

Resposnse of Bidder queries of RFQ notice no. RCIL/Tender/OT/CO/MKTG/2016-17/Railwire/IVR/dated 11.11.2016 for “Delivery of IVRS Services

S NO.	FIRMS	REFRENCE NUMBER	TITLE	DESCRIPTION	QUERIES/CLARIFICATION REQUIRED	RAILTEL'S RESPONSE
1	AMEYO	2	<u>SCOPE OF WORK</u>	<p>RailTel Corporation of India Limited intends to use Integrated Voice Response (IVR) System to integrate with CRM of Railwire/RailTel Corporation of India Limited. Bidder should propose an IVR and Call management solution that will fulfill the requirement laid under the scope of RFP.</p> <p>RailTel estimates that during 1st year of operation 3000 calls per day, 2nd year of operation 5000 calls per day and for 3rd year of operation 10,000 calls per day will be landing on IVR system.</p> <p>RailTel may also ask the service provider to host the solution in its own Data Center i.e. in Gurgaon/Secunderbad and to offer/extend the services to other RailTel customers on the same rates if requirement arises in future.</p>	<p>1. Which CRM needs to be integrated?</p> <p>2. How many agents are to be catered?</p> <p>3. Will it be an On-Premise solution ?</p>	<p>1. Inhouse CRM of RaiWire</p> <p>2. Approximately 100 agents in 24 Circles across India.</p> <p>3. No as of now hosted service is required.</p>
		2.1	General Requirements	<p>2. RailTel's/Its Partner Call Centers is available in 24 Circles PAN India and has been allocated a unique vanity number for each circle. Customer call dialed for a particular vanity call center number shall be routed to its call center available in that circle.</p>	<p>Will there be 24 numbers w.r.t the 24 Circles?</p>	<p>Yes</p>
		5		<p>No extra charges to be levied on customer for availing this facility.</p> <p>6. Provision for 3 languages for IVRS including one local language, English and Hindi.</p>	<p>Will this local language be DID/Circle specific?</p>	<p>Yes</p>

		9		The solution provider should have capability of integrating the IVR platform with the existing CRM application of RailTel for which service provider must have a team of technically skilled resources to provide the basic training and on demand support to the RailTel.	Which CRM needs to be integrated?	In house CRM of RailWire
		10		When a call lands on the IVR platform, application should identify the status of the caller (Existing or New). A POP-UP should also be displayed on the screen of the agent.	If the caller's information is there in the CRM based on the CLI, the same will be populated.	Yes
		12		RailTel requires a text SMS notification at the end of every incoming call on the IVR platform.	Is the Text Notification to be sent to the caller?	Yes
		13		There should be an internal announcement to the agent that this call is coming from RailTel customer care, at the time when agent picks the phone call, and then only call should be bridged between agent and caller.	Please explain a used case, assuming all the agents are there to take calls in Railtel's Contact center, what do we mean by internal announcement?	Deleted
		14		Application should have the capability of making an outward dialing call, if required, from the CRM application of RailTel connecting the customer & agent.	Is a feature expected where the agent can initiate a call by clicking on a number on the CRM?	yes
		15		System should be capable of maintaining Call Logs, call details and call recording etc. in the real time within the CRM application of RailTel for analyzing quality.	Call logs, call details and voice logs can be pushed to Railtel's CRM	yes and shall also be available in IVR application.
		9	Contact Center Capabilities	Call recording/logging enables to record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.	For what duration Call Logs would be required?	6 months
		11		Network ACD to enable multi-site contact centres to work together as one integrated call routing system, enables contact centres to distribute agents over the network and route calls to available agents Network ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents.	Assuming that the ACD will route the calls to Available Agents. It will check the availability of the Agent before distributing the call. Please confirm	yes

