

Request for Quotation for setting up of Centralized Helpdesk at Chennai
NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016

S.No	Document Reference	Page No	Clause No	Description in RFQ	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	RFQ Reference No: NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	Page - 10	4.2 Eligibility Criteria - 3	The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2012-13, 2013-14, 2014-15) or Calendar years 2012, 2013, 2014 or the Bidder's financial years.	The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. <u>(2013-14, 2014-15, 2015-16)</u> or Calendar years <u>2013, 2014, 2015</u> or the Bidder's financial years. ** We are positive Operating Profit company in All last 05 Years.	Only reason, as Serco BPO Private Limited and Intelenet global Services got amalgamated in 2011 due to which we have started amortising Goodwill on amalgamation effective Financial Year 2011-2012. This has impact of about INR 229 crore per annum on the net profits. If you see Profit & Network before Exceptional Items and Amortization of Goodwill on Amalgamation, both are fairly positive for last 05 years (which is actually the real performance of the company).	No change in RFQ
2	RFQ Reference No: NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	Page - 09	3.1 Scope of work:	The Bidder will be responsible to provide, implement, customize and integrate the Help Desk technology solution including IVR, ACD, Dialer, CTI, CRM and any other technology components to meet the above requirements.	Like to understand the Count of Workstations to be deployed		Initially it will be 15 No's but scalability will be upto 50 more.
3	RFQ Reference No: NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	Page - 11	4.2 Eligibility Criteria - 5	The bidder should have implemented at least 5 similar project across the country in the last minimum 3 to maximum 5 years as on the date of submission of the bids	The bidder should have implemented at least 5 similar project across the country in the last minimum 3 to maximum 5 years as on the date of submission of the bids, <u>either at Clients premise or Its own premise</u>		No change in RFQ

4	RFQ Reference No: NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	Page - 29	9.1 Scope of Technical Functions	The scope of technical functions to be covered by the Help Desk can be broadly classified into the following categories - 1. Inbound calls 2. Outbound calls 3. emails 4. IVR and ACD functions 5. Integration of CRM with NPCI's systems 6. CRM 7. CTI 8. Dialer 9. Reporting 10. Statutory Compliances	Like to understand the following: 1. For setting-up the Call Centre and AMC for 05 Years - Need address of Premise. Can we run out of Our premise. 2. Do we need to put Agents/ Customer Support Executives as well for 05 years to take calls		1. It should be NPCI Premises. 2. NPCI has their resources available.
5	NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	29	9.1	Inbound Calls	Approximate volume of Inbound calls to IVRS	No. of FTE's required to handle Inbound calls which are out of scope of IVRS	NPCI has their own Resources Available for Agents
6	NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	29	9.1	Outbound calls	No. of FTE's required to handle outbound calling	Apart from calling back of the customers who could not talk to Agents who have dialed in, would there be any other data base on which the call agents need to do do outbound calling.	NPCI has their own Resources Available for Agents
7	NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	29	9.1	e-mails	No. of FTE's required to handle e-mails		NPCI has their own Resources Available for Agents
8	NPCI/RFQ/2016-17/IT/ 002 dated 19.08.2016	45	Annexure H	Eligibility Criteria	The bidder shall have direct authorization from the OEM for selling and supporting the hardware and software	Can this be obtained when we receive the order	No change in RFQ
9	RFQ for setting up of Centralized Helpdesk in Chennai			Generic	Does NPCI has any system currently in place for CRM ? If so please share the details. How is currently CRM process handled for NPCI		NIL

10	RFQ for setting up of Centralized Helpdesk in Chennai	30	9.1	The solution should be integrated with NPCI's existing incident management system.	Pl mention which tool NPCI currently uses for Incident Management ?		CA - Service Desk
11	RFQ for setting up of Centralized Helpdesk in Chennai	30	9.1	All agents should capture/log details of each call in the CRM systems which should be easily accessible by NPCI's officials	Pl mention the total number of Agents who would be using the application ?		Initially it will be 15 No's but scalability will be upto 50 more.
12	RFQ for setting up of Centralized Helpdesk in Chennai	30	9.1	CRM system should capture all customer related interactions (queries / complaints/enquiries) through various channels like Call, Email etc.	The various channels of NPCI for customer Interaction are : 1) Email 2) Call Pl mention if any other channels of customer interaction ?		Call , Email
13	RFQ for setting up of Centralized Helpdesk in Chennai	30	9.1	Bank may use the Vendor CRM for redressal of complaints and Leads management. For extending the vendor CRM, bank will not pay any additional cost. Vendor must ensure that licensing should not be any issue for usage in respect of users	We understand that NPCI wants to implement Customer Service / Compliant Management and Lead Management Functionalities in CRM. Pl confirm if NPCI wish to implement any other modules in CRM like Campaign Management ? If so pl share the details		Currently not in our scope. But in future we may require

