



### **Technical Queries**

#### **"RFP for Customer Service – Outbound Calling & Renewal Collection"**

Dear Bidders,

While we are in the process of evaluating your responses against the above quoted RFP, we realize that some of you have not given clear answers to the questions asked by us in the RFP. We request you to please answer the questions below by or before 1800 hrs on Sat, 01 Jul 2011.

Your answers must be addressed to [procurement@canarahsbclife.in](mailto:procurement@canarahsbclife.in).

Please note that answers given to questions below by 01 Jul 2011 will only be considered and will have a definite bearing on the evaluation of your Proposals/ Bids and therefore its outcome.

#### **Questions**

1. What is the annual attrition percentage for agent & supervisor for your organization?( Please specify separately for both agent & supervisor)
2. Please provide the details /parameters on your hiring criteria's for the agents/supervisors
3. Please describe various techniques/ methods used at hiring stage
4. What is the frequency of performance appraisals done for agent / supervisors? ( Please give the various parameters /periodicity on which performance is monitored)
5. What type of recognition programs do you employ to motivate your team & how do you incentivize exemplary performance?
6. What is the average tenure for agent/supervisor? ( Please specify separately for both agent & supervisor)

7. Please specify if your organization is certified in ISO 9001:2008, BS 7799/ISO 27001:2008 or any similar certifications
8. Are the agents dedicated to a client/process or is shared resource?
9. Is there a dedicated training department in your organization? Please provide credentials of the trainers
10. Is there a TNA process ( training)?( If yes, please give specifics on the process followed)
11. Please specify the numbers of days assigned to each employee for training in a year?
12. Please specify the various parameters/criteria covered for certification and frequency of the same
13. Please give details on the infrastructure used for training? How extensively are online training modules used? Please give details on the various trainings (specifics on modules) done for supervisor/managers
14. IS there a process for evaluating training efficacy?
15. Are there any refresher courses? (If yes, please specify the periodicity)
16. What are the penalties, recovery periods & rewards that are contingent on service levels?
17. What is the frequency of Quality audits on transactions?
18. Please provide details on methodology used for quality audit.
19. Is there any Quality software used? (If yes, please specify the various components it covers)
20. What is the standard operating procedure (SOP) for auditing the transactions explaining Quality Parameters and weighted Scores?
21. What Key Performance Indicators (KPIs) are tracked & monitored and how is this accomplished?
22. Do you have a client review mechanism? If yes what's the periodicity?
23. What is the efficacy of reporting - Details of the Sample Reports including all levels of reporting

24. Please give a detailed structure and operating model of your FOS (Feet on Street) service along with an overview of various areas covered/details of the span?

25. What is your organization's standard escalation process/ matrix?