



REQUEST FOR PROPOSAL

IVR Automation

27th January, 2017

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TPL Trakker Profile and Services

TPL Trakker Limited started as a joint venture with Digicore; has been the industry leader for innovative solutions backed by technology for the last 16 years. It has been winning the 'Brands of the Year Award' consecutively from 2007 to 2014 in the "Vehicle Tracking & Security" category. TPL Trakker is truly a regional player with operations in Pakistan, UAE, Bangladesh, Afghanistan and Qatar with over 150,000 units installed, establishing a distinctive market presence.

TPL Trakker limited is a turnkey solutions provider having car tracking units, software, operational know how, deployment, data evaluation, consultancy and project management acumen. With an elite team of experts in tracking, TPL Trakker is committed to provide customers with modified solutions including Stolen Vehicle Services, Fleet Management Solutions, Safe Transport Environment Project, Trakker NAV, Personal Tracking, & e-Solutions. With these superior quality services, TPL Trakker assures to provide you with all kind of solutions that can help you live a better life.

Our business is to supply superior GPS tracking along with GSM & Satellite Mobile Asset Tracking, Management and Information Solutions. We work in partnership with our customers to develop solutions that deliver measurable business and operational benefits by providing total visibility and control of mobile assets and work forces.

TPL Provides following Solutions:

- ➔ Vehicle Tracking Solution.
- ➔ Portfolio Management.
- ➔ Trakker NAV.
- ➔ TPL Maps.
- ➔ Container Mapping.
- ➔ Personal Tracking.

Purpose

Scope for IVR implementation is as follows:

Automation of TPL Trakker Ltd. IVR (Interactive Voice Response) to improve efficiency and provide enhanced services to customers.

Divert the call traffic to the right custodians.

Award Criteria

Enter the criteria that will be used to determine the award.

Criteria #1 – 100% Compliant Technical Solution with lowest bid price.

Criteria #2 – Country-Wide Local Certified Team and OEM Support Available.

RFP Contact

Muhammad Salman & Muhammad Faizanullah will be the sole contact for this RFP. Communication with any other TPL TRAKKER employee or consultant during the RFP period is not permitted, and may result in your company being disqualified from the evaluation process. Any and all questions relating to the content, timeline, or requirements outlined in this RFP, as well as the associated proposals, should be made only via email to: Muhammad Salman muhammad.salman@tplholdings.com and Muhammad Faizanullah faizan.u@tplholdings.com

TPL TRAKKER LIMITED will help clarify any issues or questions regarding this RFP. It is the vendor's responsibility to seek this clarification.

RFP Response Format

Proposals submitted in response to this RFP are to be sent in a Word document or Adobe PDF format as an attachment to an email to: Muhammad Salman muhammad.salman@tplholdings.com and Muhammad Faizanullah faizan.u@tplholdings.com. Also, hardcopies of the proposal are required, 1 original and 1 copy. Proposals must be submitted in sealed envelopes clearly marked "IVR Automation", the name of the supplier, and either "Original" or "Copy," as applicable, on the outside of the envelope.

Proposals are to be addressed as follows:

Company Name: TPL TRAKKER LIMITED
Company Address: Corporate Office
12th Floor, Centrepoint,

Off Shaheed-e-Millat Expressway,
Adjacent KPT Interchange, Karachi
Postal Code 74900

Attention: Muhammad Salman and Muhammad Faizanullah
Email Address: muhammad.salman@tplholdings.com
Email Address: faizan.u@tplholdings.com

Timeframe and Key Dates

Activity	Date
RFP Issued	23-02-2017
Vendor RFP Questions Due (via Email Only)	05-03-2017
Vendor RFP Responses Due	13-03-2017
Proposal Evaluation	21-03-2017
Vendor(s) Negotiations	29-03-2017
Award Notification(s)	06-04-2017

Services Schedule

Agreed monitoring services are as follows:

Customer Service Centers

	Ext.	Days	Timings Br.	(TCR) After Office Timings	Escalation
L H R	31012	Monday to Fri	9:00 am to 7:00 pm	7:00 pm to 9:00 am	If not answered the call should be diverted to Br. Manager
	31011	Monday to Fri	9:00 am to 7:00 pm	7:00 pm to 9:00 am	
		Saturday	9:00 am to 2:00 pm	2:00 pm to 9:00 am	

