

Service Provider – Clarification Questions

No.	Dep.	Document	Section/Page No.	Service Provider's Question	Client's Answers																																
1.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	13	We understand that supporting languages will be Sinhala, Tamil and English . Could you please confirm on the breakdown of the monthly target volume by language? <i>(Example - English: 30%, Sinhala: 60% and Tamil: 10%)</i>	Please refer below URL https://drive.google.com/drive/folders/1uLqJ1BQclfivzf0fYojEtArYI7EWUkG The call trend may vary depending on demand.																																
2.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	3	We understand that average daily inbound call volume will be around 5000. However. for proper manpower planning, we need detailed information of volume as well as AHT by channel. Please fill up the inserted table below with required data. <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>No</th> <th>Channel</th> <th>Monthly Volume</th> <th>AHT (Minutes)</th> </tr> </thead> <tbody> <tr> <td>#</td> <td>Voice IB</td> <td>1,50,000</td> <td>6</td> </tr> <tr> <td>1</td> <td>Voice Inbound</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Voice Outbound</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Live Chat</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Email</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>Social Media</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>Short Message Service</td> <td></td> <td></td> </tr> </tbody> </table> <i>Note: the data available on https://www.gic.gov.lk/gic is as old as 2012.</i>	No	Channel	Monthly Volume	AHT (Minutes)	#	Voice IB	1,50,000	6	1	Voice Inbound			2	Voice Outbound			3	Live Chat			4	Email			5	Social Media			5	Short Message Service			Please refer below URL https://drive.google.com/drive/folders/1uLqJ1BQclfivzf0fYojEtArYI7EWUkG The current operations of the GIC handles inbound voice calls. Live Chat, Email and Social Media are new introductions to GIC. For AHT, please refer to item 11 of Appendix 01: Description of Services of the IFB.
No	Channel	Monthly Volume	AHT (Minutes)																																		
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3.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	Please provide daily arrival pattern report/data in 30 minutes interval, if possible previous 3 months of historical data for each channel. This will help us to determine peak hour for planning optimum resource utilization. Please attach the relevant report/data, preferably in MS Excel format.	Please refer below URL https://drive.google.com/drive/folders/1uLqJ1BQclfivzf0fYojEtArYI7EWUkG																																

4.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	20	For Live chat, what is the number of maximum concurrent chat allowed per agent?	The current operations of the GIC handles inbound voice calls. Live Chat, Email and Social Media are new introductions to GIC. All the agents shall be capable of handling inquiries on all the channels. Please refer GIC facebook page stats in below URL https://drive.google.com/drive/folders/1yEhJWEE_4ln9ZqXHR29QUcp4YjrWdew?usp=sharing
5.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	20	What is the current concurrency rate for agents? (Average number of concurrent chats an agent handles throughout the day) <i>Example – 1.5/2</i>	Live chat is a new service requirement introduced in this IFB. Bidder may plan accordingly.
6.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	32	What is the engagement rate for Social Media? <i>Example – 50%/30%</i>	The current operations of the GIC handles inbound voice calls. Live Chat, Email and Social Media are new introductions to GIC. Please refer GIC facebook page stats in below URL https://drive.google.com/drive/folders/1yEhJWEE_4ln9ZqXHR29QUcp4YjrWdew?usp=sharing
7.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	19	Please share which months of the year seasonal services are required by the service types.	It can be varied based on the different government services offered during the year. Examples: University Grants Commission – ZScore Results Release – Mid of the year Department of Education – Exam Results (E.g.: A/L Results) – Mid of the year Department of Election – Information on Voter registry – First or Last quarter of the year Other Services on request (E.g.: Higher Education Programs) – Mid of the year
8.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	21	How many headcounts is there in current content management team? Do you determine the required number with a ratio to the total agents/headcount of the call center? If the answer is “Yes”, please share the ratio of content management team member:Agents.	Currently there is no content management team at GIC. This is a new requirement introduced in this IFB. Bidder to provide optimal headcounts for better performance. Please refer to item 7.4 of Appendix 01: Description of Services of the IFB.

