

Ministerial Procurement Unit

Directorate General (Operations)
Head Office



t +356 22156272
e mpu.mgoz@gov.mt

MINISTRY FOR GOZO
HEAD OFFICE DG OPERATIONS, ST. FRANCIS
SQUARE,
IR-RABAT, GOZO, MALTA

22nd March 2019

REFERENCE NUMBER: GCOL T 04/2019 (MPU)

TENDER FOR THE PROVISION OF SERVICE DESK PERSONNEL SERVICES TO GOZO CHANNEL (OPERATIONS) LIMITED

Clarification No. 1

Reference is made to the above tender, for which deadline for submission of offers is the 26th March 2019 at 09.30am.

-
- | | |
|-----------------|---|
| Question 1 | Tender Opening says 10:00AM but Deadline Submission is 09:30AM on the same day - 26 March 2019. |
| Answer 1 | It is being confirmed that as per timetable in Clause 2 of Section 1 in the tender document, the deadline for submission of tenders is on 26th March 2019 at 09:30hrs. The tender opening session will take place on the same day at 10:00hrs. |
| Question 2 | How many Customer Service Desk staff must man the service desk concurrently? |
| Answer 2 | No particular number of staff is being requested in this tender as long as the Customer Service Desk is manned at all time during opening hours and as long as the KPIs are being achieved and all other terms/conditions are being respected. |
| Question 3 | What are the opening hours of the Contact Centre? |
| Answer 3 | Reference is being made to Tender Document, Section 4 Article 1.5 which indicate daily timeframes from 06.00 to 20.00 hours. These opening hours are applicable both for the Customer Service Desk and the Contact Centre. |
| Question 4 | What are the contact volumes for the Contact Centre when it comes to telephone, social media and corporate e-mail channels, possibly providing the hourly spread and seasonality? |
| Answer 4 | The Contracting Authority has no service desk or centralised contact centre. The result is that patrons of the service seek the first immediate contact from multiple sources – and not necessarily from the contracting authority. The setting up of the service desk and the contact centre are directed to establish a single point of contact. |
| Question 5 | What is the Average Handling Time for each contact type, i.e. telephone calls, social media, and corporate e-email? |

- Answer 5** Kindly see answer to Question 4 above. The information in hand is not correct, given that there currently is no single point of contact. Communications and call management are expected to increase as these start to be channelled through the Contact Centre.
- Question 6 What is the current set-up of the GCOL's PBX (if applicable)?
- Answer 6** The Contracting Authority has 4x Alcatel PBX enterprise connected together using APC protocol (mesh network). The contact centre is expected to operate through the Contractor's PABX and telecoms infrastructure.
- Question 7 Is PBX SIP enabled?
- Answer 7** No. The PABX can be enabled by buying additional licenses. The Contact Centre is expected to operate through the Contractor's PABX and telecoms infrastructure.
- Question 8 How many PSTN numbers does GCOL have in place?
- Answer 8** GCOL has 60 (digital and analog lines) PSTN numbers. The Contact Centre is expected to operate through the Contractor's PABX and telecoms infrastructure.
- Question 9 How many concurrent channels would GCOL require?
- Answer 9** The channels structure must be such that the KPIs, as per Section 4, Article 2.3 of the tender document are met.
- Question 10 How are the KPIs and targets measured (weekly, quarterly, annually)?
- Answer 10** Reference is made to Article 8.1 of Section 4 in the tender document. A performance monitoring board is to be set up and will meet as a minimum once monthly.
- Question 11 How are the penalties charged upon failure to meet KPIs (weekly, quarterly, annually)?
- Answer 11** As per Article 8.1 of Section 4 in the tender document, bonuses and penalties awarded will be reported on a monthly basis; with reconciliation to take place within two weeks following the end of Quarter 4.
- Question 12 Where can we find a CONTRACT SPECIMEN and a PERFORMANCE BOND GUARANTEE SPECIMEN?
- Answer 12** A draft Contract Form along with other forms can be found in the Resources Section at www.etenders.gov.mt. As stated in Article 5.3 of Section 5, a Specimen Performance Guarantee can also be found in the same link.
- Question 13 Our Company as a bidder is a Limited Liability Company, however, the parent company is a Joint Venture. Do we still need to submit the Joint Venture Declaration Form
- Answer 13** As per Article 7(A)(v) of Section 1, this form is to be submitted only if applicable, i.e. if the bidder is a Joint Venture/Consortium.
- Question 14 Will the uniforms be provided to the new employees only that will be engaged by the successful bidder or also to those employees currently in employment by GCOL?
- Answer 14** As per Article 4.2(06) of Section 4, the contractor shall provide his employees with appropriate uniforms.