K H I	0 (Reception)	Monday to Sat	9:00 am to 7:00 pm	7:00 pm to 9:00 am	If not answered the call should be diverted to CR Hotline
	31004	Monday to Sat	9:00 am to 7:00 pm	7:00 pm to 9:00 am	
	31003	Monday to Sat	9:00 am to 7:00 pm	7:00 pm to 9:00 am	

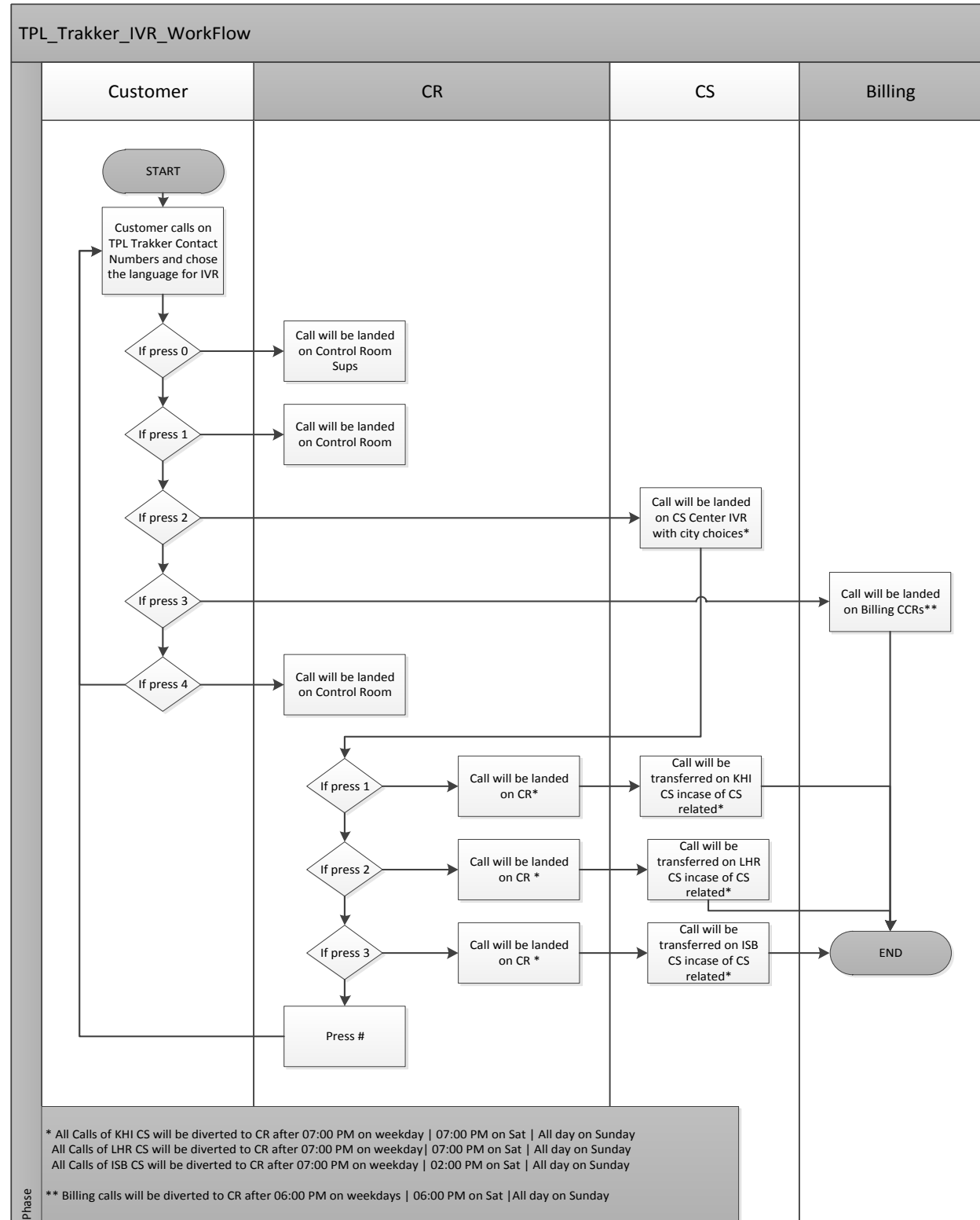
I S B	31006	Monday to Friday	9:00 am to 7:00 pm	7:00 pm to 9:00 am	If not answered should be diverted to Br. Manager
	31708				
		Saturday	9:00 am to 2:00 pm	2:00 pm to 9:00 am	

