></li> <li>11. Sehan Pathirana from S.A. Knowledge Services (Pvt) Ltd. <a href="mailto:Sehan@saksglobal.com">Sehan@saksglobal.com</a></li> <li>12. Aravinda Chandrakumara from S A Knowledge Services (Pvt) Ltd.</li> <li>13. Suresh Dep- iPhonik.com - Suresh Dep - iPhonik Pvt Ltd <a href="mailto:dep@iphonik.com">dep@iphonik.com</a></li> <li>14. <a href="mailto:shankar.k@scicom.com.my">shankar.k@scicom.com.my</a> - <a href="mailto:sriharathas.sathasivam@scicom.com.my">sriharathas.sathasivam@scicom.com.my</a></li> <li>15. Sithara – VSIS</li> <li>16. Harshitha Perera – DMS Electronics</li> </ol>

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 participants and Clarifications (R)
1	<p>Reference Section 2 of the Appendix A: Description of Services of the bidding document.</p> <p><b>Q:</b> Please share call arrival patterns?</p> <p><b>R:</b> GIC call data is published at <a href="http://www.gic.gov.lk">www.gic.gov.lk</a></p> <p>and</p>

	at <a href="https://www.icta.lk/procurement-notice/procurement-of-a-service-provider-for-setting-up-managing-and-operations-of-the-multi-channel-contact-center-for-government-information-center-gic-1919-ictagoslserncb202002/">https://www.icta.lk/procurement-notice/procurement-of-a-service-provider-for-setting-up-managing-and-operations-of-the-multi-channel-contact-center-for-government-information-center-gic-1919-ictagoslserncb202002/</a>				
2	<p>Reference Section 2 of the Appendix A: Description of Services of the bidding document.</p> <p><b>Q:</b>Please share breakdown for types of calls and volumes, since video calls also to be handled?</p> <p><b>R:</b> Please note that the Video call service is a new introduction to GIC, dedicated for sign-language service. Therefore, no such records available at the moment.</p>				
3	<p><b>Q:</b> Will SIP Trunks be provided by ICTA or Service Provider required to provide?</p> <p><b>R:</b> Please refer clause 5.5(c) of the Bid Data Sheet of the bid document.</p> <p>Service Provider should provide required SIP Trunks and upscaling or downscaling should be performed as required.</p> <p>Please note that ICTA will not provide any infrastructure or connectivity facilities for the contact centre operation and management.</p>				
4	<p><b>Q:</b> What is the GIC Operation hours?</p> <p><b>R:</b> Please refer Appendix A-Description of service : section 7.3 - Hours of Operation.</p>				
5	<p><b>Q:</b> Should there a requirement to provide desks beyond the 5 numbers for specified content management?</p> <p><b>R:</b> 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.</p> <p>A dedicated Content Management Team should be established to manage lifecycle of the GIC content. Therefore, GIC content management is not part of desks.</p> <p>Please refer sections 5.1 and 7.4 of Appendix A of the bidding document.</p> <p>The section 7.4 of the Appendix A of the bidding document <u>revised</u> as follows;</p> <p><b>7.4 Shift Logistics</b></p> <p>The Service Provider should provide a seating capacity as per the below inbound enquires on call, chat, email and social medial tables:</p> <table border="1" data-bbox="240 1888 1018 2040"> <tr> <td></td> <td><b>Total Number of</b></td> <td><b>No. of Incoming Calls answered per day by</b></td> <td></td> </tr> </table>		<b>Total Number of</b>	<b>No. of Incoming Calls answered per day by</b>	
	<b>Total Number of</b>	<b>No. of Incoming Calls answered per day by</b>			

Service Description	Minutes per Day	agents Per Month	Maximum No. of Calls per Month
<b>Inbound Calls</b>	7500	00,000 - 90,000	90,000
	12500	90,001-150,000	150,000
	15000	150,001 - 180,000	180,000
	20000	180,001- 240,000	240,000
	27500	240,001 - 330,000	330,000
	375000	330,001 - 440,000	450,000

  

Service Description	Maximum No. of Desks
<b>Inbound Enquiries on Live Chat, Email and Social Media</b>	5

The Service Provider should analyze trends incoming calls, live chats, emails and Social Media enquiries to ensure KPIs are adhered. Accordingly, plan resources to provide high quality and high standard service delivery at GIC.

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.

