

Clarifications

Invitation to Bid "Service Desk Management System" T#03/16-17

Clarifications issued in response to queries received before/during the pre - bid meeting held on August 08, 2016 are as under:

1. Clarification was given on multisource complaint receipt and integration in the system.
2. There was a question raised regarding ownership of source code to which it was clarified that SECP will need complete ownership of the solution.
3. Proposed Service Desk solution is required to be integrated with Company database and BPM. This was made clear upfront.
4. Licensing per agent came into discussion. It was clarified that the first line of access to the interface for updating information is the Service Desk Agent but that at the time of complaint handling, many POCs and Sub-POCs will be performing such tasks in the system. It was further clarified that initially 4 Service Desk agents are expected to handle the query and complaint management but the system should be flexible to accommodate additional agents.
5. Regarding sms integration the expected monthly volume was inquired about. It was clarified that only push sms is required and that the expected volume per month shall be approximately 10,000 sms's.
6. The need for integration of toll free number, and scanning in addition to telephony and sms push service was also emphasized during the discussion.
7. The importance of dynamic and robust reporting in the shape of dashboards and special reports was discussed.
8. Rights of POCs to transfer complaint handling to other departmental POCs directly came under question. Clarification was extended in this regard that all such transfers will need to be done by an administrator (designated staff members of the Service Desk only).
9. Upon enquiry, it was further clarified that transfer of past record from Excel and from the existing portal will need to be incorporated in development of the new system.
10. The importance of incorporation of flagging, triggers and escalation mechanism of complaints was highlighted.
11. The attendees were instructed to incorporate details of the requisite hardware in their submissions.