QUERIES IN REFERENCE TO TENDER

Provision of Consumer Management Services Setup and Operator Call Center to PTA on rental basis

Sr.	References	Reference in Tender Document	PTA's Response to Query
1	Point a. of Clause 13. Payment Terms & Conditions	What should be the items of setup cost in view of PTA's Supervisory Committee?	Any cost over and above to be borne by the vendor/ Contractor in addition to costs mentioned at Sr (B) of Annex-C for achieving desired deliverables under this contract.
2	Annex - A terms of reference Point 3(a) Scope of work	Please confirm service requirement days (9AM to 9PM X 365 days or 356 days)	Hired firm will be required to provide Consumer Support Centre Services to PTA (9AM to 9PM x 365 days). Total 12 x CSRs & 2 x Supervisors will work in shifts schedule.
3	Annex - A terms of reference Point 3(a) (i) of Scope of work	Can you please provide details of existing setup? Also clarify if Complaint Management System should be deployed on cloud or internal servers of vendors?	Existing vendor/ contractor is providing maintenance and upgradation services for PTA's CMS (web interface) and PTA CMS Mobile App with licensed software. At

Sr.	References	Reference in Tender Document	PTA's Response to Query
			present, CMS (application and database) is hosted over internal server of the current vendor. Vendor will have the option of storage (App+database) either over Local servers or on Cloud servers. However, in case of Cloud servers, data should not be transferred/ stored outside the geographical boundaries of Pakistan.
4	Annex - A Terms of Reference Point 3(a) (ii) of Scope of work	What is the Development platform of CMS?	CMS has been developed using C# and .Net, whereas CMS Mobile Application in Flutter.
5	Annex - A Terms of Reference Point 3(a) (ii) of Scope of work	Does PTA have source code? Current vendor support? Elaborate please.	Yes, although at present source code is hosted over servers of existing vendor, however, PTA has ownership rights of the source code of CMS and PTA CMS Mobile App as well as all allied modules integrated

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			with CMS. Current vendor provides full support for its operation and maintenance.
6	Annex - A Terms of Reference Point 3(a) (ii) of Scope of work	Cost of software is included or not?	Yes, cost of maintenance and updating of software both for CMS as well as PTA CMS Mobile App should be catered for in the Annexure-C of the Term of Reference document.
7	Annex - A terms of reference Point 3(a) (iii) of Scope of work	Please explain Backend mapping lines set up of existing Toll-Free Number? SIP, PRI or telephone lines?	Under current arrangement Toll Free No.0800-55055 has been mapped over PRI.
8		Who will be responsible for shifting of toll free from PTA's existing venue to vendor's place?	PTA will assist in shifting of existing PRI to the Call Center established by the winning vendor/ Contractor for PTA's Consumer Support Center. However, the vendor shall be responsible for all technical/ operational issues for smooth operation of the lines.

Sr.	References	Reference in Tender Document	PTA's Response to Query
9	Annex - A terms of reference Point 3(a) (iv) of Scope of work	Would PTA need short code services for sending SMS or branded SMS? Does PTA have existing setup or own any short code?	Yes, vendor shall arrange the SMS service. At present SMS are being disseminated via (a) BSMS service procured from the current vendor and SMS are being disseminated with Alphanumeric ID **"PTA"** and (b) SMS for LSDS are disseminated by PTA's own SMS Gateway.
10	Annex - A terms of reference Point 3(a) Scope of work	Please also communicate scope of work for call center agents and also process flow of Complaint Management System.	The caller on the Consumer Support Center contact either for clarification on any FAQ/ issue or to lodge complaint over PTA's CMS, which agent locks on his/ her behalf under his/ her credentials so that on conclusion of the complaint the reply may be sent via given email ID and cell number of the complainant.