The Service Provider should have a redundancy plan taking into consideration absenteeism and scheduled breaks.

6	<p><b>Q:</b> Is sign-language service within the 5 none voice Desks?</p> <p><b>R:</b> No. The sign-language skilled agents should be part of Voice Calls agents and respond to inquiries received on video calls by from deaf people, on priority basis, while responding regular voice calls.</p> <p>Reference section 7.2 of the Appendix A of the bidding document.</p>
7	<p><b>Q:</b> Will ICTA providing training on sign-language for agents?</p>

	<p><b>R:</b> ICTA will not provide training on Sign-language. Service Provider to ensure trained and skilled agent is made available to respond to inquiries from deaf people via video calls.</p> <p>Please refer section 10.4 of Appendix A of the bidding document.</p>						
8	<p><b>Q:</b> WhatsApp, Viber, FB Messenger and Web-Chat need to be integrated with contact centre systems. Would ICTA be providing business APIs?</p> <p><b>R:</b> No. 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.</p> <p>Reference section 9.6.7 of the Appendix A of the bidding document.</p>						
9	<p><b>Q:</b> As a service provider would not be able acquire business APIs on behalf of ICTA, since there is process involved by these Instant Messenger platform/service providers. Will ICTA help the service provider with the process?</p> <p><b>R:</b> Yes. ICTA would be able to assist with the process for service provider. However, Service Provider has to implement the acquiring process on behalf ICTA.</p> <p>Reference section 9.6.7 of the Appendix A of the bidding document.</p>						
10	<p><b>Q:</b> WhatsApp and FB Messenger do not provide voice or video support to Sri Lanka at the moment and only chat support through their API. There is a challenge in obtaining voice and video call services on WhatsApp and FB Messenger. WhatsApp and FB Messenger both have one business API.</p> <p>However, Viber provides video and voice call services available to Sri Lanka.</p> <p><b>R:</b> Please note below revisions to the sections 9.6.7 and 9.7.9 of the Appendix A and Appendix B – GIC Contract Centre – Compliance Sheet of the bidding document;</p> <p>Video/Voice Calls on Instant Messengers:</p> <p>Service provider shall provide Video call service on WhatsApp OR Viber through business APIs and configure ‘1919’ as the contact telephone number.</p> <table border="1"> <thead> <tr> <th>#</th> <th>Operational Requirement Category</th> <th>Minimum Requirement - Description</th> </tr> </thead> <tbody> <tr> <td>4.</td> <td>Answer Sign-language Video Calls: Government Information services / interpretation services: Government Officers and Deaf/dumb persons during obtaining government services</td> <td> <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> </td> </tr> </tbody> </table>	#	Operational Requirement Category	Minimum Requirement - Description	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>
#	Operational Requirement Category	Minimum Requirement - Description					
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.
<p>Chat Service on Instant Messengers:</p> <p>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.</p> <p>Revised 3<sup>rd</sup> paragraph of Section 9.7.9:</p>		
<b>Previously</b>		<b>Revised</b>
The Video Call facility will be through Instant Messaging Platforms: WhatsApp and Viber.		The Video Call facility will be through Instant Messaging Platforms: WhatsApp <b>OR</b> Viber.
11	<p><b>Q:</b> For video Calls for deaf people, what is the connection method? Are you looking for a different App or Is it integrated to GIC website or Is it a GSM call?</p> <p><b>R:</b> Video Calls initiated by deaf people using WhatsApp OR Viber Instant Messengers to connect to GIC Contact Centre.</p> <p>Reference section 9.6.7 of the Appendix A and Appendix B of the bidding document.</p>	
12	<p><b>Q:</b> Please note Apple’s iPhone’s does not support GSM video? It is suggested to have a WebRTC plugin on the Website.</p> <p><b>R:</b> Service Provider’s system should be WebRTC compliant to connect to Video Calls.</p> <p>Reference section 9.6.7 of the Appendix A and Appendix B of the bidding document.</p>	
13	<p><b>Q:</b> Section 11.1.3 of Appendix A of bidding document– should average handling time for call and live chat be 10 minutes? Is it going to be 10 minutes for calls too?</p> <p><b>R: Subsection</b> No. 11.1.3 of Section 11 of Appendix A of the bidding document revised and shall read as follows in <b>Revised</b> Column;</p>	
<b>Previously</b>		<b>Revised</b>
<p>‘Apart from above mandatory performance indicators, it is expected that the Service Provider will employ other more detailed criteria to measure quality. These are to be presented to ICTA for approval before implementation.</p> <ul style="list-style-type: none"> <li>○ E.g. average call/live chat handling time is expected to be around 10 minutes initially, but actual time will only be transparent once the Contact Center has been operational for at least a month. The</li> </ul>		<p>‘Apart from above mandatory performance indicators, it is expected that the Service Provider will employ other more detailed criteria to measure quality. These are to be presented to ICTA for approval before implementation.</p> <ul style="list-style-type: none"> <li>○ E.g. <b>average call handling time is expected to be around 2 minutes 30 seconds for a voice call and 10 minutes for a live chat</b>, initially. But</li> </ul>

