

Is sub-contracting allowed? If yes, then to what extent?

Sub-Contracting is allowed only for FOS (Feet on Street) subject to Company's approval and as per IRDA guidelines.

Is National Capital Region a mandate location from where the primary services are delivered?

National Capital Region is preferred one, taking care of all the pre and post transitioning activities of the process. However it is not mandatory primary location.

Can net worth criteria for outsourced partners who will be undertaking FOS services be re-looked?

IRDA has issued a clarification (Refer IRDA circular IRDA/Life/Cir/Misc/103/05/2011 dated 18th May'11). The same can be accessed through the link attached below.

http://www.irda.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo1247&flag=1

It is mentioned in the RFP that Operating days and hours will be 6 days of a week, 9 hours a day. What will be likely shift timings?

Preferable 9.00 AM- 6.00 PM

RFP states that apart from Hindi & English language, the Company seeks a comprehensive agent mixture of regional languages including Kannada, Telugu, Tamil, Malayalam, Marathi, Gujarati, Punjabi, Bengali, Assamese etc. How many agents will be required in each of these languages?

Hindi/ English: 53%, Punjab : 14% ,Kannad:13%, Tamil & Telugu :5%, Malayalam & Bengali: 3%, Gujarati & Marathi: 2%

What is the AHT for calculation of Price per successful welcome call and per productive minute?

6 Minutes, proposed to be brought down to 4.5 minutes subject to script changes

What percentage of total calls is successful?

Welcome Call: 60%

Are we going dial via dialer or is it manual dialing?

In case dialing is a blend of both, what would be the percentage distribution?

80% Dialer. 20% Manual

What is the Historical data on Contact and Connect % (Welcome Calling and Collection Calling?)

70%-75%, Details/ data will be shared at a later stage

Do we have any historical data of disposition for both Line of Business?

Will be shared at a later stage

What will be the frequency of Inventory/Leads (Daily, Weekly or Monthly)?

Welcome Calling: Daily, Persistency: Monthly

What is the historical data (Volumes and AHT) for Collection Calling (Due, Grace and Lapse)?

Collection calling is an outcome based exercise & not AHT dependent

What is the maximum attempt that can be done for Collection Calling?

At least 5, there is no upper limit

Need the Historical data for ACW for both Line of Business?

ACW: 1 minute for WC

What % of the customer's request for callbacks?

Approx 2%

Do we have to block certain set of accounts as per customer request?

No, it all will be routed to the Company

What % of the callable account will have good phone numbers?

60-70%

Do productive minutes include hold time and wrap time?

Yes

What is the historic number of calls for collections calling. (bucket wise if possible)?

Will be shared at a later stage

What is the expected number of seats to be outsourced?

Approx 50 FTE's

Will the company support the vendor towards RTO?

Yes

What are the volume projections for next 3 years?

Will be shared at a later stage

What is the span of FOS currently? What is the future scope?

Attached the current Hub / State wise business portfolio. Future scope Will be shared at a later stage

Hub Name	State	Contribution %
Bangalore	Karnataka	12%
Agra	Uttar Pradesh	7%
Jaipur	Rajasthan	7%
Noida	Uttar Pradesh	6%
Hyderabad	Andhra Pradesh	6%
Lucknow	Uttar Pradesh	6%
Ludhiana	Punjab	6%
Kolkata	West Bengal	6%
Karnal	Haryana	5%
Mumbai	Maharashtra	5%
Delhi	Delhi	5%
Chandigarh	Punjab	5%
Patna	Bihar	4%
Coimbatore	Tamil Nadu	3%
Madurai	Tamil Nadu	3%
Amritsar	Punjab	3%
Chennai	Tamil Nadu	3%
Hubli	Karnataka	2%
Ahmedabad	Gujrat	2%
Pune	Maharashtra	2%
Bhopal	Madhya Pradesh	2%

What is the current NC percentage for WC & Renewals?

25%-30% for both

Are min 5 attempts towards executing a Welcome Call capped?

At least 5 attempts, upper limit of attempts depends upon dispositions

What is the region/state wise split of current customer base?

Current zone wise split is available in the tender; projections will be shared at a later stage

What is the process-TAT once cheque is collected through FOS?

To be banked the next working day. Detailed process note will be discussed at the later stage

What is the breakup of current portfolio on payment modes?

90% are Annual Policies

All the backend Applications of the company that are hosted at Clients end (if any), which the Call Center Service provider will have to access to render services as outlined in the SLA. Sanjay

No application will be hosted at Vendor location.

Type of connectivity (MPLS, P2P, Internet Based), Redundancy of this links etc

P2P with last mile on Ethernet Interface and must provision for primary, backup & DR links.

The Company will extend the Contact Center Solution and required applications (basis Company's internal approvals) with limited access to the Vendor location.

- a. Is there any requirement of Vendor's Applications (outbound CRM, Email/SMS/Chat solution etc)
 - 1. No from Contact Center Solution and email access perspective.**
 - 2. Basic infrastructure (LAN, PC, AD, etc) to be provided as per defined scope.**
- b. Who will manage contact center user id creation, deletion etc. (Login ID management) & how?

Company's IT will create/delete id's and request needs to route through RC team, they need to maintain track of all id's.
- c. What is the per session per user bandwidth required for Company's applications

Bidder can consider 8Mbps bandwidth at one location, basis on the usage bandwidth will be upgraded or downgraded.
Assumed, Vendor's Primary and DR Sites are interconnected with adequate bandwidth and this link will be utilized in case of disaster at Company's Primary (Gurgaon) site and agents will login in Hyderabad system from Vendor's primary site.
- d. Please provide the Gurgaon & Hyderabad location address for data link service provider feasibility & costing.
 - a) Gurgaon Location: Unitech Trade Center, 2nd Floor , C- Block, Sushant Lok , Ph - I, Sector - 43 , Gurgaon – 122002 – Primary Site**
 - b) Hyderabad Location: Vatika Business Centre, 3rd floor, NSL-Icon, Plot no 1-4, Road no. 12, BanjaraHills, Hyderabad-500034 – DR Site**

Assumed, Vendor's Primary and DR Sites are interconnected with adequate bandwidth and link will be utilized in case of DR at Company's end to login in Hyderabad system from Vendor's primary site.

Vendor shall provide a dedicated server for Telephony communication

- a. How many servers required at vendors location?
Two (One for each location – Primary & DR).
- b. How many licenses required for VMware & VLC software
Two (One for each location – Primary & DR)
- c. Need more details for VMware requirement & Licensing

VMware license type – server, advance, standard enterprise

Standard

Number of VM to host

3-Instances

Type of resiliency expected

As per business SLA