Top Queries from Participants on RFP – "Outsourcing of Inbound Contact Centre and Related Services" & SBIL Responses

Pre-Bid Meeting held on 3rd April'2024

1. **Operational Queries**

Sr No	Clause No.	Queries	SBIL Response
1	1.1	We assume the Contact center cater only to Customer / Prospects or also to SBI Life resources & Broker queries?	Contact Centre cater only to customers and prospects for now
2	1.2	Can Primary Location be other than Mumbai	Mumbai must be the primary Location
3	2	Please provide the SL/KPI targets for other applicable Channels also e.g. chat/social, apart from Inbound Voice and Email?	These are projects to be undertaken in future, we shall mutually discuss and conclude on sizing
4	2.0	Please Provide break up percentage by channel for HC Calculation. Inbound Volumes, Outbound Volumes, Chat Volumes and Email volumes	This will be shared with the eligible participant
5	2.0	Please share call arrival patterns, (day of the week and intraday patterns)	This will be shared with the eligible participant
6	2.3	1.Please confirm if the Digital solutions listed under New initiatives are future requirements or vendor is required to consider these Digital solutions in his proposal pricing? (co-browsing, chat bot, VoIP, email management, voice/SMS blaster and any other latest advanced technology such as Voice driven IVR or Speech recognition). 2. What is the increase in number of seats that SBI Life anticipates? Also, will there be any annual growth that needs to be considered?	These are futuristic requirement; entire mechanism will be provided by SBIL. Sizing will be mutually discussed as an when it will be deployed.
7	2.6	Participant's responsibility - Services shall be rendered seven days a week and on Holidays, on Month end/Year end or as per the requirements of SBI Life. - will national holidays be paid extra?	Billing amount is being calculated on login hours. No additional renumeration for national holidays.
8	2.6	How many email inboxes are to be handled?	Average 1200 emails a day. There can be multiple email ID's to be managed
9	3.1	Please share HC / volume split for each of the required languages -: "English, Hindi & Regional Languages (Marathi, Gujarati, Tamil, Telugu, Kannada, Malayalam, Punjabi, Bengali, Oriya, Assamese"	Will be shared with the eligible participant
10	3.6	Request to accept HR declaration in lieu of 1000 seats as most of the LOI/Agreements have per FTE cost mentioned in it and not total FTE count. Request to accept PF/ESIC Challans in lieu of 1000 seats along with HR Head declaration.	Okay

11	4.1	Kindly confirm whether SBI Life would provision any Knowledge management tool whether the same is integrated with the platform extended to the Participant. Let us know if Participant need to provision Knowledge management system and whether same would be accessible to SBI Life user if required and provide the count of users.	Knowledge Management Tool (KMT)will be provided by SBIL
12	4.7	Incase if SBI Life officials are to be based out of Participant Delivery Centre will the SBI Life Officials bring their own devices or is the Participant required to provide desktops and which will be part of Participant domain services? And please confirm the SBI Life staff needs a Internet connection & access to SBI Life applications? Kindly provide list of applications/websites to which these associates need access to?	SBIL Official will have its own (SBIL) device and will connect on SBIL designated network.
13	5.2	What is the percentage of calls to be ingested for speech analytics, kindly provide more details about the requirement.	Only sample calls through Speech analytics tools. Sample size will be mutually decided during contracting.
14	5.2	Please share the volume split between Voice & Non-Voice Process.	Approximate 4000 calls and 1200 emails a day
15	5.2	Confirm whether participants should have Speech Analytics tool or will be provided by SBIL for Call Quality sampling	Speech Analytics tool will be provided by SBIL and participants should have capability to implement/handle it.
16	6.11	Hope bidders can submit/sent hard copy of bid through courier to SBI Life insurance office, Mumbai.	Bidders has to submit hardcopy on or before 15/04/2024 at the address mentioned in the RFP
17	-	Is there a requirement of Partition/secluded area for SBI life operations?	Yes, a dedicated floor is required for SBIL
18	2. SCOPE	* What would be language wise bifurcation? Please provide language wise volume / FTE count for Inbound, Outbound & Non-Voice processes * We understand that SBI Life requires 24/7 operations with a daily login of 80 FTEs which spread across this 24 hours. Please confirm * We understand that the 9 hours per day is the total login hours per agent per day including 1 hour break. Please confirm * We understand that in any given month we have to deliver 240 hours consolidated for 1 FTE (1 FTE= 240 hours consolidated monthly login) * The industry standard is 1 FTE= 182 hours of consolidated login. Please re confirm your billing logic with illustration. * What would be the preferred outbound calling window & will there be a dedicated outbound calling team. Kindly confirm.	1. 80:15:5- Hindi, English and Regional Languages 2. Proportionate to calls received at night 3. Per FTE - 9 Productive hours excluding breaks 4. Per FTE- 9 hrs * Number of days in a month 5. Ours is 270 hrs a month 6. 9:00 am to 7:00 pm
19	2.1.3	This will require additional manpower in addition to considered FTEs for Voice and Non-Voice activities. In addition, how bidders will claim logistic expenses.	~100 PPC in a month. Logistic and Franking charges will be paid by SBIL.

