



**ZIMBABWE REVENUE AUTHORITY
COMMISSIONER GENERAL**

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IN REPLY PLEASE QUOTE:
REF: NO.
REF:ZIMRA ICB 05/2021

8 July 2021

To All Participating Bidders

CLARIFICATION OF QUERIES RAISED FOR TENDER NO. ZIMRA ICB 05/2021 FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE.

Reference is made to the above-mentioned tender, with a closing date of **23 July 2021**. One of the prospective bidders raised the following questions and the responses are given below:

QUESTION	RESPONSE
1. IVR	
a) How many channels need to be dedicated and what is expected inward call traffic on IVR?	60 Channels Expected traffic not yet known
b) Who would provide voice prompts of different languages to be handled on IVR.	ZIMRA as client will provide
c) How long the call should be kept on hold if all agents are busy? –systems cut off / other systems ask if you want to still hold	Caller to be put on hold for 60 seconds with prompt to call back after 30 seconds
d) Should IVR facilitate asking for caller's number so that revert can be arranged? after how long should it ask for the number	Yes, it should ask after 30 seconds.
e) How the call should be treated after office hours?	
f) How deep the integration of IVR with back-end CRM?	IVR (Interactive Voice Response) assist response option
g) Should it interact with CRM in live scenario and playback expected answers to Callers? Will it be	

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QUESTION	RESPONSE
<p>flavor of Smart IVR? If yes, we need to know the details of integration.</p> <p>h) On Call Routing, will it involve any customized rule which would depends on values of Database fields? If yes then Routing Rule should be explained in advance.</p> <p>i) For skill based routing, application should know Agent's skills under multiple campaign much in advance. Three languages for Call Centre, To be clear on how man routes we need, Customer Services, Taxes, Customs etc</p>	<p>Full details to be shared to selected vendor</p> <p>It depends upon the IVR flow which has been designed as per the customer's requirement. If the prompts are dynamic, the data will be fetched on real time basis</p> <p>To be shared with selected vendor</p> <p>Administrator has the capability to create and delete skills and skill levels while the supervisors can assign or un-assign them from a particular agent.</p>
<p>2. Dialer</p> <p>a) Should Dialer be Preview, or Progressive –</p>	<p>Both can be offered along with progressive dialing.</p> <p>The algorithms can be changed by Supervisors from their UI (User Interface).</p>
<p>3. Agent Terminal</p> <p>a) Need to know the details of Processes (Campaigns) involved so that when the call lands of specific Process, we can implement necessary CRM API to capture the information from CRM database and show it on the screen.</p> <p>b) Should the chatting between Agents be strictly local i.e. within the scope of Intranet?</p> <p>c) Need to know the fields captured in Pop-up Window when the call of specific campaign being handled. –</p>	<p>CTI (Computer Telephony Integration) pop up is provided in the selected system whenever the call is received or agent make an outbound call.</p> <p>On the CTI campaign name and queue name (in case of inbound) will be provided to agent.</p> <p>In case we have integrated with backend system over web API, then data will be pulled in from the customer's backend system over REST (Representational State Transfer) based API (Application programming Interface).</p> <p>Intranet</p> <p>Can be customized. Up to 60 fields can be customized on system Mini CRM (Customer Relationship Management) that get populated under the CTI Screen.</p>
<p>4. Supervisor Terminal</p>	