		2	Operation Management Capbilities	Assess agent productivity – Customer service supervisors can gather current and historic data and generate reports to gauge the productivity and performance of agents. The system's browser-based interface should offer simple UI to configure, making it easy to configure, generate and deliver customized reports that can be acted upon quickly.	Reports can be customized as required. The same can be fetched from the Reporting UI. Please confirm	Yes
		2.2	Key Criteria: IVR Function and Performance: BIDDER	IVRS welcomes Customer by prompting "Welcome to RailWire Broadband" (further IVRS flow will be designed as per requirement and bidder will have to design the system accordingly)	Please share the tentative IVR flow	Dial 1 for sales support. Dial 2 for Technical support. Dial 3 for Billing support. Dial 4 for any other queries. (This is a tentative IVR flow , it may be changed as per requirements.)
				Speak the information obtained from the database	In which Languages TTS would be required?	English,Hindi and local language
				Custom reporting utility.	Please explain what do we mean by Custom reporting Utility. What would be the nature of such reporting on the IVR?	Application should be capable of generating customised reports as and when required
				Should have facility for Call Back Manager & Call Survey Manager.	What do we mean by Call Survey Manager?	It means the supervisor/ manager of higher hierarchy who will make sure to call back to the unattended or missed calls
		2.3	IVR Operations	Connection to CRM of RailTel Corporation of India Limited.	Assuming that Railtel will provide the APIs to integrate with the CRM. Please confirm.	yes Railtel will provide APIs
				Customer ID database for authentication of user.	Which Database needs to be integrated? SQL, Oracle etc. Please confirm	SQL
				Software license/support.	What do we mean by Software support on IVR?	Bidder will have the support for their solution provided to Railtel
				IVR System must have outbound calling capability that can be made when specified by RailTel	Assuming that outbound voiceblast /robocalling is required. Please confirm	yes
2	Idea Cellular	2		3000 calls per day	Expected call volume would be per circle ? If not how much are we expecting per circle	Yes, 3000 calls per day pan India,avg 125 calls per circle per day during 1st year of operation.However, it may be increase/decrease on Railwire customer base.
		2		RailTel may also ask the service provider to host the solution in its own Data Center i.e. in Gurgaon/Secunderbad	Do we need to provide hosted solution or in house solution as for cloud services its always better to provide hosted solution	Initailly hosted solution will be implemented.

		2.1		RFP - (10) POP-UP should also be displayed on the screen of the agent.	We need API of the CRM as per agent as we need to notify to agent	APIs will be provided
		2.1		RFP - (11) functionality of transferring the call by an agent to a third person.	Who is the third person? Where is he located? Is he known in the system?	Calls to the L2 or higer support person
		2.1		(20) both pulse and tone dialing and shall also support calls from touch -tone RFP - phones, dial impulse phones and all other kind of telephones.	Please clarify the same	It means system should support all kind of telephones in use
		2.1		Operation Management Capabilities - (4) Callers can respond with touch-tone or voice response (or both).	Are we expecting response in multiple languages or in single language ?	Multi language
3	Knowlarity		Eligibility Criteria	Turn Over	Cloud Telephony in India is a almost a new technology basis on this giving a high turnover of 100 crore/s in the last 3 financial year is not feasible for any of the major IVRs service provider in India so is with us. - Need to look at this	No change.
				TTS Functionality	Text to Speech is good only in very few regional languages as none of the service provider has that functionality. Regional languages are not available. Even need few live cases to go through	bidder must have TTS capabilities to deploy with RailWire in future.
			Scope of Work (SOW)		<p>In the scope of work there are a lot of queries, as it is very vast in terms of requirement. There are multiple things which are very exhaustive and requires a lot of clarifications.</p> <p>SOW is asking for the IVRs services including the call center solution and CRM, where as in some parts of the document it stats that Service Provider has to integrate the solution with the existing CRM of Railtel India</p> <p>Live Call Dashboards, Queue Management, POP UP generation, finding the most popular caller and agent, Progressive dialer, predictive dialer, contact center capabilities, Operation Management Capabilities, call survey manager etc.. are all the features which all should come under features of CRM only, but is the part of tender document.</p>	Hosted IVR services with call center solution features which has to be integrated with inhouse CRM of Railwire.
			Rates		Need clarity on On Net/Off Net rates	Caller to server/Server to agent