Billing Department

	Ext.	Days	Timings LHR Br.	(TCR) After Office Timings	Escalation
	31012	Monday to Sat	9:00 am to 7:00 pm	7:00 pm to 9:00 am	If not answered should be diverted to the Manager's Cell

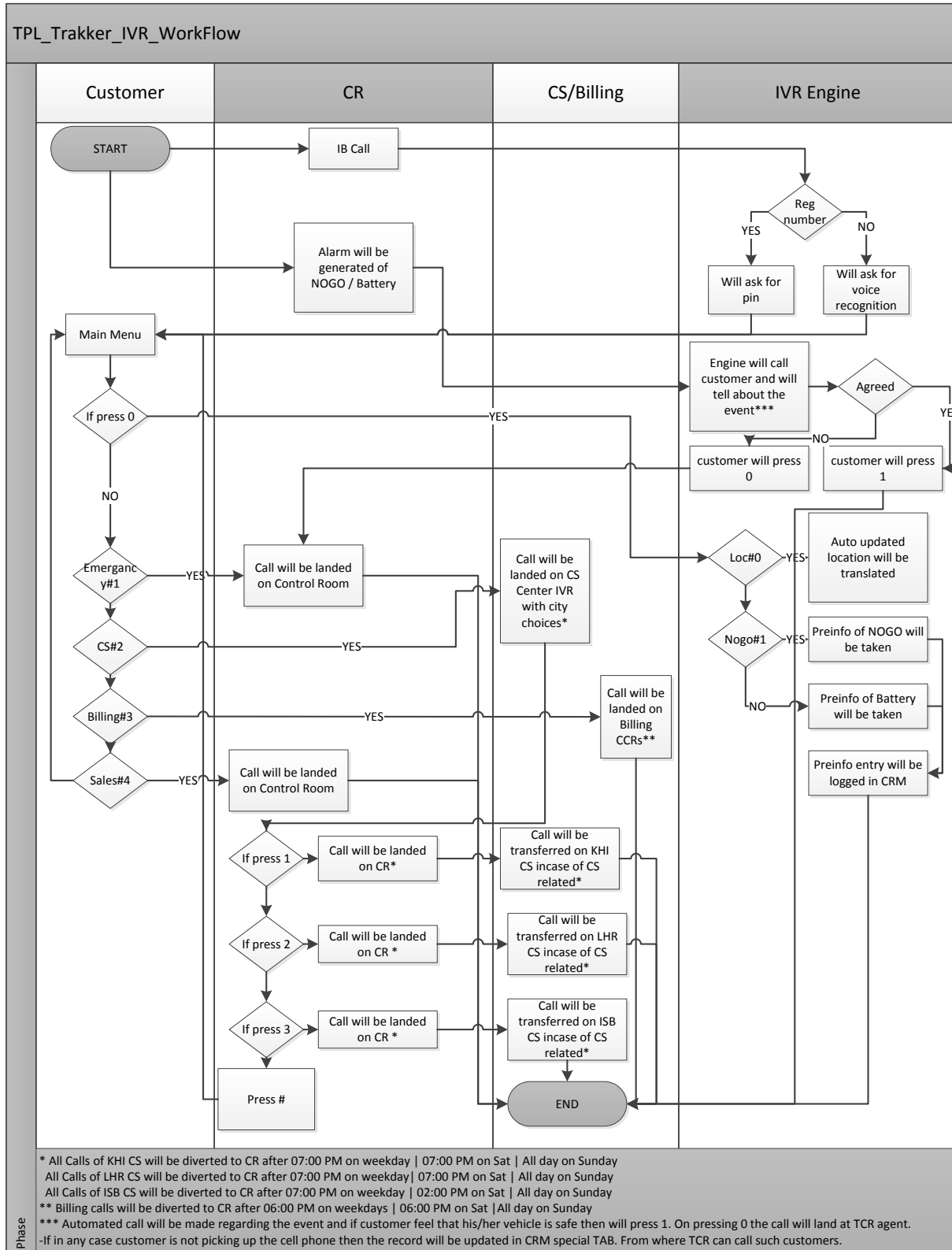
IVR Specifications Requirements

TPL Trakker Current IVR Work Flow



Phase

Auto IVR Suggested flow



Automation Requirement Briefs

Current IB IVR:

Welcome to TPL Trakker, Pakistan's No.1 Vehicle Tracking & Fleet Management Company. Urdu k liye 1 dabain for English press 2

For Emergency Services press 0 For Control Room press 1 For Customer Services press 2 For Billing information press 3 For Sales press 4

#0 Land on Supervisor / Senior Agents Group

#1 Land on CR CSQ

#2 For Karachi press 1 For Lahore Press 2 For Islamabad press 3 For Faisalabad Press 4

To listen main menu again press #

#3 Land on Billing Group

#4 Land on CR SCQ

Customer Authentication:

Customer authentication will be done via 2 methods.

If the customer is calling from registered number then he/she will be asked to enter PIN and PIN combined with cell number will make a unique authentication code.

If customer is calling from an unregistered number then will ask from customer to confirm the numeric part of the VRN and if VRN exists in system then ask for pin code. The unique combination of numeric VRN and pin code will be used to authenticate. If a unique combination is not found or if authentication is not done, call should be routed to agent.

Self-Vehicle locator/ pre-information:

After selection of language the option of taking location of the vehicle will be asked from customer to enter vehicle last digits and the location residing in a DB will be narrated to customer via live text to speech option.

Customer, after selection of language, will press 0 for location and pre-info.

After entering the location and pre-information menu, customer will press 1 for location and 2 for battery pre-information entry.

Alarm Servicing:

On alarm generated in a specific DB, the IVR will call the customer on numbers associated with the account and will ask for the safety of the vehicle. Customer will press 1 for safe and will press 0 to connect with TCR agent.

Flow of the following will be:

Tracking system generates alarm which is saved automatically in TPL's CRM.

Call should be generated on very next second after receiving the alarm - maximum delay allowed is 5 minutes.

Primary / secondary numbers in group should be redialed 3/4 times. It will be PPSS (3 retries to primary number, followed by 3 tries to first secondary number, followed by 3 ties to 2nd secondary number).

There can be more than 2 numbers to dial - the dialing request will have all the numbers to dial in sequence of primary, secondary 1, secondary 2, ... and the VRN (the unique ID for this vehicle identification and for all back-office calls to TPL CRM).

Only finalized response should be given to CRM; if not connected for any reason then response given to CRM should be "not-connected". As soon as a call is connected, the response should be updated to CRM on how the customer responded: Pressed 1, 2 or nothing. If he doesn't press anything, call should be connected to agent. If customer ends the call, the response should still be updated in CRM within 5-minutes timeframe.

In case of safety, customer will Press 1 for car safety (customer confirms that his car is safe), response to CRM in case of safety (Press 1) will be submitted by TPL.

If CRM doesn't respond within 5 seconds - what should CC do? TPL is to confirm this. EF isn't supposed to ship information anywhere. However, information should be made available for back-office team to do audit.

Web service response timeout is to be finalized.

In case of Press 2, customer call will be routed to agent for further communication.

For IVR Back office integration, request should be given via VRN (Vehicle Registration Number) to inform customer about car status (reason for using VRN is one customer may have multiple cars).

Inform customer about the VRN (Just alphanumeric number) - just the car number on IVR as announcement.

Location POI announcement In case of NoGo area, announce location name - request via VRN and get NoGo area location prompt name from CRM.

DNC List will be handled via CRM.

KPIs

- Number of calls dropped within IVR.
- Number of calls department wise.

Glossary

Words	Definitions
IVR	Interactive Voice Response
CS	Customer Services
CR	Control Room