21ˢᵗ November 2022

MINUTES OF THE PRE-BID MEETING FOR THE TENDER FOR THE PROVISION OF CALL CENTRE SERVICES ON A ONE (1NO.) YEAR RUNNING CONTRACT

OBN NO. ZICA/MCS/TD/0014/2022

The Zambia Institute of Chartered Accountants held a Pre-bid meeting for the tender for the provision of call centre services on a one (1) year running contract on 11ᵗʰ November 2022 at 10:00hrs local time.

Present

Name	Company
Twiza Siwale	ZICA
Peggy Sikaale	ZICA
Ngosa Chikaka Moonga	ZICA
Patricia Mwamba	ZICA
Lillian Musonda	ZICA
Javid Hussain	ISON
Violet N	ISON
Obrain C	ISON
Florence Luhana	Shreeji Investments
Dr. Shivkumar	Shreeji Investments
Memory Chilangwa	Client Care
Naomi Chiwila	Client Care
Doughlas Mwansa	Client Care
Steven Moyo	Client Care

The following issues were discussed:

Item	Question/Comment	Answers
1.	How will payment for the tender documents be made?	Payments for the tender document shall be made through bank transfer using the account details provided below: **Account Name: Zambia Institute of Chartered Accountants** **Bank name: Stanbic Bank** **Account #: 9130001041669 (USD)** **Sort code: 040002** **Swift Code: SBICZMLX**
2.	When is the deadline for bid submissions?	The deadline for bid submissions has been extended from **25th November 2022** to **9th December 2022.** The time remains the same
3.	When is the last date for requesting any clarifications	The last date for requesting for any clarifications is **25th November 2022** at 16:00hrs local time
4.	Does ZICA have an internal call centre currently running?	No. ZICA does not have an internal call centre.
5.	Where will the call centre be housed?	The call centre shall be housed at the vendor's premises.
6.	Is ZICA looking to outsource the total solution for call centre services?	Yes. ZICA requires a total outsourced solution for the call centre services.
7.	Kindly provide the frequently asked questions	Please refer to the link below for the FAQ. https://www.zica.co.zm/faq-students/
8.	Will ZICA provide training for call centre agents and what is the training duration?	Yes. The Institute shall provide a five (5) day training on ZICA products and Services.
9.	Does ZICA have a Customer Relationship Management (CRM) system?	No. ZICA does not have a CRM system.
10.	What are the Interactive Voice Recording (IVR) requirements?	The following are the IVR requirements : 1. Finance 2. Membership 3. Education and Training 4. Practice Review 5. Call centre agent
11.	Will the vendor be required to handle social media queries?	Yes. The vendor shall be required to handle all social media queries.
12.	How many call centre agents are required?	As a minimum the institute shall require ten (10) call centre agents.
13.	Will the call centre agents be restricted to inbound calls only?	No. The call centre agents shall be required to make inbound and outbound calls.
14.	Please provide the peak hours and normal working hours.	The Normal hours are from 08:00hrs to 17:00hrs and the peak hours will extend from 08:00hrs to 18:00hrs.
	Will the call centre be operational during weekends and public holidays?	The call centre shall not be required to be operational during weekends and public holidays.

15.	Please provide statistics for social media, emails and calls.	The social media statistics are as follows: 1. An average of 150 emails a day 2. Approximate 200 phone calls a day 3. Social media followers – 38,395 4. Messages Approximately 50 per day
16.	Should the call centre agents have an Accounting qualification?	No. The Call Centre Agents do not require any Accounting Qualification, However the agents must be fluent in English and be able to undergo the training.
17.	What is the average handling time?	The Average Handling Time is 300 seconds.
18.	Will ZICA provide internet, Virtual Private Network and Ethernet Infrastructure connectivity?	ZICA will provide a VPN from its offices to the call centre to allow the call centre access ZICA's systems. Internet will be provided on the VPN for accessing the ZICA website and Social Media only. The call centre will on behalf of ZICA lease a fixed SIP/E1 voice link from a mobile network provider. This is to be agreed on with ZICA at implementation.
19.	How will the service provider obtain information related to ZICA products and services from ZICA?	The vendor shall access ZICA products and services from the Institute's Website, through email and a resource pack containing information required for handling queries shall be provided.
20.	What is the expected date for the call centre services to go live?	The expected date for the call centre to go live is after contract signing on 1st February 2023.
21.	Please provide the Key Performance Indicators (KPI).	The following are the expected KPIs: 1. Customer Satisfaction - Above 90% 2. Service Level - 80% of calls answered in 20 seconds. 3. Average speed to answer call – 28 sec 4. Call duration - 5 minutes per call.
22.	Please advise the contact person from ZICA for escalation and administration purposes.	Please note that the Contract Manager shall be availed at the time of Contract signing.
23.	Will the vendor be required to isolate physical space for ZICA calls?	No. The vendor may integrate the call centre agents with their other customers.
24.	Will the IVR required to have basic functionality or customised functionality?	The IVR required shall have both the basic functionality and customised functionality to be negotiated at the contract stage.
25.	Will the IVR require self-service options?	Yes. The IVR shall require self-service functionality.
26.	Will the IVR require upgrades frequently?	The IVR shall be subject to upgrades on demand but not frequently.

27.	Please provide the flow chart for ZICA services.	The ZICA services flow chart shall be provided during training.
28.	Will the type of information handled by the call centre be basic information or restricted in nature ?	The type of information to be handled by the call centre agents shall be restricted (private and confidential).
29.	How will the call centre agents be able to access information for ZICA members from ZICA?	Call Centre Agents shall access information either through a system integration between ZICA's systems and the call centre or access ZICA systems may be granted.
30.	What is the billing model? And what are the payment terms ?	The billing model shall me on a monthly basis. Payment terms shall be 30 days upon submission of invoice or as negotiated with the best evaluated bidder.
31.	Will ZICA provide a toll free number?	No. ZICA shall not provide a toll free number.
32.	If toll free number is provided, the number of calls are anticipated to rise. Please advise on how ZICA will manage the increased number of calls and the estimated number of calls for toll free lines?	N/A
33.	Will ZICA provide the customer care numbers?	Yes. The Institute shall provide customer care numbers.
34.	Will the calls be made directly to the call centre or through ZICA ?	Yes. All calls shall be made directly to the call centre.
35.	How will outbound calls be billed?	All outbound call shall be billed on demand and subject to the agreed terms with the best evaluated bidder.
36.	How many number of calls should be recorded and for how long?	ZICA shall require 10 calls per agent per month should be recorded and should be kept for 3 to 6 months.
37.	Which type of calls must be recorded, inbound or outbound calls ?	ZICA requires all calls to be recorded, both inbound and outbound calls.
38.	How will the escalation of calls be handled?	As per the agreed terms. Training will equip the agents with the information they need to handle queries. At a point an agent cannot handle the call they can transfer to the respective department. Details on the exact levels of escalation will be given during training.
39.	Will customers be categorised?	Yes. ZICA customers shall be categorised according to membership level as follows: 1. Practitioners 2. General Membership and; 3. Students

40.	Will working from home be required?	No. The option of working from home shall not be required.
41.	Please provide the categories of internet links and who will provide the internet?	The categories are Fibre internet service of at least 2Mbps on the VPN that ZICA will provide.
42.	What infrastructure is being provided to the call centre service provider?	The call centre will be required to provide its own computers and Local Area network. ZICA will provide the connectivity as outlined in 18 above.

Twiza Siwale
Chairperson

Lillian Musonda
Secretary