			Bank Guarantee		Should be some percentage of the over all bid size instead of 3Lakh rupees	No Change
			Service Level agreement Delay in Integration		It should be at application level and telco level as none of the service provider can commit on the telco part	Tender Document is clear. Hosted Solution shall be available for use as per SLA.
			Patent Right		If the bidder is indemnifying RAILTEL against and all 3rd part claims or Infringement of IP rights then the RAILTEL should indemnify us if there is misuse of IP rights from their side	No Change
			Indemnity		Even bidder needs indemnity against and all 3rd party liabilities due to RAILTEL misuse of bad actions, which may affect/ damage the bidder due to any default by RAILTEL	No Change
			IP Rights		<p>If the bidder is indemnifying RAILTEL against and all 3rd part claims or Infringement of IP rights then the RAILTEL should indemnify us if there is misuse of IP rights from their side. Any infringement by RAILETL or its employees/users in using our IP rights in a wrong or a defamatory manner. Then we should also be able to claim damages for the same.</p> <p>Therefore he Railtel too shall indemnify and at all times keep bidder fully indemnified and hold harmless against any and all loss, damages, costs and expenses including Attorney's fees, which may be incurred as a result of any claim or action associated with such infringement from their side</p>	No Change
4	Reliance	1	1. ELIGIBILITY CRITERIA (3)	The bidder should be in the business of providing IVR solutions for a minimum period of Three (3) years and should be serving at least three clients (public sector/private sector company) for a period of minimum one year.	Can the experience of the consortium Partner company acceptable. Is experience of any company acceptable or only Govt. company is required.	Tender Document is clear.

		6	1. ELIGIBILITY CRITERIA (6)	Bidder should have installed capacity of at least 200 PRIs procured directly from at least two telecom Operators, which are deployed at their Data Centers in India.	As per Clause 2 it has asked that that the bidder company should be a Telecom Service Provider, than why it has been asked in this clase the PRI to be procured from other Telecom Service Provider. What kind of a proof a Telecom company provide for OSP PRI when they themselves own the PRI??	Tender Document is clear.
		11	1. ELIGIBILITY CRITERIA (11)	The bidder should have the capability to provide TTS (Text to Speech in Indian Accent for all indian language) Feature for picking up variable components in IVR.	Text To Speech engine is in English only or need local languages as well?	English, Hindi and Local language
		13	1. ELIGIBILITY CRITERIA (13)	The solution should be CRM neutral, OS neutral and should work on any device that can work on browser with internet connection without the need for any client software/cookies installation.	What is the existing CRM system which is being used?	Inhouse CRM of Railwire
		2.1	2.1 General Requirements	9. Call recording/logging enables to record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.	How long should audio recordings be stored?	6 months
		15	SERVICE LEVEL AGREEMENT		As per industry standard practice in Voice services the uptime consideration is 98% ,so requesting you kindly consider uptime 98%.	No Change
5	TimesInternet	No. RCIL/Tender/OT/CO/MKTG/2016-17/Railwire/IVR/367 dated 11/11/2016	1.11	The bidder should have the capability to provide TTS (Text to Speech in Indian Accent for all indian language) Feature for picking up variable components in IVR.	What is the exact meaning of text to speech ?	Feature where the system will provide the related information to the caller by selecting the designated number.
			1.5	Bidder or technology partner should have physical infrastructure (Hosted at Data Centre, PRI etc.) in at least 02 different geographical locations.	Data centers would be ours ?	Tender Document is clear.
					What would be peek call volumes, circle wise ?	Expected call volume 3000 calls per day, which may be increase/decrease on Railwire customer base.
					Customer will pay the STD Charges ?	yes