9.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	What is the Support Staff : Agent ratio in current GIC contact center? (Specially for the position such as Team Leader, L2 Support, QA, Trainer, Knowledgebase Specialist, HR, MIS, and Operation Manager)	Please refer to item 7 of the Appendix 01:Description of Services of the IFB.
10.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	27	We understand that the Utilization target is minimum 75%. <i>Definition: Utilization = Login Time – Breaks (Lunch break +Short break)</i> <i>(Example – If the login time is 9 hours a day, utilized time should be same as or above 6.75 hours (75% of 9 hours,))</i> Please confirm if the above definition and example of Utilization are correct or specify otherwise,	Utilization % = $\frac{\text{Total Logged in Time}}{\text{Total Shift Time}} \times 100$
11.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	27	Given Occupancy target is 85% or above . We understand that 85% of the utilized time (refer to question 10). Please confirm if the definition is correct or specify otherwise.	Occupancy % = $\frac{\text{Total Contact Handling Time}}{\text{Total LoTime}} \times 100$
12.	MIS	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	27	Occupancy includes Available time (The time a logged in agent is waiting for the next call/chat). Please confirm the above statement is correct or specify otherwise.	Yes.
13.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	3	We understand that the preferred Go-Live date is 01 January 2022. What is the project award date that should be factored in the project transition schedule?	Targeted for 25th November 2021.
14.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	What is the preferred transition strategy in terms of go-live stages? Does ICTA prefer all staff / desks / channels to go-live together or is there any preferred go-live stages?	Voice Channel must Go-Live from 7 a.m. 01st January 2021 Other Channels should Go-Live from 01st February 2021.
15.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	What is the training duration required by ICTA based on the following stages? <ol style="list-style-type: none"> 1. Soft skills and company induction – 5 days (by the bidder). 2. Product, procedures and policies? 3. System training? 4. Role plays and assessments? 	Training designed, planned and executed by the bidder.

				<p>5. Buddy session?</p> <p>Note: the above to exclude OJT post agent go-live on operation floor.</p>	
16.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	Does ICTA prefer to conduct Train-The-Trainer (TTT) session for our Trainer (in separate session) before training the other staff or conduct TTT session together with all other staff?	Yes, We prefer the TTT approach.
17.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	The new vendor is allowed to use existing training materials and process documentation. Any enhancement can be performed post go-live. Please confirm.	Yes.
18.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	Does ICTA allow the new vendor to rebadge the existing staff from current incumbent vendor?	Bidder may negotiate with the current service provider.
19.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	What are your main business challenges today in the handling of customers interactions with the respective channels of support? Please list the critical items that we should consider while creating the project transition plan.	Multi-channel availability for citizens to access the GIC. Up to-date Knowledge Base and content management. 24/7 Support availability, The time taking to capture product knowledge for effective support service.
20.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	Is there any specific request/ expectation from ICTA we need to consider while creating the Transition Plan?	Work collaboratively with ICTA and current GIC Service Provider for smooth transition and cutover.
21.	PMO	Biding-doc uemnt-Vol -2-GIC-202 2.pdf	N/A	Is there a defined project management / Change management team from ICTA with whom the service provider transition team shall be working with? If yes, please advise on the construct of the team; If not would that be created during the early phases of the transition?	Yes the team consists of project management and executive support.
22.	ICT	General	N/A	Please confirm who will be responsible to provide and engage the Telco provider and manage the ISP's?	Bidder should be able to manage
23.	ICT	General	N/A	Please specify if there is any integration required between ICTA GIC applications and our Application. If yes, please provide the scope of work for System Integration and preferred method of accessing those systems from the contact center.	ICTA Knowledge Base portal is the only application you need to be connected with.
24.	ICT	General	N/A	Please clarify if the Content Management system provided by ICTA	No, Content migration from the existing vendor to bidder's CMS needs to be planned