QUESTION	RESPONSE
<p>a) How many Supervisors are expected to be configured in the system.</p> <p>b) How many Dashboards/Wall-boards are expected, the expected templates of each would play significant role in fast delivery.</p>	<p>4 supervisors, 1 manager, two quality assurance an IT administrator</p> <p>For every 15- 20 agents, 1 Supervisor would be recommended.</p> <p>3 X 85 inch HD (High Definition) wall mounted displays and 2 X 55 inch HD wall mounted displays.</p> <p>Customizable dashboards for agents, supervisor and performance reports</p>
<p>5. Social Media</p> <p>a) Need permissions and formalities to be completed of individual Social Media Channels before deploying the solution.</p> <p>b) Web-chat: Need more clarity on customer feedback mechanism on Web-chat.</p>	<p>Integrating social media, for that to happen there is need for permissions from Facebook. There would be need to apply for the integration from social media platforms. The vendor will also do this on behalf of ZIMRA. ZIMRA will avail information to the vendor when needed.</p> <p>Webforms can be provided to customer post the chat interaction.</p>
<p>6. Recording and Quality Functions</p> <p>a) No queries</p>	<p>100% call recording with the help of in built voice logger.</p>
<p>7. Security and Encryption</p> <p>a) Need to know the scope of expected High Availability</p>	<p>98% high availability</p> <p>High Availability can be offered as per the requirement. The failover will be offered for critical components only (App+DB+Call)</p>
<p>8. CRM Integration</p> <p>a) Need a separate call for this discussion. Need to know level of integration, scope of API at each end, and absolute clarity of parameters of each API at both ends.</p>	<p>In case, the integration is done via web based integration method, then the data will be pulled in from customer's backend system over web API (REST API).</p>
<p>9. SMS Connector</p>	<p>For the gateway you need to work with service providers</p>



QUESTION	RESPONSE
<p>a) In case of SMS Gateway, need message templates approval from Service Provider.</p>	<p>At deployment there is need to get approval from service providers.</p> <p>The selected vendor will engage the service provider on behalf of ZIMRA</p>
<p>10. Customer Survey IVR</p> <p>a) Need to know number of channels to be dedicated for this IVR. This depends on how many concurrent Feedback calls land on IVR to collect customer's point of view.</p>	<p>Manual transfer to feedback IVR can be offered.</p> <p>Agents transfer the call manually to feedback IRV from their telephony panel post the call interaction. 60</p> <p>Before termination the caller should be given a chance to rate the performance of the agent.</p>
<p>11. Call Back Manager/Missed Call Reverts</p> <p>a) Integrating Call Back mechanism into Web Portal where people visit and expect system to give call back, requires both sides integration hence need to discuss the handshaking jointly.</p>	<p>Callbacks management can be done by Supervisors UI.</p> <p>Missed call management can also be offered.</p> <p>Yes, it can be achieved.</p>
<p>12. Case Management/Ticketing System</p> <p>a) Need to know the process, escalation chart, and triggers to be invoked under specific situations.</p> <p>b) Need to know the purpose of the integration with customer email server and details of available options from customer side to enable the integration.</p>	<p>These will be given to the company that will be selected.</p> <p>In case businesses are getting customer inquiries through email medium, then official email can be integrated</p> <p>The solution should provide a single window interface i.e. agent should be able to access his/her email from the solution</p>
<p>13. Click to call (From Customer Website)</p> <p>a) How do you expect this feature to work. Any changes in customer's website is in control of</p>	<p>Yes, it can be offered with System Click to Call API (licensable component)</p>

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QUESTION	RESPONSE
Customer. We need more clarity on this.	ZIMRA to share web access to the selected bidder.
14.Is Zimra comfortable with a SAAS(Software as a service) Cloud based solution rather than installation of hardware on-premises at Zimra	At the moment ZIMRA prefers installation of hardware on-premises rather than SAAS cloud based solution.
15.Also advise the total number of users for the call centre i.e. agents and supervisors regardless of licence issues	50 Agents and 4 Supervisors and 1 Manager
16. Can the supplier supply international references if there are no local reference in Zimbabwe where solution has been implemented?	Yes you can, provided there is proof supported by documentation, example bid for a joint venture or partnership etc.
17.Kindly clarify on the skill-based routing how you want it to work	Skill-based routing will be based on language preference(English, Shona & Ndebele), area of expertise (Customs, Domestic Taxes, Revenue Assurance and General Enquiries
18. What email application is being used for the integration with email is it Office 365?	Microsoft Exchange Server 2013 [Outlook client]
19. Pursuant to the date of Deadline of the tender - 23 rd July, 2021, in consideration of difficulties of documents preparation during the strictly lockdown policy kindly request the submission deadline could be postponed for 2 weeks till to 6th August 2021.	The closing date will remain unchanged on 23 July 2021@ 10000Hours

Thank you



T. SHONHIWA (MR).
DIRECTOR PROCUREMENT