

Date: 29/09/2020

Sub: Answers to the queries submitted by participant companies/ organizations during Pre-bid meeting of the tender for "Selection of contractor for Providing Manning, Training & Development and other associated services for Internet Protocol Call Centre (IPCC) of Teletalk Bangladesh Limited" :

A Pre-bid meeting (virtual) through Zoom app was held on 24/09/2020. Participants included 3(three) companies/ organizations, namely- Radisson Digital Technologies Limited, D net, Digicon Technologies Limited. Representatives of Teletalk responded to various queries raised by the participants and written queries subsequently sent to Procurement Department of Teletalk. In response to the queries from two companies, clarifications are provided as follows:

Query 1: Radisson requested Teletalk authority to include "বেসরকারী সংস্থা" (Private Organization) under caption Manpower Experience of Tenderer in the clause 2.21 of page-06.

Reply: In the interest of Teletalk (Govt. Owned Company), experiences from the organizations (সরকারী/আধা-সরকারী/স্বায়ত্বশাসিত/রাষ্ট্রায়ত্ত্ব সংস্থা বা কোম্পানী/ রেজিস্ট্রিকৃত বহুজাতিক কোম্পানী/রেজিস্ট্রিকৃত ব্যাংক, বীমা এবং আর্থিক প্রতিষ্ঠান/ খ্যাতনামা বেসরকারী মোবাইল টেলিকম অপারেটর) mentioned in tender specification clause- 2.21(ka) of chapter -2 (two) are enough for a prospective bidder in the said tender.

Query 2: There is no clause regarding minimum 5% service charge of supplier in case of Outsourcing Manpower, as defined by CPTU.

Reply: Service charge of supplier will be minimum 5%.

It will be incorporated in chapter -5 (five) as clause 19 (new clause).

Query 3: Can 3 (three) no's of Quality analyst and 1 (one) trainer be added in BoQ?

Reply: **Quality monitoring:**

Manager/ Supervisor will carry out sample quality test once in a month regularly to render standard service and submit the report to Teletalk authority if required.



Training and Development:

The prospective bidder will quote for expenses to be incurred for training and development of Operator/ Agents in additional services of BoQ (Annexure-H).

Query 4: Ref to the meeting with TBL and Point no 2.1 (Human Resource Categories: Supervisor), Call monitoring will be done by Ops supervisors. There is no position of Quality Analyst. But in Page 20 (Point 8: TRANSACTION/INTERACTION/ QUALITY MONITORING), there is detail activity (Audit Form finalization, sampling method, calibration etc.) of Quality Department has been described. Please confirm will all this activities of QA department to be done by the Ops Supervisors?

Reply: Manager/ Supervisor will carry out sample quality test once in a month regularly to render standard service and submit the report to Teletalk authority if required. Service provider will comply clause-8 of chapter-5.

Query 5: Responsibility of Training team is described in the Doc. E.g., SOP preparation (25 days), Training on CRM and other related Call Center issues (15 days), TTT & NHIP, Circulation of new products etc. But there is no resources allocated for this activities under 'Human Resource Categories' in Point 2.1 (Page 14) and 'Manpower Specification' in Point 3 (Page 18). Please arrange clarification.

Reply: To maintain training and development activities of posted manpower in Teletalk IPCC mentioned in clause-2.21,3,4,5 & 6 of chapter-5, the prospective bidder will quote for expenses to be incurred for training and development of Operator/ Agents in additional services of BoQ (Annexure-H).

Query 6: Targets of the KPIs (Call Quality, Customer Satisfaction) not been mentioned in the doc. Can you clarify?

Reply: Details of Targets and corresponding Target values of KPIs are mentioned in clause-17 of chapter-5.

Query 7: Do we consider 8/9 Hours of per day/agent billing?

Reply: Service provider will claim bill for maximum 8 (eight) hours per agent per day as per tender schedule (reference: chapter-2, clause 2.15 (3)). Payment will be made on actual service basis.

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Query 8: Every billing hour per month is calculated as total yearly billing hour divided by 12. But what about the months consists of 28/30/31 Days? (Ref Page: 34). Can supplier claim day wise billing or actual to avoid the confusion?

Reply: Bill will be paid on actual duty basis per month; as such, 28/29 days for February; 30 days for June; 31 days for January etc.

Query 9: According to the scope, Teletalk doesn't require MIS but in the manpower requisition form there is an option for MIS means we can propose MIS Executive. What does it mean and Who will be the responsible for reporting related activities?

Reply: It is typing error. 'MIS executive' is to be replaced by 'IT executive' in Manpower requisition form under Annexure-E.

Query 10: How the bill will be calculated of "Replacement of Absentee" clause, as partner already bearing the loss of financial cost if agent gets absent. (Ref Page: 41)

Reply: Service provider/ contractor will obviously bear the cost in case of replacement of absentee.

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