25.	ICT	General	N/A	It is "Convert information provided by government institutions to any format presentable to call center Agent and Citizen (Call Scripts, Web portal content, Social Media Content, FAQ, IVR and Email)". Please elaborate on this	Bidder should be able to design and develop required call scripts, FAQs, IVR voice recordings, email templates as required.
26.	ICT	General	N/A	It is stated "KB, Web Portal and FAQs should be designed in such a manner that those can be easily integrated to modern website". Please specify if it will be developed by ICTA	No. Bidder's content management team to perform this.
27.	ICT	General	N/A	Please confirm who will be providing the Social CRM? Does it require to integrate with all the platforms? (Voice, Email, Social Media). Does SCRM has ticket generation or does it require a separate complaint management tool.	Social CRM will be provided by the Service Provider
28.	ICT	General	N/A	Please provide the IVR Call Flow and the number of levels to Integrate touch points for Self Service - e.g., Database/Webservices/API's the IVR flow for Self Service Option	Please refer to item 6 & 7 of Appendix 01: Description of Services of the IFB. To be discussed during implementation.
29.	ICT	General	N/A	It is stated "Automated responses on service options, and self-service options" please provide Chatbot flow and number of levels required	This is a new service . To be discussed during implementation.
30.	ICT	General	N/A	Please confirm the Social Media channels other than FB, Twitter, Instagram, WhatsApp, Viber, Facebook Messenger, Live Chat Widgets, LinkedIn & YouTube and who will be providing the relevant Business APIs	At this point of time there are no other APIs to be integrated other than Social Media channels FB, Twitter, Instagram, WhatsApp, Viber, Facebook Messenger, Live Chat Widgets, LinkedIn & YouTube.
31.	ICT	General	N/A	It is stated "Content Management team will update the content on Social Media and synchronized with GIC KB". Please confirm who will update the contents on Social Media	Bidder's content management team.
32.	ICT	General	N/A	It is stated "SCRM Solution - tracking inquiries, listening/mentioning, dashboards, analytics, reporting and MIS functions" Please elaborate on tracking inquiries, listening/mentioning, analytics	The insights which should be available on the dashboards are the information and analytics which can be extracted from SCRM. Few examples are: - number of inquiries - audience reached (listings, viewers, shares) - mentions made and analytics based on those dimensions
33.	ICT	General	N/A	Please specify if the connectivity to the systems to be provided by the bidder or ICTA – GIC. Also, please confirm the Bandwidth requirement.	Connectivity to be provided by the bidder. Bandwidth to be determined based on the call volume by the bidder.

34.	ICT	General	N/A	Please confirm if the Local Area Network to be managed by the bidder	Yes, to be managed by the bidder.
35.	ICT	General	N/A	Please confirm how agents will be accessing the client provided systems if any.	Will be sharing the login credentials for all agents as required.
36.	ICT	General	N/A	For clarity, will there be any current or future requirements to process Payment transaction? If yes, do you require us to assist in setting up IVR and payment gateway? Note: This can be only achieving upon detail technical discussion between the bidder and the Client.	Not a requirement at the moment
37.	ICT	General	N/A	Please specify the there is any requirement for PCI DSS certification	Not a requirement at the moment
38.	ICT	General	N/A	Please specify if there is requirement to have a dedicated network and other services such as AD, Fileserver, WSUS, DNS, DHCP, Firewall etc., Note: It's a standard practice that the bidder will extend all the above infra to clients unless there is a specific requirement to have a dedicated infra.	There's no need to have a dedicated infrastructure. Bidders may extend the existing infrastructure.
39.	ICT	General	N/A	Please specify if there is any requirement for DR Site (Cold Site / Hot Site). If yes, please provide the percentage of DR and confirm if it is to be Scaled down version or a full mirror of the actual operations. Also please confirm if the DR site to Active - Active or Active - Passive	Please refer to the minutes of the pre-bid meeting.
40.	ICT	General	N/A	Please specify if there is any Data Centre DR Site required. If yes, please confirm the Bandwidth requirement and who will be managing the Local Area Network	Please refer to the minutes of the pre-bid meeting.
41.	ICT	General	N/A	Please specify if there is any requirement for WFH. If yes, please provide the percentage of WFH and confirm if Agents to Bring their Own Devices.	Please refer to the minutes of the pre-bid meeting.
42.	ICT	General	N/A	Please specify the retention period of data in our systems.	Call records for 90 days, Reports and analytics, Knowledgebase changes history to be stored during the contract period.
43.	ICT	General	N/A	Please specify the minimum PC requirements	To be determined by the bidder.

44.	ICT	General	N/A	Please specify if operation require additional monitor	To be determined by the bidder.
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