Call for tenders' details

Title: DIGIT/R3/PO/2015/013 TOP2 Telephone operators call centre.

Start date: 21/07/2015

Time limit for receipt of tenders: 04/09/2015

Contracting authority: European Commission, DG Informatics (DIGIT)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	06/08/2015 14:44	14/08/2015 16:16	Quality Score	Please can you confirm that there is no "quality score" that will be taken into account as part of this tender evaluation and that technical capacity will be assessed as a PASS/FAIL dependent on responses to Annex 2.5 & Annex 2.7?	**14/08/2015** All requirements listed in § 6.2 "selection of tenderers" of the Tendering Specifications must be met in order to enter the evaluation phase. In the evaluation phase, no score is given. All technical compliance requirements (annex 2.7) must be met to enter the financial evaluation phase.

#	Submission date	Publication date	Question subject	Question	Answer
2	24/08/2015 15:44	27/08/2015 16:51	TOP 2	Could we have an idea on how much staff do you have actually in the contact center?	**27/08/2015** As the service requirements of TOP2 Call for Tenders are different from the service requirements of the ongoing contract, the current staff sizing is irrelevant in the context of TOP2 Call for Tenders. However, for purely indicative purposes, the number of external staff currently working is 10,5.
3	24/08/2015 15:46	27/08/2015 16:51	TOP 2	Does the contractor need to take over EC employees?	**27/08/2015** No.

#	Submission date	Publication date	Question subject	Question	Answer
4	24/08/2015 15:47	27/08/2015 16:52	TOP 2	Could we have an idea of the actual languages repartition in the call center (pourcentage of dutch speakers/german/other EU languages...)?	**27/08/2015** As the language requirements of TOP2 Call for Tenders (§3.2 of Annex 1 "Service Specifications") are different from the language requirements of the ongoing contract, the current language distribution is irrelevant in the context of TOP2 Call for Tenders. However, for purely indicative purposes, the external staff currently working speak French and English. Additionally the following languages are spoken by at least one of the agents: German, Italian, Spanish, Dutch, Portuguese and polish. The usage of these languages is done in a best effort mode.
5	24/08/2015 15:52	27/08/2015 16:52	TOP 2	Does the dutch or german call center operators must also be french & english speaking?	**27/08/2015** Yes. §3.2 of Annex 1 "Service Specifications" mentions "All Infotel operators must be able to speak and write in French and in English"
6	24/08/2015 15:59	27/08/2015 16:52	TOP 2 Annexe 3 SLA	The e-mail answer time must be minimum 1 working day. Do you mean that the answer has to be provided within the same day (until 7.00 PM) or within 24 hours?	**27/08/2015** The e-mail answer time must be maximum 1 working day. This means that an answer must be provided until 7 p.m. the next working day.

#	Submission date	Publication date	Question subject	Question	Answer
7	24/08/2015 16:06	27/08/2015 16:52	TOP 2 Annexe 1 2.2	Question 1: Regarding the incoming calls, is it correct that the TOTAL volume referred is +/- 1000 calls answered by agent/day? Question 2 (related to Question1): 800 from those 1000 calls are external calls/day. What about the 200 (left) from those 1000 calls : are they ONLY returns of calls?	**27/08/2015** Question 1: No. It is 1000 calls answered per day (all operators included). Not per operator. Question 2: Yes

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