

Remaining questions

Source	Question	Clarification	
Pre-bid Nr. 15	<p><i>With regards to Telephony Call Center we kindly as for clarification for the following topics:</i></p> <p><i>(i) All operator are in the same location or in different locations? The call center system will be installed at NAIS datacenter or in a different location?</i></p> <p><i>(ii) Do you have any desk phones for the operator? And what type of phones do you have?</i></p> <p><i>(iii) What operating system is installed in the computers that are used by operators?</i></p> <p><i>(iv) How many telephony providers will be integrated with the call center? What type of connection will be used to integrate the providers (Analog,E1,SIP trunk etc)?</i></p> <p><i>(v) Is there any existing equipment to terminate the line from the providers?</i></p> <p><i>(vi) Do you have any existing telephony system? And do you plan to integrate the call center solution with this system and what type of system do you have in place (technical details of the existing system).</i></p> <p><i>(vii) Are you planning to record all the calls incoming or outgoing in the call center system?</i></p>	<p>The answers to the related Telephony Call Center questions are as follows:</p> <p>(i) It is envisioned that the call center operators will be located in one facility, i.e. NAIS.</p> <p>(ii) Only the requested components of the technical solutions shall be proposed by the Bidder, the exact number or models of the phones or other telecommunication equipment is out of scope of this tender procedure.</p> <p>(iii) It is envisioned that Microsoft Windows OS will be installed.</p> <p>(iv) Pls. see (ii). The exact amount of telephony provides is not known yet. However, as a rule of thumb, major providers shall be considered. E1 and SIP trunk shall be supported.</p> <p>(v) will be separately procured. See the (ii) answer.</p> <p>(vi) will be separately procured. See the (ii) answer.</p> <p>(vii) yes. It is best practices to record the phone calls. Minimally, a storage capacity for</p>	

	<p><i>How many call should be recorded and what is the amount of time that you would like to keep these recordings?</i></p>	<p>half a year shall be assumed. The current number of calls is in average less than 50 calls per working day. However, the Bidder shall calculate that this number will increase significantly as the implementation of IFO system will increase the usage of availability of public services.</p>	
<p>Pre-bid Nr. 27 And Horizon Nr. 2</p>	<p><i>Section VI. Technical Requirements - 2.1.2 Hardware requirements for the overall IFO system modules, Specifications ” TR-017 Servers for Call Center” page 257 of the document “ 02-02-2017 SDB Final “, which is as follows:</i></p> <p><i>“Should be the same brand as the call center system to avoid the compatibility issues.</i></p> <p><i>The servers should be preinstalled with the call center software.”</i></p> <p><u>Claim Context</u></p> <p><i>The above specification has a clear and obvious technical objective which is the integration, inter-operability and compatibility of the existing hardware solution of call center with the new Servers that will be purchased under the BID of “Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform ”</i></p> <p><i>However although the technical objective of this specification is clear, this specification is incomplete and it lacks the reference to the details of the current Hardware / System Call Center Solution such as System Brand, System</i></p>	<p>The telecommunication equipment for the call center will be purchased separately. Therefore the technical specification for this equipment will be aligned with the contracted Bidder’s technical call center solution. However, the proposed solution shall be interoperable with a call center and telecommunication equipment from major vendors, e.g. CISCO, Genesis, Avaya.</p>	

	<p><i>Description and technical parameters, which will enable bidders to analyze and choose the right and compatible hardware specifications of servers to be offered in this BID.</i></p> <p><i>We request the revision of this specification and the addition of information regarding the existing Call Center Server Brand as well as any information related to the Call Center Hardware Solution that will enable bidders to successfully meet this technical specification requirement / criteria</i></p>		
<p>Horizon Nr. 4</p>	<p>1) Section VI. Technical Requirements - 2.1.1 Hardware specifications TR-008, Technical Requirement “”page 253 of the document “ 02-02-2017 SDB Final “, which is as follows:</p> <p>System should be high available:</p> <ul style="list-style-type: none"> o 2 front end web servers in Network Load Balance <p><u>Question for clarification</u></p> <p>Please can you add also the technical specification for network load Balancer, as in the document is not mentioned any hardware specification.</p>	<p>Load balancing solution providing high availability of front-end web servers shall be provided by a Bidder. A bidder shall provide optimal solution for a critical infrastructure of the corresponding IFO components based on its technical experience and the Bidder’s proposed architectural solution. Be it hardware or software based load balancing solution, it must be adequate for the function and overall solution and ready for the stress testing for the component’s acceptance.</p>	