- Question 15 Point 4.2.5 says that the successful bidder is to take into employment GCOL's current employees. How many employees will this entail?
- Answer 15 There are no employees in this position – and none will be engaged by GCOL during the term of the contract.**
- Question 16 In terms of the current GCOL staff, will these be required to have any training delivered by the successful bidder?
- Answer 16 Reference is made to Answer 15 above.**
- Question 17 Does the successful bidder have to be ISO certified?
- Answer 17 As per Section 4, Article 2.2 (01)(a), it is the service level provided by the successful contractor that is to meet relevant ISO requirements – 9001-2015 and 10000 respectively – if and when these are introduced by the Contracting Authority.**
- Question 18 If the successful bidder takes on GCOL's employees, and these would need to be replaced due to lack of performance based on the successful bidder's standards, does GCOL have to be consulted or involved in the performance management process?
- Answer 18 Please refer to Answer 15 above.**
- Question 19 Can we have a copy of the GCOL's policies and directives as outlined in point 4 of Administrative Management table on page 26 of the procurement document?
- Answer 19 These Company policies will be explained to the Contractor who will be awarded the contract prior to commencement of contract.**
- Question 20 Why would a bidder that does not have a collective agreement or a trade union membership in place, be penalized in the scoring methodology?
- Answer 20 Please note that as per Article 9 in Section 1, this tender will be adjudicated and consequently awarded on the Best Price Quality Ratio criteria. This has been done in a way to ensure that the tender is awarded to the best bidder safeguarding the employment rights.**
- Question 21 In relation to the KPIs set out in the table on page 25 of the procurement document, why is there a range for percentage of calls answered and average time in queue (5 and 6) when this can be standardized so that all the bidders bid to the same conditions. Can you please specify the percentage of calls answered, and what percentage of calls are to be answered in the 30 sec timeframe?
- Answer 21 As per Section 4, Article 2.3 (Service Management 5,6), all calls are to be answered within 25 secs and no call should be held in queue for longer than 30 seconds.**
- Question 22 Training Duration - how long is the training duration for the successful bidder's employees to be trained on GCOL's service offering and procedures? Will the training be the same for both the service desk staff and the contact centre staff? If no, what is the duration of both trainings?
- Answer 22 As per Section 4 Article 4.2 (08), the minimum level of training is four days – inclusive of the Contracting Authority's service offering and procedures – for both desk staff and contact centre staff. The training curriculum is expected to be largely similar for both staff categories.**

Question 23 Will the queries handled via the contact centre (telephone, social media an corporate email) be different to the queries handled by the Service desk at Mgarr Gozo? If yes, what are the queries?

Answer 23 As per Section 4, Articles 2.2(01)(a) and 2.2(02), the service desk at Mgarr Gozo is expected to handle face-to-face queries while the contact centre is expected to handle telephone, social media, and corporate email accounts.

Question 24 What is the volume of queries (hourly spread and peaks) to be handled by the service desk

Answer 24 The Contracting Authority has no service desk or centralised contact centre. The result is that patrons of the service seek the first immediate contact from multiple sources – and not necessarily from the contracting authority. The setting up of the service desk and the contact centre are directed to establish a single point of contact: the former face-to-face, and the latter by telephone call, social media, etc.

All other terms and conditions remain the same.