BANK OF MALDIVES

IP Contact Center Solution - BML/PD/OPN-BID/2020/011
Queries Answered

#	Queries	Answers
1	How many shifts are there per day?	There are 5 shifts
2	What is the maximum number of agents/supervisors and Manager per shift	Maximum 15 per shift and 2 supervisors
3	How many physical agents in the call centers?	42
4	How many physical supervisors in the call center?	5
5	How many physical managers in the call center?	1
6	How many agents are allowed to handle the outbound calls?	5
7	What is the CRM brand which needs to be integrated to contact center?	Microsoft Dynamics CRM
8	Other than CRM is there any software required to integrate with contact center?	YES
9	Can we quote for a cloud hosted contact center solution?	Yes. Provide the minimum required bandwidth, and how the system will work if Internet is not available.
10	Can we share quotations from different vendors?	The vendors should notify the Bank any sub contracts within the scope of work stipulated in the bidding document. This should be indicated in the proposal. The financial proposal should be under the name of the vendor who submits the proposal. Quotations from sub-contractors should not be attached in the proposal
11	" In the RFP document, you have mentioned MS Dynamics CRM & have asked for email, SMS & social media. Please advise on the details.	We use Microsoft Office 365 for Email. We have a dedicated incoming SMS number for Dhiraagu and Ooredoo customers.
12	Please let us know if we have to integrate with MS Dynamics for CTI OR we have to provide omnichannel capabilities?"	MS Dynamics CRM will have the customer information
13	Any preferred brand for call center?	No
14	Can a hosted solution proposal offered as well instead of On premise solution	Yes. Provide details on how the hosted solution will function if there is a network outage with BML and hosting provider.
15	How many agents / Supervisors are required from Day-1	42 agents 5 supervisors
16	What is the expansion plan (along with timelines)	Additional call center being added on in 2021
17	Are handphone's required as part of the solution? If so, what is the quantity?	No
18	Is Video Call option a must have from day - 1?	No
19	Should the IPCC be interconnected with the existing Alcatel system? Such that Alcatel remains to be the telephony system for the IPCC	Existing Alcatel system will be replaced with the new call center solution.

20	Will the trunks be provided independently for the IPCC and be connected to the IPCC or will this continue to be on Alcatel?	Existing Alcatel system will be replaced with the new call center solution.
21	Cisco solution can integrate with telephony systems over SIP / ISDN. The existing Alcatel system should support open SIP for integrating. Please confirm this.	Existing Alcatel system will be replaced with the new call center solution.
22	Flexible Knowledge tool availability - Please provide details and expectations. Is it required from Day 1	YES
23	What is BMLs existing endpoint protection solution?	Sophos Endpoint Agent
24	Describe your solution's ability to integrate with internal chat solutions, such as Microsoft Teams, Viber. - Microsoft Teams is a closed environment and does not allow standard XMPP based integration. Is it fine to provide Cisco's IM solution?	Viber is used by some customers to communicate with contact center. Microsoft Teams is used by BML staff for internal communications. Indicate if your solution (or Cisco's IM) can be used to communicate with these applications.
25	Please provide DC & DR details along with agent locations	Primary DC is at BML head office, Disaster Recovery site is at Dhiraagu, Hulhumaale' data center. Primary location for call centre agents is Addu Dhiraagu building, backup site for call centre agents is BML office at Sea Tracs building 4th floor.
26	Is workforce management required from Day -1?	Yes
27	SMS & e-Mail surveys - should be available from day-1?	YES
28	Artificial intelligence capabilities on IVR for voice authentication. Can you please elaborate on the exact features you require for voice authentication?	We need voice recognition on IVR.
29	The solution should be virtualized (Microsoft Hyper-V) or containerized (Docker Swarm). Describe type of virtualization environment, or containerization environment supported, and versions required for both application servers, database servers, servers that handle media content. - Cisco supports only VMWare and will be provided along with the solution. Can this be accommodated?	Microsoft Hyper-V is our preferred choice for virtualization.
30	Multichannel contact routing has been asked however there is no channel wise capacity details provided, kindly provide the same.	Requirement is for multiple numbers to be setup for different services along side Chat , mail