	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)'	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)'														
14	<p><b>Q: 14.1 :</b> Sub-section (q) of section 11.2.3 - 98% calls/chats answered within 15 sec is not realistic. Please consider revising this requirement?</p> <p><b>Q: 14.2 :</b> Sub-sections (p) and (q) of section 11.2.3 - there are two service levels mentioned for same average service queue time.</p> <p><b>Q: 14.3 :</b> Sub-section (l) of section 11.2.3 - 98% agent utilization and occupancy are higher than industry norm. Industry norm is 80%-85%. Could this be reduced?</p> <p><b>R 14.1, 14.2 &amp; 14.3: Sub-sections (l), (p), (q), (r) and (s) of the section 11.2.3</b> revised and shall read as follows;</p> <table border="1"> <thead> <tr> <th>Previously</th> <th>Revised</th> </tr> </thead> <tbody> <tr> <td>"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than 98% of the time;"</td> <td>"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than <b>85%</b> of the time;"</td> </tr> <tr> <td>"p) percentage of calls/chats answered within 20 sec - 80%;"</td> <td>"p) percentage of <b>calls</b> answered within 20 sec - 80%;"</td> </tr> <tr> <td>"q) percentage of calls/chats answered within 15 sec - equal or more that 98%;"</td> <td>"q) percentage of <b>chats</b> answered within 74 sec – 80%;"</td> </tr> <tr> <td>"r) Average queue time - Not more than 15 seconds;"</td> <td>"r) Average queue time for <b>calls</b> - Not more than 15 seconds;"</td> </tr> <tr> <td>"s) percentage of calls/chats blocked – 0%;"</td> <td>"s) Average queue time for <b>chats</b> - Not more than 74 seconds;"</td> </tr> <tr> <td></td> <td>"t) percentage of calls/chats blocked – 0%;"</td> </tr> </tbody> </table>		Previously	Revised	"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than 98% of the time;"	"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than <b>85%</b> of the time;"	"p) percentage of calls/chats answered within 20 sec - 80%;"	"p) percentage of <b>calls</b> answered within 20 sec - 80%;"	"q) percentage of calls/chats answered within 15 sec - equal or more that 98%;"	"q) percentage of <b>chats</b> answered within 74 sec – 80%;"	"r) Average queue time - Not more than 15 seconds;"	"r) Average queue time for <b>calls</b> - Not more than 15 seconds;"	"s) percentage of calls/chats blocked – 0%;"	"s) Average queue time for <b>chats</b> - Not more than 74 seconds;"		"t) percentage of calls/chats blocked – 0%;"
Previously	Revised															
"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than 98% of the time;"	"l) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than <b>85%</b> of the time;"															
"p) percentage of calls/chats answered within 20 sec - 80%;"	"p) percentage of <b>calls</b> answered within 20 sec - 80%;"															
"q) percentage of calls/chats answered within 15 sec - equal or more that 98%;"	"q) percentage of <b>chats</b> answered within 74 sec – 80%;"															
"r) Average queue time - Not more than 15 seconds;"	"r) Average queue time for <b>calls</b> - Not more than 15 seconds;"															
"s) percentage of calls/chats blocked – 0%;"	"s) Average queue time for <b>chats</b> - Not more than 74 seconds;"															
	"t) percentage of calls/chats blocked – 0%;"															
15	<p>Below <b>Minimum Requirement Description of Item No. 18 of the Appendix B</b> of the bid document revised and shall read as follows:</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Previously</th> <th>Revised</th> </tr> </thead> <tbody> <tr> <td><b>18.</b> Process of evaluating Key Performance Indicators (KPI)</td> <td>"Social Media Response time  (During Operating hours) - Within 12 hours"</td> <td>Social Media Response time (During Operating hours) - within 6 hours  (Refer 11.2.3. g of Appendix A)</td> </tr> </tbody> </table>		Description	Previously	Revised	<b>18.</b> Process of evaluating Key Performance Indicators (KPI)	"Social Media Response time  (During Operating hours) - Within 12 hours"	Social Media Response time (During Operating hours) - within 6 hours  (Refer 11.2.3. g of Appendix A)								
Description	Previously	Revised														
<b>18.</b> Process of evaluating Key Performance Indicators (KPI)	"Social Media Response time  (During Operating hours) - Within 12 hours"	Social Media Response time (During Operating hours) - within 6 hours  (Refer 11.2.3. g of Appendix A)														

