

**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/2021/10

Date & Time : October 18, 2021 - 11.00 a.m. (Conducted through Video Conference on Zoom)

Panel : 1) Priyadarshana Jayawardena - Director – Procurement – ICTA
2) Chaminda Samaratunga – Consultant – Procurement – ICTA
3) Gavashkar Subramaniam – Director – Government Engagement – ICTA
4) Ravindra Pathirana – Director – Infrastructure Services – ICTA
5) Duleep Priyasekara – Director – Digital Services - ICTA

Participants : 1) Nur Aldeen – Scicom
2) Henry Dabrera – iPhonik
3) Dilekha Siriwardena – Sri Lanka Telecom PLC
4) Ranjan Subasinghe – Sri Lanka Telecom PLC
5) Wasundara Jayawardana - Sri Lanka Telecom PLC
6) Indeewari Dasanayake - Sri Lanka Telecom PLC
7) Fasil Ismail - Sri Lanka Telecom PLC
8) Dinithi Weerasekera - Sri Lanka Telecom PLC
9) Apsara Lahandasinghe – Dialog Axiata PLC
10) Nipuna Fernando - Init-tech Pvt Ltd

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 are given below:

#	Queries (Q) raised by the vendors and Clarifications (C)
1	Q: Please indicate scale of the ramp-up requirement? C: It should be up to 25%.
2	Q: Is there separate desks for Social Media Management and answering to Instant Messengers? C: No dedicated desks. All agents will manage the inquiries on Social Media channels, Chat Channels: Instant Messengers and Web Chat Widgets
3	Q: To what level the Disaster Recovery requirements expected? C: In situations where agents are not able to access the Contact Centre physically, the Contact Centre Facility provider must ensure business continuity by providing the agents with access to incoming calls, Chats, Knowledgebase. Social CRM to ensure citizen inquiries are served without disruption. This is similar to work from home or remote operations arrangement.

	Further, the Service Provider to ensure System/Platform redundancy in case of a disaster situation to the Contact Centre.
4	<p>Q: What kind of Disaster Recovery is expected in relation to Human Resources, Infrastructure, Connectivity and Applications?</p> <p>C: The Service Provider to ensure agents are continuing the services remotely by providing access to calls, Knowledgebase, Social CRM, digital channels for smooth operations of the GIC, including System/Platform redundancy in case of a disaster situation to the Contact Centre.</p>
5	<p>Q: To what percentage of the Disaster Recovery expected comparing to actual operations?</p> <p>C: Disaster Recovery shall be to 100% to ensure citizen inquiries are served without disruption, work from home basis or remote operations and as per above 3 and 4.</p>
6	<p>Q: Should the service provider provide all the systems required for the digital inquiries or the ICTA will provide them?</p> <p>C: The Service provider to establish and manage the Digital Channels. The Social Media Pages already created will be provided to the Service Provider for management.</p>
7	<p>Q: Bid submission deadline - Can 1 week extension be provided?</p> <p>C: Section II. Bidding Data Sheet: ITB Clause Ref. 21.1</p> <p>The deadline for submission of bids shall be:</p> <p>Time: at or before 3.00 P.M</p> <p>Date: November 08, 2021</p>
8	<p>Q: Bid validity period and date: ITB Clause Ref. 16.1</p> <p>C. The period of Bid validity shall be 91 days after the deadline for Bid submission specified in the BDS. (February 09, 2022)</p>
9	<p>Q. Bid securities Validity: ITB Clause Ref. 17.2 (f)</p> <p>C. Shall be valid for 28 days beyond the validity period of the bids. Accordingly, Bid Securities shall remain valid till March 09, 2022.</p>
10	<p>Q: Can PDF version bidding documents Vol. 1 & 2 be issued?</p> <p>C. Attached herewith</p>

Please note and comply with the above clarifications and amendments.

Procurement Unit
ICT Agency of Sri Lanka
Information and Communication Technology Agency of Sri Lanka,
No: 490, R.A.De Mel Mawatha,
Colombo 3.
Telephone: 2369099 -100
E-mail: procurement@icta.lk