31	It is mentioned that solution should offer direct preview, progressive and predictive outbound dialing as well as outbound IVR capabilities, there is no capacity details are provided which is required to properly design the solution, kindly provide the same. I .e. how many agents, will be dialing out, how many concurrent calls will be dialed by IVR etc.	5-10 agents dialing out with 1500 calls per day
32	It is mentioned that system should be able to send simple SMS or email surveys to customer after a call ends, in this case it is assumed that SMS gateway will be provided by Bank of Maldives, kindly confirm.	Will be provided, we will be using the existing SMS gateway from Dhiraagu and Ooredoo.
33	It is mentioned that :Informative and self-service IVR option available. It is recommended to have Full Self Service capabilities from day one to be provided considering the bank scenario. Self-service is one of the most important feature to have which can provide better experience to customer as well save cost to Bank.	Informative IVR is for customers seeking just information. Yes we want self service IVR from day one
34	It is mentioned that all calls should be recorded and should have a playback feature, kindly confirm if Quality monitoring is a requirement from day one ?	YES
35	What is the support model that is required?	A tiered support model is preferred. When we report an issue to the vendor, the tier 1 support (helpdesk) can help to diagnose or solve the issue. If not resolved, tier 2 specialist engineers to go deep and identify the problems. Should the tier 2 not be able to resolve the issue, escalate to tier 3, the developers or vendor support to resolve the issue.
36	What are the support SLAs required?	Critical issues to be addressed immediately, and resolved within a pre agreed SLA between BML and vendor. BML call centre services needs to be available 24/7/365
37	What are the RMA expectations?	Remote Maintenance? For the solution, vendor support and maintenance can be arranged remotely.
38	Agile ACD functionality,Please provide expected call volume details. (Number of calls per day, AHT)	2500 calls per day
39	Multichannel contact routing, What are the Digital channels required	Email, Chat, FB , twitter
40	Call control gadget which provides screen-pop information with complete customer information, Is this referring to integration with existing CRM ?. Please provide more details	Yes integration with the existing CRM. Which is MS dynamics

41	Pop-over to view selective call-relevant information prior to answering a call,Is this referred to integrations with Existing CRM and popping to the agent while a call is delivered to the agent	This is when a customer calls system should be able to tell agents which segment customer belongs to or options he selected from IVR
42	Users can update call variable values during an active call, IS this referring to tagging information to call recording files where the supervisor is able to retrieve calls based on call tags included by agents	Yes
43	Auto Agent greeting,How important is this feature. Is this a must to have.	Yes
44	Video Call option, Can we propose a standalone Video call routing solution for dedicated set of agents.	Yes
45	Should offers direct preview, progressive, and predictive outbound dialing as well as outbound IVR capabilities, 1. Predictive dialing is not effective for a 40 seater blended agent scenario. Predictive dialing algorithm will not be affective for a small number of agents. Can we propose Preview dialing 2. Outbound IVR ? are you referring to Agent less outbound dialing capabilities where a call is generated to a customer and an announcement is played without an involvement of an agent . Pease provide expected outbound call volumes(peak hour calls) analog with AHT	1. yes you may propose preview dialing. 2. Yes. Expected call volume is 1500 per day
46	Work force management: Expectation is to calculate the volume of calls for the next day/week/month based on previous day/week/month's same period's hits and to propose number of agents to be allocated. What is the total number of Named agents	Total number of agents now is 40
47	Flash messages: Messages shared by supervisors and In-charges to be viewable as flash messages and loops running with scheduled time with recurring options. To have 3-4 flip screens to display looped messages, notifications and alerts. Please provide more details	Messages by supervisors to be displayed on all agent screens as broadcasted msg.
48	Flexible Knowledge tool availability, is there an existing knowledge base available that need to integrate	No

49	Interactive Voice Response and self service, What are the services your require to automate to your customers. Do you required back end database integrations I the IVR for automated services . (Balance inquiry, card activation Etc..). If so what are the languages required in the IVR. Please provide complete call tree diagram with backend integration points)	No we cant provide the call tree. We need at least two language options. Dhivehi and English.
50	8.2 Should have IVR queue point, custom call treatment, custom voice prompts.Please provide Call tree diagrams.	NO
51	8.4 Auto-call back to customers who doesn't want to wait in the queue, customers will not lose their position in the queue system and have no impact on abandon rate., Do you require scheduled call back also. If so do you require announcements to be read out in multiple languages or should English only be sufficient	Yes we need announcements to be in multiple languages. The call back on this is without customer loose is queue number.
52	8.5 Auto call back feature should have a courtesy call back notification, Please provide more details	This is the same notification as above
53	8.8 Artificial intelligence capabilities on IVR for voice authentication, Are you referring to Voice biometrics based authentication . Please provide more details	IVR should have voice recognition so customer can talk to IVR for basic information.

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