14	RFQ for setting up of Centralized Helpdesk in Chennai	29	9.1	<p>The scope of technical functions to be covered by the Help Desk can be broadly classified into the following categories</p> <ol style="list-style-type: none"> 1. Inbound calls 2. Outbound calls 3. emails 4. IVR and ACD functions 5. Integration of CRM with NPCI's systems 6. CRM 7. CTI 8. Dialer 9. Reporting 10. Statutory Compliances 	Is Incident management the only system which which CRM needs to be integrated with ? Pl provide the list and details of NPCI 's systems which CRM need to be integrated with ?		CA - Service Desk
15	RFQ for setting up of Centralized Helpdesk in Chennai			Data Migration	Please specify If any Data migration requirement as part of the Implementation Scope ? If So Pl share approximate volume of data which needs to be migrated to new system		NIL
16	RFQ for setting up of Centralized Helpdesk in Chennai			Generic	SI scope limited to Integrating CRM with Contact Centre [Outsourced] and any customization on Contact Centre Components will be out of scope ?		As per RFQ
17	RFQ for setting up of Centralized Helpdesk in Chennai			Generic	If NPCI already has Contact Centre set up ? If so Pl share with the Contact Centre components / IVR details like (Avaya , Cisco with which CRM solution needs to be Integrated)		NIL
18	RFQ for setting up of Centralized Helpdesk in Chennai			Generic	Pl share the list of function wise count of users for each respective functional modules like [Sales (?) , Customer Service (?)		As per RFQ
19	RFQ for setting up of Centralized Helpdesk in Chennai			Architecture	Does NPCI have any Active directory or any other authentication application that can be integrated for user authentication for CRM application. Please provide details for same.		As per RFQ

20	RFQ for setting up of Centralized Helpdesk in Chennai			Architecture	Is there any Knowledge Management Tool available with NPCI with Which CRM needs to be integrated . If Yes please provide the details		CA - Service Desk
21	RFQ for setting up of Centralized Helpdesk in Chennai	9	3.1	The solution should be an on premise solution and servers will be hosted in the NPCI's DC and DR premises. The Bidder is responsible for providing adequate remote monitoring capabilities and personnel for maintaining system uptime SLAs as mentioned in section 8.15. The Bidder staff is responsible to coordinate with NPCI's DC and DR team to maintain system uptime	Does NPCI is open for Hybrid solution . ie. Core services on In-Premise and others on Cloud - like sales , service , marketing , social etc		As per RFQ
22	RFQ for setting up of Centralized Helpdesk in Chennai			Generic	Pl clarify , if the procurement of software licenses and hardware under the scope of SI		Yes
23	RFQ for setting up of Centralized Helpdesk in Chennai	9	3.1	Warranty for one year and AMC support for the next 4 years.	Is NPCI expecting 24*7 support as part of support scope ? Pl clarify .		Yes
24	RFQ for setting up of Centralized Helpdesk in Chennai	9	3.1	Warranty for one year and AMC support for the next 4 years.	IF L1 support part of the scope ? Or limited to L2 and L3 support during support phase . Pl confirm		Yes
25	RFQ for setting up of Centralized Helpdesk in Chennai	29	9.1	Inbound Calls	Request to elaborate on the functionality/type of query that can come into CRM from the following applications 1) DC& Infra Office Support 2) NACH 3) CTS 4) Non ITM Supporting functions 5)RFM 6)UPI		As per RFQ

26	RFQ for setting up of Centralized Helpdesk in Chennai	30	9.1	Integration of CRM with NPCI Systems-	<p>How the segregation of data for each participating Banks is handled at in the existing system?</p> <p>-Does the data needs to be migrated to CRM as one-time effort. What is the size of the data to be migrated?</p> <p>-Going ahead how the new contact creation has to be handled? Will it be created in CRM and synched to NPCI system?</p> <p>-Once live we presume that CRM will capture the customer related queries/complaints/enquires and pass on the information to NPCI system.All further activities regarding the incidents will be handled in NPCI system. Pl confirm?</p> <p>-We would like know how the NPCI system will pass the information about case status during its life cycle? This is required for call centre agents to handle the customer query</p>		Currently no CRM. Currently CA Service Desk is in usage for Incident Management.
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