20	2.4 Minimum Seat requirement	* Please share the expected bifurcation of seats between 02 location?	60:40
21	4.12.3	What's the Agent certification process? As per the RFP, it's mentioned as Assessment to be cleared with 90% & above for product / process knowledge	Written test of 100 marks + Mock calls
22	4.12.8	Please elaborate what is meant by "10% shadow Call Centre Executive resources"?	Readiness with 10% of deployed resources anytime during the month
23	6.3.15	We understand that no feet on street activity is a part of this RFP scope. Kindly confirm	Yes
24	Commercial	Section 4.12.7 states that All costs associated with training of new entrants to the process will be borne by the empaneled participants. Does this include the 21-day training associated with the process to be conducted by SBI life? We propose billing starts from day 1 when the resources are onboarded onto the SBI process. Is SBI Life open to this suggestion?	Billing will start from the time the agent will hit the floor after certification
25	Commercial	A seat is defined as a person handling the voice or non-voice service who are operating 9 hours a day, 7 days a week and 365/366 days in a year - how shall we consider seats for 24X7 processes for this definition.	Participant to calculate FTE's basis 9 hrs seats requirement.
26	Exit Strategy and Transition Management:	In the event of contract termination, what is the expected transition plan for services back to SBI Life or another vendor?	At least 180 days of transition period
27	Exit Strategy and Transition Management:	Are specific requirements or assistance expected from the service provider during the transition?	Appropriate transfer & transition plan will be shared with the service provider
28	General Queries	Any BGV Criteria?	BGV will be done by the participant at his cost and before an agent hit the floor. Also has to be performed as per the company policy
29	Knowledge and Performance Management	We understand SBI Life official operating from participant premise will carry SBI Life provided Laptop. Please confirm.	Yes- Only seat within the designated floor to SBIL to be provided
30	Operations	Is COPC certification mandatory? Given we have ISO 9001 and 27001 certifications	This is optional and good to have
31	Team Leader/Supervisor to Manager Ratio: 2:1	Manager or Assistant Manager	Open for discussion

