



ADDENDUM TO RFP NO: AFG/UNDP/ELECT/2013/09

TO ALL REPECTED BIDDERS:

18 May 2013

Attention of all Bidders is called to the following revision to RFP NO: AFG/UNDP/ELECT/2013/09/ Provision of a Call Centre facility, services and communications for the Voter Registration and Elections in Afghanistan

The information given in this Addendum is additional information provided at the Pre-Bid Conference of 18 March 2013 as stipulated in the Tender document and shall be taken into account by each prospective bidder in the preparation of their bids.

1. Please note the following questions that have been raised by attendees of the pre-bid conference in relation to this Referenced RFP the technical team has provided the required clarification the details as follows:

RESPONSE TO ATTENDEES QUESTIONS:

1. Is there an office required at the IEC since Call Centre facility will not be onsite?
Answer: There is no requirement for establishment of any office at the IEC.
2. Since there are companies that have Call Centre experience and have worked with Afghan Telecom providers, but are not registered Telecom providers themselves, can they offer proposals?

Answer: The Qualification requirements in the RFP indicates

1. Licensed Afghan Telecom Provider;
2. Minimum of 4 years previous in large scale Call Centre operation.
3. Experience in Afghanistan is preferred with knowledge and exposure services rendered to Call Centre to a reputed organization.
4. Proven Training abilities
5. Established, reputed and reliable
6. End to End Solution Provider with in-house strength of System Integration.

- 3 Will there be a third shift required, since it may change costs and requirements drastically?

Answer: Third Shift requirement is removed: Current bid only covers 63 staff numbers (3 Supervisors that cover both shifts, Shift 1: 30 Call Center Operators; Shift 2: 30 Call Center Operators) and financial proposals should cover only 63 staff members.

- However, the ability to increase staff by 100%, if required, within the two specified shifts should be available (including the provision of technical training previously offered to other Call Centre operators and other necessary facility requirements). If such an increase is required an amendment to the contract will be made in advance.
4. Do the port requirements have to be 500 (i.e., 500 simultaneous callers/calls with an option to increase simultaneous calls to 1000)?
 Answer: Port requirements are decreased (are they amended from the RFP or the same): Call Centre should have the ability to receive 120 simultaneous callers/calls, 90 in queue or connected to IVR Options, in addition to those already connected to 30 operators. IEC and UNDP reserves the right to increase call queue numbers and operator numbers as mentioned in earlier. If such an increase is required an amendment to the contract will be made in advance.
 5. Is the number 190 already secured by the IEC and by which operator?
 Answer: The IEC owns the 190 number and has an agreement with the Ministry of Communications on the use of this number.
 6. Will the toll free number be available for international and national callers?
 Answer: The toll free number will only be available for national callers.
 7. Who will produce the messages that will be provided by IVR?
 Answer: The IEC will provide all messages, but outbound messages and options for inbound messages may change several times over the course of the operational period. Offered solution should support such a scenario at no additional costs.
 8. Who will provide the staff for Call Centre Operators and Supervisors?
 Answer: The IEC will provide the Call Centre Operators and Supervisor Staffing. However, service provider must provide technical staff and the technical training for operators and supervisors.
 9. Will the Call Centre be located at the IEC?
 Answer: No. The service provider must provide the location, but the location must be secure and decided in consultation with the IEC. The service provider must be able to deliver a turnkey operation.
 10. Who will provide the numbers for the outbound calls to be delivered by the IVR?
 Answer: It is the responsibility of successful bidder to obtain agreements from different licensed Afghan Telecom providers for contacting their subscribers. If permission from Ministry of Communications is necessary, IEC may provide assistance.
 11. What are the requirements for the data storage?
 Answer: Data storage should be secure and saved for 90 days. Data to be stored will include all data obtained except recording of voice calls. All data, including reports, should be available to IEC in an easily exportable format and upon request.
 12. Does breakfast have to be provided to staff?
 Answer: Yes
 13. What is the radius for transport of staff?

Answer: Transportation should be available for all Call Centre staff living within the city limit borders of Kabul (all PDs). No exceptions. Additional transportation should be provided to Sr. Supervisor as stated in ITB (i.e., *provide separate transportation for Sr. Supervisor to monitor different shifts and attend work related events including meetings at the IEC*).

14. Are the dates correct for the implementation of Call Centre?

Answer: However, provider must be prepared to sign a contract and start Call Centre set as of 1 May 2013. Staff training shall be conducted between the May 11-14, 2013 and be fully operational as of the May 15, 2013.

15. Does the vendor have to provide desk phones to operators?

Answer: It is up to the provider to propose whether they are using hard phones or soft phones as long as accurate call records are maintained, minimum call quality standard is maintained/assured, and supervisors have the ability to monitor and intervene as necessary.