

Pre-bid meeting was held on 23rd May 2023 on the Zoom platform to address queries from the vendors.

Vendors present -

1. Mr Sanjeev Sharma - Exotel
2. Ms Anjali- Exotel
3. Ms Monika- MyOperator
4. Mr Sudhakar Jadav - Seva Technology educational sector services
5. Mr Digish Shah - Agami tech
6. Mr Dharmesh Kakka - Agami Tech

The following are the queries raised by the vendors during the pre-bid meeting.

Vendors	Queries	Responses
Exotel	<ol style="list-style-type: none"> 1. In the RFP, you mentioned V/ T / V+T solution. What are your expectations here? Do you need Voice and Ticketing both solutions or only the Voice solution that needs to be integrated with CRM provided by you? Kindly elaborate on the scope of the Ticketing solution. 2. What kind of soft dialer system would be required? 3. Which particular CRM are you looking to integrate? 4. Can you explain in detail the purpose and use of the mobile app? 5. Please share the expected volume for inbound and outbound calls and the Average Handling time. 	<ol style="list-style-type: none"> 1. Both iCALL offers services on the phone and by email. The ticketing process should assign the calls and emails between the logged-in agents 2. Auto & Manual Dialer 3. Features to capture the data and call logs of inbound and outbound which can be integrated into the CRM as per the requirements 4. Cloud telephony should be operational through mobile phone 5. The inbound call volume is 2500 to 3000 per month, averaging 45 minutes. For the outbound system, the number of calls would be between 50-60 per month but this would change. The average duration maybe 10 - 12 minutes.

	<p>6. Please confirm for how much duration the recording needs to be stored.</p> <p>7. Please share the duration for which the reporting data needs to be stored/maintained in the envisioned system.</p> <p>8. How many agents would be logging into the system</p> <p>9. How many campaigns are going to be supported by cloud technology</p> <p>10. How many levels of IVR are expected? And how many options are required within each level? Also, Please share the IVR flow.</p> <p>11. What is the total duration of the contract?</p> <p>12. How to quote the price if there is some one-time cost</p>	<p>6. 3 months, we will manually take a backup on a quarterly basis</p> <p>7. 3 months</p> <p>8. 60 agents including admin login</p> <p>9. 4 Campaigns - 1 is on a landline, 2 are toll-free numbers, and 1 is a mobile number. All would be mapped on the virtual numbers.</p> <p>10. - Greeting IVR (English and Hindi)</p> <p>- Feedback IVR- 4-point rating scale (Multilingual)</p> <p>- IVR when the services are not available for eg holidays or during training sessions. (English and Hindi)</p> <p>11. The current partnership will be for 3 years post that as per the norms, there would be tender processing.</p> <p>12. Apart from the Monthly cost, there would be a one-time implementation cost- that can be quoted in the price bid.</p>
MyOperator	<p>1. In the RFP, speech-to-text has yet to be mentioned. Are you looking for this feature?</p> <p>2. What are the timings for the services?</p>	<p>1. New features can be explored. The team will evaluate the need and efficacy of these features.</p> <p>2. 8 am to 10 pm - Monday to Saturday</p>
Seva	<p>1. How many vendors are available in the meeting</p>	<p>1. 4 vendors attended the</p>

Technology educational sector services		meeting
Agami Tech	1. How many SMS per month and do we have any gateway	1. Approximately 150 to 200 sms and we do have a gateway