2. Information Technology Related Queries

Sr No	Clause No.	Queries	SBIL Response
1	Participant's Responsibility -	Let us know if i3 Desktop with Win10/11 OS and 8 GB RAM is fine.	Yes
2	Participant's Responsibility -	We understand all the users will login to participants domain and participant will be responsible for Antivirus and patch management. Please confirm.	Yes
3	Participant's Responsibility -	Let us know if this is about L2 (Access) Switch or L3 (Distribution) Switch? We do understand that we need to provide L2 Switch for LAN connectivity. Do we need to provide additional switches to terminate dual links? Please clarify.	WAN Links will be terminating on SDWAN appliances, and the connection between SDWAN and the contact center's firewall can utilize an L2 or L3 switch for interconnectivity.
4	Participant's Responsibility -	We understand participant needs to confirm only Mux availability with sufficient port in Meet me room. MPLS/P2P Link will be provided by SBI Life, please confirm if understanding is correct.	SBI Life will Manage WAN Links, and to extend Dual WAN connectivity, it's essential to have the connectivity presence of all Major TSP's in the Meet Me Room.
5	PRE-REQUISITES & COMMITMENTS	We understand complete voice solution to make and receive calls will be provided by SBI Life. USB based headphones will be provided by participant however let us know why Softphones are asked by participant when entire calling solution is from SBI life. Please confirm if softphones are really required by participant or only headphones are required.	Softphones to be installed at agent's desktop. It is not possible for SBI Life to install Softphones on Agents desktop. Softphones are required by participant
6	Knowledge and Performance Management	let us know if i3 Desktop with Win10/11 OS and 8 GB RAM is fine.	Yes
7	2.1.2 2.1 Voice Process	Will SBI Life provide omnichannel dialer?	Dialer will be provided by SBI Life
8	2. Scope / 2.2.1 Page 5	Please confirm if SBI Life will provide emails, web applications (Smart Care), Video calling, live chat, Video chat and other channels platforms?	SBI Life will provide the Telephony application, CRM and other web applications required for Agents to address SBI Life customer queries. Video calling, live chat, etc planned to be implemented this year and will be provided by SBI Life.
9	General	Please confirm if the vendor's agent will be part of the SBI domain? If the SBI domain, in that case, Antivirus updation, patch management, and security, etc will be taken care of by SBI Life from their centralized setup?	Vendor's agent will not be a part of SBIL domain. Contact Centre agents will login to participants domain and participant will be responsible for Antivirus and patch management
10	General	Please confirm if vendor can provide the logically segregated network?	Vendor can provide logically segregated network and the logical segregation is dedicated only to SBI Life.
11	2.6 Technical Requirements (IT)	We understand MPLS connectivity till participant's DC is provided by SBI Life, please confirm if MPLS connectivity used for Voice only or Data is also accessed over MPLS.	MPLS connectivity till participant's DC is provided by SBI Life. Voice and Data is also accessed over MPLS

12	2.6 Technical Requirements (IT)	Please suggest if any need for participants to provide internet connection at delivery center to access client applications.	Through MPLS, SBI Life will provide the Telephony application, CRM and other web applications required for Agents to address SBI Life customer queries.
13	2.6 Technical Requirements (IT)	For "Meet me room" whether participant need to provide dual MPLS link or participant can leverage the MPLS link extended by SBI life. Please confirm	SBI Life will implement DUAL MPLS connectivity, Participant Meet Me Room to have access to links from all major Telecom Service Providers (TSP's) to extend WAN connectivity for accessing the SBI Life Intranet Application.
14	4.4	We understand IVR will be provided by the SBIL. Please advise the role of the vendor for IVR functionality.	IVR / Telephony system and CRM will be provided by SBI Life. There is no role of vendor in IVR functionality
15	4.1	Our understanding of the clause is that PRI Lines are to be procured by the bidder and the cost will be reimbursed by SBI Life as per actuals, please confirm.	PRI Lines will be procured by SBI Life.
16	4.6.5	Our understanding is that vendor will ensure the feasibility of MPLS and the MPLS shall be provided by SBI Life Insurance, please confirm.	MPLS will be provided by SBI Life Insurance
17	Technical and Integration Requirements:	Could you provide more details on the existing IT infrastructure and software SBI Life uses for inbound contact center operations?	We are using Avhan's Jodo application and CRM next .
18	Technical and Integration Requirements:	Please share details of Soft phone (SIP) compatible with Avhan JODO Dialer	G.720 codec supported soft phone
19	Technical and Integration Requirements:	Anti-virus to be used at Contact Centre	Antivirus solution should have features like Virus and spyware protection, Proactive Threat protection, Network and Host exploit mitigation etc., along with EDR/XDR. Better to go with OEMs in Gartner leader's quadrant.
20	Technical and Integration Requirements:	Logical segregation of the network (L1, L2)	SBI Life will provide the LAN IP Pool, and the selected bidder must implement logical segregation to access the SBI Life Intranet Application from Contact Center.