	<b>18.</b> Process of evaluating Key Performance Indicators (KPI)	“Live Chat response time - within 20 seconds”	Live Chat response time - within 74 seconds  (Refer 11.2.3 i of Appendix A)
	<b>18.</b> Process of evaluating Key Performance Indicators (KPI)	“Live Chat average handle time -2 minutes and 30 seconds”	Live Chat average handle time - 10 minutes  (Refer 11.2.3 j of Appendix A)
16	<p><b>Q:</b> As mentioned for penalties please incorporate that the penalties would only come into effect from the 4th month of commercial launch, and the consolidated penalty per month would be a maximum of 3% on the total invoice value.</p> <p><b>R:</b> SLA remains unchanged.</p> <p>Reference to Appendix H of the bidding document.</p>		
17	<p><b>Q:</b> Will ICTA provide CRM and how will specific point to point link be?</p> <p><b>R:</b> Please refer clause 5.5 (c) of the Bid Data Sheet and clause 12 of the Appendix A of the bid document.</p> <p>ICTA will not provide a CRM. Service Provider is required to propose and provide a CRM.</p>		
18	<p><b>Q:</b> Regarding Bid Security, is there a validity period?</p> <p><b>R:</b> Please refer clause 17.2(f) of the Addendum 01, published on the ICTA website (www.icta.lk).</p>		
19	<p><b>Q:</b> Please provide the Support Staff and Agent ratio, including team leaders?</p> <p><b>R:</b> Please refer section 7.5 of Appendix A of the Bidding Document.</p>		
20	<p><b>Q:</b> Please elaborate on the training details and schedules?</p> <p><b>R:</b> Please refer section 10 of the Appendix A of the Bidding Document.</p>		
21	<p><b>Q:</b> Will ICTA provide sign-language training to one of the agents?</p> <p><b>R:</b> No. Please refer section 10 of the Appendix A of the Bidding Document.</p>		
22	<p><b>Q:</b> What is the percentage of capacity for Disaster Recovery site be?</p> <p><b>R:</b> 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> <p>Reference 5.5 (c) of the bid data sheet of the bidding document.</p>		
23	<p><b>Q:</b> What is the ‘Work From Home’ or Remote working resourcing percentage be?</p> <p><b>R:</b> It should be 100%.</p> <p>Reference 5.5 (c) of the bid data sheet of the bidding document.</p>		
24	<p><b>Q:</b> Is contact centre required to operate 24 hours?</p>		

	<p><b>R:</b> Yes. GIC contact centre should operate 24 hours on demand basis, in addition to standard operating hours.</p> <p>Reference section 7.3 of Appendix A of the bidding document.</p>
25	<p><b>Q:</b> Is there a brief of existing CRM to understand CRM related requirements to customize own CRM?</p> <p><b>R:</b> Current system is developed by the existing GIC service provider based on MySQL database. ICTA would be able to provide information of existing CRM during development stage. The service provider to migrate data from existing system to new system.</p> <p>Reference section 12 of Appendix A of the bidding document.</p>
26	<p><b>Q:</b> If we were to use existing CRM at least for initial lining period, can access be give? If how connectivity will happen?</p> <p><b>R:</b> No. CRM should be developed from scratch by the service provider. ICTA would be able to provide some information of existing CRM during development stage to the selected service provider for implementation.</p> <p>Reference section 12 of Appendix A of the bidding document</p>
27	<p><b>Q:</b> How does the access works for content management procedure for the government hosted websites and social media pages?</p> <p><b>R:</b> Service Provider is required to update only website/web portal which come under purview of GIC. Currently GIC's trilingual web portal is <a href="http://www.gic.gov.lk">www.gic.gov.lk</a>.</p> <p>Service Provider is required to manage and update content on GIC Social Media pages.</p> <p>ICTA will provide access to above platforms for Service Provider to manage and update content.</p> <p>There is no requirement for Service Provider to update any of the government hosted websites.</p> <p>Reference section 12 of Appendix A of the bidding document</p>
28	<p><b>Q:</b> What are the security measurements and IT information security measurements in place now and what expected from service provider?</p> <p><b>R:</b> All data/information in transmission and at rest must be secured with the use of enterprise grade encryption and security tools.</p>
29	<p><b>Q:</b> What is the Knowledgebase platform or application or software currently GIC using?</p> <p>Is ICTA expecting service provider to implement a new knowledge base solution, including migration from existing system? Or rather expecting existing knowledgebase to be used by the service provider</p> <p><b>R:</b> The existing knowledgebase is developed by in house by the existing service provider.</p>



