Corrigendum 2: Pre-bid Queries – Technical Response

Reference - This corrigendum has been issued for NIT/BID document No: **AEML/MDB/2020-21/61**

With Reference to the above, the corrigendum 2 to the tender is hereby issued as follows:

Sr no	Page no	Description	Queries/Remark	AEML response
1	19	Along with supply and implementation of Video contact Center solution the most important requirement is integration with existing Avaya Contact center. Bidder agencies need to provide certification from Avaya for required support in integration, future development & system support in case of version Upgrade /update of both the solution for next 5 years. The past successful integration project experience certificates as compliance document need to be submitted	Are the Future development related only to the System upgrades	Proposed solution also includes Maintenance - which will include patch upgrades both when an issue is raised and a fix is required or proactive updates / upgrades of application software. The available feature enhancement is part of update and upgrades
2	20	Integration with CRM - CTI	Please elaborate the integration required	The integration with CRM remains as per with the Current Voice Avaya Aura Contact center.
3	20	Integration with SMS Gateway, email, web site, mobile app	Please elaborate the integration for the Each module specified	SMS gateway- AEML will provide API to integrate with SMS gateway for vendor to trigger SMS notification Email-AEML will provide Exchange api for integration with email Website- webSDK needs to be provided by vendor and AEML will integrate web site in co-oridnation with Vendor Mobile app- native SDK (android/IOS) will be provided by Vendor which will be integrated with AEML mobile app by AEML.
4	20	Integration with Chat Bot	Please elaborate the integration with Chat Bot	There will be SDK and Chat UI to be provided for integration on the Web.
5	20	Integrations on Custom Agent Desktop	Please elaborate the integration with Custom agent desktop.	Currently in Avaya Aura Contact Center (AACC) Avaya Aura Agent desktop (AADD) is used for Voice CC agents same needs to be engaged for the Video CC also.
6		**Connectors and integrations required for following Applications**		
7	20	Avaya Aura Contact Center	Please elaborate which connecter is required from the OEM side	Integration and connector related to Avaya Aura Center related to the Routing to agents.
8	20	CRM-CTI	Since the CRM CTI is maintained by Adani please elaborate connector and its integration required from Bidder/OEM side	The integration with CRM remains as per with the Current Voice Avaya Aura Contact center
9	20	Custom Agent Desktop for Inbound & outbound	Please elaborate the Customer agent desktop requirement for inbound and outbound in the Video contact center. Adani is currently using AAAD Vendor- WebRTC based agent desktop will be integrated with AAD	The Custom Agent Desktop will only be used during an incoming/outbound Video call. This UI will be part of the screen pop from Avaya Aura Agent Desktop during an incoming interaction. Voice - Inbound / Outbound will be Business as usual, handled through Avaya Aura Agent Desktop
10	20	SMS / email Gateway Connector	please elaborate the Requirement of the connector of SMS and Email. Vendor- connector to be provided by AEML	Proposed Solution need to integrate to AEML SMS Gateway and Email Server to send notification as part of reminder for the Audio / Video Call
11	20	Connector and API for social media channels like WhatsApp	is WhatsApp the only Social media channel over here? What sort of integration is expected on the WhatsApp.? API can be provided from the aggregator from where AEML is taking service. Is the understanding correct? Vendor- api to be provided by ADANI	AEML will provide WhatsApp API for vendor to integrate for triggering schedule call notification to WhatsApp with schedule detail and link for consumer chat UI which will open in native web browser
12	20	SDK for Mobile App	Does it mean SDK for Adani mobile App integration.	Solution integrator (Vendor) needs to include Native mobile SDK(iOS and Android) which needs to be integrated with the existing Mobile APP of AEML and co-ordination with the Mobile app Vendor of AEML.
13	20	a. Operation and maintenance of Video Call Solution - Installation, Testing, Management, Troubleshooting, processes, configuration etc.	Can the Training be Train the Trainer type.	AEML Technical Team will be also involved for operation and maintenance and AEML key persons will be trained and training will be train the trainer type