3. Legal Queries

Sr No	Clause No.	Queries	SBIL Response
1	8.3	We suggest Indemnity clause to be mutual	Not acceptable
		We suggest to incorporate the Limitation on Liability with the following Clause stated below: Notwithstanding anything contained in this Agreement, Either Party's liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including proven negligence, shall be limited to the actual amount billed by Service Provider to customer in the two (2) calendar months prior to the cause of action first arose which are subject to proven.	
2	Annexure – IV CONFIDENTIALITY CUM NON-DISCLOSURE UNDERTAKING	CONFIDENTIALITY CUM NON-DISCLOSURE UNDERTAKING to be executed on bidder letter head of Rs.100 non-judicial stamp paper	Rs. 200 non- Judicial paper
3	8.16	We suggest to have Solicitation clause to be bilateral in nature	Not acceptable

4. Risk & Infosec Related Queries

Sr No	Clause No.	Queries	SBIL Response
1	Participant's Responsibility -	Kindly share SBI Life's Information Security & Information Technology Policy	Will be shared with the eligible participants
2	Mandatory 'Information Security Requirements' Criteria	Please confirm if we can user our existing SIEM tool or dedicated separate software/tool is required.	Existing SIEM system can be used
3	Mandatory 'Information Security Requirements' Criteria	Please confirm if we can user our existing PIM tool or dedicated separate software/tool is required.	Existing PIM system can be used
4	Mandatory 'Information Security Requirements' Criteria	Let us know if ISO 27001 certification is fine or ISO 22301 is also mandatory.	ISO 27001 is okay but the scope and expiry date has to be clearly mentioned in the certificate. SOC2 type 2 report to be submitted.
5	Annexure - VI (Mandatory 'Information Security Requirements' Criteria) Point No - 32	We understand that the hardening of Participant desktops/laptops will be as per SBI Life hardening/SCD document. Kindly confirm if SBI Life will provide SBI Life OS Image on Participant provided end points?	As per SBIL tech team SBIL will provide OS images.

6	Info Sec Requirements	Participant India will get the external PT / Audits performed by third party authorized assessors and Vulnerability scans / application security assessments (Gray Box, Secure Code Review etc.) performed by our inhouse AppSec / Infra assessment team as per vulnerability management policy. Access to devices and systems is restricted to internal teams exclusively. We do not allow clients to initiate any VAPT or surveillance on our machines. However, we will offer support and provide evidence for audit purposes.	All the security reports has to be verified from a CERT-IN empaneled vendor
7	Info Sec Requirements	Participant has implemented SIEM and PIM solutions and we have dedicated Security operations center team (SOC) with segregation of activities for administration and monitoring on 24X7 basis. However Access to devices and systems is restricted to internal teams exclusively. We do not permit clients to initiate surveillance or directly access our machines. However, we will offer support and provide evidence for audit purposes. Please clarify?	Whenever it is asked by SBIL team security logs and monitoring report to be shared by the participant with SBIL team.
8	Info Sec Requirements	Participant India will get the external PT / Audits performed by third party authorized assessors and Vulnerability scans / application security assessments (Gray Box, Secure Code Review etc.) performed by our inhouse AppSec / Infra assessment team as per vulnerability management policy. Access to devices and systems is restricted to internal teams exclusively. We do not allow clients to initiate any VAPT or surveillance on our machines. However, we will offer support and provide evidence for audit purposes.	All the security reports have to be verified from a CERT-IN empaneled vendor
9	2.6	For BCP will require details what kind of BCP required same can be discussed and mutually agreed upon	The required BPC clause will be shared with the eligible participants. Same should be agreed and to be made part of the contract.
10	Participant's Responsibility	Let us know if participant is supposed to propose two or more delivery location considering BCP.	It is already covered in point number 1.2.1 (Page No. 5) of RFP.
11	Participant's Responsibility	Participant should have DR & BCP plan in place	It is already covered in point number 38 (Page No. 41) of RFP.