	<p>The new service provider should propose its own knowledgebase and migrate the content from the existing knowledgebase with API capabilities for integrations with other systems for synchronization of content.</p> <p>Reference 5.5 (c) of the bid data sheet of the bidding document.</p>
30	<p><b>Q:</b> What is the validation and approval process for updating and publishing content on CRM, Knowledgebase, the Web Portal and Social Media pages by service provider?</p> <p><b>R:</b> It is expected that content management team of the service provider should ensure up-to-date content all the GIC systems. The content management team proactively act to validate and confirm any detected changes to the content with the listed government organizations on GIC.</p> <p>Please refer 5.1 of the Appendix A of the bid document.</p>
31	<p><b>Q:</b> Is Performance Bank Guarantee required to be provided after contract?</p> <p><b>R:</b> Please refer Clause 35 of Bid Data Sheet section of the Bidding Document.</p>
32	<p><b>Q:</b> Please explain about requirement for service provider to obtaining Insurance?</p> <p><b>R:</b> Please refer Clause 3.4 of Section VII Special conditions of Contract of the Bidding Document.</p>
33	<p><b>Q:</b> Please pass us the contact from SLT to obtain the quotes for the SIP trunks for this solution.</p> <p><b>R:</b> Please obtain details from respective firm's website.</p>
34	<p><b>Q:</b> Can a mobilization fee (one-month payment in advance) be paid upon awarding the contract?</p> <p><b>R:</b> No. As per schedule of payments of Appendix C of the bid document.</p>
35	<p><b>Q:</b> Is ICTA able give minimum call guarantee per month? At least over a three months period?</p> <p><b>R:</b> Minimum monthly call guarantee is 80% of maximum No. of Calls per Month of the slab 1 (0 - 3000) = 72,000 of the 'Activity Schedule of Section V'.</p>
36	<p><b>Q:</b> Can you please confirm the number of existing SIP trunk channels for this solution?</p> <p><b>R:</b> Average 60 – 70 SIP trunk channels. However, this depend on number of inbound calls received at GIC. Accordingly, the Service provider to upscale or downscale resources.</p> <p>Reference section 6.1 of the Appendix A of the bidding document.</p>
37	<p><b>Q:</b> As per my understanding, the service provider should propose the call center physical location as well. Is ist correct?</p> <p><b>R:</b> Yes. GIC Contact Centre location shall be within Sri Lanka.</p> <p>Reference GIC Contact Centre – Compliance Sheet of the Appendix B of the bidding document.</p>

38	<p><b>Q:</b> As per the given details, there is the direct dialing facility through “0094112191919” number. If Dialog quote for this solution the SIP trunk number series would be change. is it okay for you?</p> <p><b>R:</b> “0094112191919” is the designated and promoted telephone number to dial to GIC from foreign countries. Therefore, the Service Provider should make necessary measures to configure existing telephone number series “0094112191919” connect to SIP trunk of new GIC contact centre facility, to facilitate receiving international calls.</p> <p>However, the Service Provider may propose a direct dialing number, in addition to “0094112191919”, by ensuring last digits of the dialing number the series is maintained as (0094###)<u>191919</u>, to facilitate receiving international calls.</p>
----	--

Please note and comply with the above clarifications and amendments. However ICTA will incorporate all amendments in the form of Addendum and it will be issued to the all prospective bidders on 27<sup>th</sup> November 2020.

Procurement

ICT Agency of Sri Lanka

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