Call Centre Solution - RFP Questions & Answers

Question	Answer
What type of headset is required?	Wired – it comes with a USB cord already attached
How many splitter cables?	20
How many Quality Analysts on the structure?	10
How many email users are required?	10
Which CRM system does the GPAA use? This affects CTI Licensing costs	The GPAA currently uses bespoke developed CRM solution. This might change in future but Bidders to assume CRM is a bespoke application.
The call concurrent	A call centre agent is expected to deal with one call at a time. However, a call centre agent that is enabled to deal with incoming emails must be able to deal with email enquiries while responding to a phone call.
Are the Vans managed by Vox?	The actual Vans are managed by the GPAA. Communication to the Vans is provided by Vox.
Does Vox managed bandwidth only and what Vsat is Vox using?	Vox manages the communications to and from the Vans. They provide bandwidth as well the communication equipment on the Vans. Currently the GPAA is subscribed to Vox Yahclick.
Do we do redundancy for all the sites or contact?	The bidder must only cater for communication between the data centres and the service provider premises. The service provider is expected to participate in identifying whatever configuration changes that must be done to accommodate VoIP including changes to QoS. The service provider is expected to include all port and bandwidth costs between the GPAA data centres and the service provider premises.
Where in the costing model is the call costs to be included.	Incoming calls are billed as a fixed cost monthly.
How this billing done currently and what is is the expectation for the successful bidder.	Monthly cost broken down to cost of calls and cost of the pipe. Preferred billing is a single monthly cost including all services provided to the GPAA. While a bidder can quote for set-up costs, it is preferred that set-up costs are built into the monthly service costs over the duration of the project.
If it must be included what are the volumes for outbound calls and where are these calls mainly destined for.	Estimated 18000 calls per month outgoing calls as part of providing feedback to the callers.
You have provided some idea on inbound calls and duration - is this accurate?	Yes. Within a range of +/-20%. Please allow an approximate 10% annual increase of the volume of calls.