Sr.	References	Reference in Tender Document	PTA's Response to Query
11	Annex - A terms of reference Point 8 - Project Objectives	What will be the role of outsourced contractor in achieving these objectives?	Pl refer Annex-A of the bidding document.
12	Annex - A terms of reference Point 9 - Overview of current state	Would PTA want to shift from telephone lines to SIP and who will be responsible for IVR?	Vendor shall be responsible for complete setup and subsequent maintenance of Call Center/ Consumer Support Center including IVR facility.
13	Technical Evaluation Criteria Part B) General Evaluation (S.No 1)	Does PTA need support center location in Islamabad/ Rawalpindi or anywhere in the country?	There is no limitation on the location of Call Center/ PTA's Consumers Support Center. However, regarding requirements under General Evaluation (S.No.1) it is clarified that the same will be examined, evaluated and decided by the Bidding Technical/ Supervisory Committee.
14	Technical Evaluation Criteria Part B) General Evaluation (S.No.6)	This point needs to be clarified as the scope of work does not require provision of software as per our understanding. Does	The winning bidder in addition to establishing Call Center/ Consumer Support Center shall also be responsible for

Sr.	References	Reference in Tender Document	PTA's Response to Query
		it refer to capabilities of software development team?	continuous upgradation/ maintenance of existing CMS/ PTA CMS Mobile App as detailed at Annex-A (Scope of Work).
15	Others	As per labor laws contractor must give casual/sick annual leaves, Gazette Holidays and weekly offs to the employees, please confirm if PTA deduct salary of employees in case of availing designated leaves/ Gazette Holidays?	The vendor should follow labor laws in letter and spirit. However, PTA Consumer Support Center shall remain operational with 12 x Seats and 2 x Supervisors on shift basis 365 days a year from 9:00 AM to 9:00 PM.
		Please specify the applicable direct tax (WHT) Tariff Headings applicable for contractor according to scope of work?	Please visit FBR website for information/ clarifications related to tax regime.
		Would there any penalty be imposed on vendor in case of absenteeism of staff.	Please read clause 16 of Annex-D.

Sr.	References	Reference in Tender Document	PTA's Response to Query
		Would PTA require replacement of staff in case of Weekly offs/absenteeism/casual/ sick / annual leaves.?	Yes
		Do you or your current vendor have multi server architecture? Where is the application deployed, is it one server or more?	Yes, there are two servers, one for application and other for database supported by backup server as well.
		What is the current technology stack?	CMS is developed in C# and .Net, whereas CMS Mobile App is developed in Flutter
		What is the current size of the database?	Estimated Size 30 GBs
		What is the total size of data (other than database) like documents, files, recordings etc.	Estimated Size 120 GBs
		Do we have an active backup policy setup on the current server(s)? if yes, where is the location (cloud or local storage) of it	Backup policy is in place. Vendor has to maintain backups for access logs as per PECA, 2016. Vendor may arrange storage

Sr.	References	Reference in Tender Document	PTA's Response to Query
			either over Local servers or on Cloud servers. However, in case of Cloud servers, data should not be transferred/ stored outside the geographical boundaries of Pakistan.
		Are these current servers located locally or on cloud? If these are setup on the cloud, which cloud service provider is it.	As above.
		When we say upgrade, are we talking about continuous development like change requests, new feature requests or just bug resolutions and general upkeep of the software.	Upgrade refers to continuous development and upgradation of required features as per the emerging requirement from time to time.
		We would be willing to share the signed NDA if that is required before you can help clarify some of the queries mentioned above.	Please see Annexure-E

Sr.	References	Reference in Tender Document	PTA's Response to Query
		System can be host internationally or it should be locally hosted?	Already explained/ clarified above.
		Hardware, software requirement and integration of call center with PTA's Complaint Management System application.	Facilitation of Telecom consumers is PTA's top priority. PTA requires robust hardware and software which can support 24/7 functioning of CMS, CMS Mobile App and Call Center services ideally without any system outage/ breakdown. Call Center application is connected with Complaint Management System application through weblink.

TENTATIVE PROCESS FLOW

Alert through SMS & email for complaint status & feedback link

Inform to Complainant

Operator

PTA CMS & CPD Team

Toll Free Number 080055055

CONSUMER SUPPORT CENTER

Analysis of CPD Team

Complaint Resolved

Forward with CPD Analysis

PTA Zonal Officer

Operator

Analysis & Process

Resolve & Close

Complaint Analysis

Process Close Mark

Mark to Relevant Operator

Complainant
Launches complaint with PTA

- PTA CMS Mobile App
- PTA Online CMS (www.pta.gov.pk)

Operator

PTA's Internal Departments for further examination of complaint i.e. surveys, audit, etc.

If complaint is not resolved with due date then reminder issued

Acknowledgment through SMS & email for complaint registration along with complaint Ref. #