14	20	b. Integration - Management, Troubleshooting, processes, configuration, and upgradation of hardware/software from time to time etc.	AEML needs to nominate the resource from day 1 of discussion so that he/she understand the integration.	AEML Technical Team will be also involved for operation and maintenance and AEML key persons will be trained and training will be train the trainer type
15	22	Provide an end to end solution including scheduling based on Agents Availability from the existing Contact Center Platform	will it be an inbound scheduling. Where will this scheduling happen from, What is the frequency of scheduling. based on the above inputs father queries can be raised.	Scheduling option needs to be provided to the Consumers from the Ui (AEML Webpage/APP) and similarly if required agent can schedule on behalf of the Consumer from UI
16	22	Facility to schedule calls with calendar (at specified time slot) for the consumers as well as the call center executives	From where the consumer will access the scheduling. What information can be asked to consumer as per AEML policy. Is there different policy for general public and VIP user, if yes please specify the flow and identification	Scheduling option needs to be provided to the Consumers from the Ui (AEML Webpage/APP) and similarly if required agent can schedule on behalf of the Consumer
17	22	It should have facility for consumers to select an agent of their choice basis their past interactions	is the agent details to be revealed on the scheduling page. What if the agents are on leave or have left the organization	Scheduling option need to provided via AEML web/app/kiosk for slot and agents (not mandatory) for the consumer to choose
18	22	Video chat facility initiation link should have the functionality of being triggered from any customer facing touch points like Website, Mobile App, WhatsApp, Payment Kiosk, Chatbot and Experience Center	Will the link trigger in website and mobile app be embed by Adani. Help us with the use case of WhatsApp and Chatbot. WhatsApp API provision? What is the OS at the Payment kiosk system. Is there any different mode apart of triggering apart form which is mentioned from experience center. if yes please specify	Vendor will provide the necessary webSDK (website)/ native SDK (android, IOS) which AEML will be integrate with existing customer interaction touch points . WhatsApp API will be provided by AEML to trigger notification with scheduling details. There will be Chat UI on the AEML Web. SDK for the Kiosks will be provided by AEML for integration
19	22	Facility to auto play videos or by selection option to be made available on supervisor console	which option/location these videos need to be played	Management tool should have functionality for audio/video playback with integrated media player
20	23	Facility to take control of Consumers' screen especially from Mobile app, Web site etc) to be made available in the solution	what is the purpose of the agent to take the control of the customer screen.	Solution shall supports screen share by either customer/agent for cobrowse and fill forms and not taking screen control
21	23	Post Interaction Feedback mechanism needs to be developed and deployed within the solution	what is the mode of the feedback mechanism, SMS, email, etc. please specify	Solution to a provide interaction survey module. Based on URL with Question and Answer. Based on customer rating for the questions, feedback to be available for reporting
22	23	Facility to invite consumers for a video call through SMS/Emails	Will AEML provide the SMS and email Gateway. When the invitation needs to send to the consumer.	Solution should have notifier system to send invitation to customer over SMS/ Email/Whats App/Bot Notifications for Video call
23	23	100% Call Recording to be made available for all video/audio calls and to be maintained for a period of 03 months. Facility to record and listen to calls as per user specific criteria to be also provided	will the recording needs to be 3 months online. Please elaborate the user specific criteria to record and listen call	Recording should be available via the portal for period of 3 months and specific type users call for 6 months
24	23	Periodic Report on Call Handling to be made available basis user wise details/agency wise for daily, MTD as well YTD.	Please share the reporting template, post that we can confirm reporting possibility	Possible reports needs to be provided for agent and date wise based on the available Avaya aura contact center reports.
25	23	Integration to be also developed with SDK of AEML Mobile App as well as AEML Website	Will the bidder need to develop SDK for AEML mobile APP and website, if no, please elaborate the integration required.	• Solution to Provide 'Webmail SDK' and integration support to integrate to their existing web site • solution to Provide 'Native SDK' (android and iOS) and integration support for AEML to integrate to their existing mobile apps •AEML will provide best in class Camera and Mic for agents to support HTML5 & WebRTC - AEML will provide development for the existing Web/APP
26	23	Provisioning to be considered for User Identification, Consumer Number Validation, Post confirmation of call, system should not ask for identification details such as Name, email id ,CA no etc.	what are the parameters of user identification is it CLI of the customer. Will the validation done during scheduling of call.	Based on the information captured like CLI ,Consumer number the same needs to passed to the Agents during call.
27	23	Reporting Tool	please let know what needs to be integrated with the reporting tool	Common reporting tool to be used for catering the Avaya aura contact center

28	25	Facility to call back	please explain the call flow for call back	Consumer will be in queue for the call now and depends on Consumer whether to wait or drop from the queue /Video Playback Option for consumers who are on HOLD. AEML to be given the option to upload change video
29	25	Supervisor console / Dashboard for Supervisor to monitor calls , reminders for scheduled calls	Are the reminders of schedule call set for supervisor or agents to be available on console	Supervisor Console to allow monitoring of live agent calls Silent monitoring barging of video calls Reminder for call schedule on agent and supervisor console Queue monitoring Option of reassign calls
30	26	support and coordination with AEML app team for Integration with Mobile app (SDK file)	would request to have a single AEML SPOC for this project	Solution provider needs to coordinate with the SPOC of AEML for the integration for Mobile app SDK
31	26	Voice to Video Call conversion	please help with the use case for the same.	Customer needs to connects with live agents via audio call and agent will escalate to video call upon the call getting connected
32	26	Whats app call - The Call should be done within whats app, instead of providing separate link on whats app reply.	Need AEML team to confirm with WhatsApp if video is possible. if not, kindly reconsider this point as invalid. If yes, is WhatsApp already integrated , then the Adani need to pass the API via the integrator.	AEML will provide WhatsApp API for vendor to integrate for triggering schedule call notification to WhatsApp with schedule detail and link for consumer chat ui which will open in native web browser.
33		•Proposed Designed should be validated by OEM . Technical team of OEM should involve in monitoring and reviewing the project progress with System integrator	OEM should confirm same in MAF document	OEM need to shared confirmation for same in MAF document
34		latest version & release of the product need to be supplied with back to back OEM support with all upgrades and updates shall remain valid for 5 years after date of Go-Live	OEM Must Support of system till end of contract in case of any End of Life / End of Sale announcement of any supplied material & product for Project	OEM need to share compliance certificate and extended warranty support latter for same