



18<sup>th</sup> May, 2023

ADDENDUM NO.2

**TENDER FOR THE PROVISION OF OMNICHANNEL AND CASE MANAGEMENT SYSTEM FOR ZAMBIA NATIONAL COMMERCIAL BANK PLC**

Reference is made to the above captioned request.

Kindly be informed as follows:

NO	QUERY FROM PROSPECTIVE BIDDER	ZANACO RESPONSE
1.	How many Shifts does the Bank have?	Only contact Centre has 2 shifts per day
2.	What is the maximum number of Voice Agents in a shift?	50
3	What is the maximum number of Email/Chat/SMS Agents in a shift?	<ul style="list-style-type: none"> <li>Email 500/day on average</li> <li>Facebook 500/day on average</li> </ul>
4	How many Social Media Agents do you have (Facebook, WhatsApp, Twitter Etc.?)	10 Agents
5	Trunking- How many ports and type are available (e.g. ISDN E1, SIP etc.)	We currently have 3 PRI lines (Zamtel, Airtel and MTN)
6	Does the customer need Quality Management (voice recording, agent monitoring etc.) and Work Force Management?	Zanaco already have a Call Manager (Ameyo) to be integrated with new solution.
7	Will hard phones or Softphones and headsets be required?	No hard phones, soft phones or headsets will be required.
8	Will SMS gateway be provided by ZANACO or vendor?	Zanaco Already has.
9	The Bank should note that Case management provided for Digital channels only will not include or capture voice channel incidents as this will be separate and not possible to integrate.	The proposed solution should be integrated with our current Call Manager (Ameyo).
10	Please provide the information whether the deployment is On Premise or On Cloud	On premise
12	Kindly provide the expected volume details for customer interactions	<ol style="list-style-type: none"> <li>Peak volume <ul style="list-style-type: none"> <li>Calls: 1500 – 7 calls on average</li> <li>Email 500/day on average</li> <li>Facebook 500/day on average</li> </ul> </li> <li>Total transactions per month/day. <ul style="list-style-type: none"> <li>This question is not clear.</li> </ul> </li> <li>Total customer logins per month/day  500 – 1500 tickets</li> </ol>

Zambia National Commercial Bank Plc (Registered Commercial Bank)

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13	Please provide the total number of Agents and Supervisors to work on the tickets in the back end	+/- 80 supervisors +/- 400 front and backend users
14	We would like to understand whether if Ameyo proposes an alternate Case Management (Ticketing) Solution, if it would be acceptable proposition. We have alternate options and can work further based on the response.	Ameyo is not the one that determines which solution to integrate with or not. It is a preserve of Zanaco.
15	Omni Channel would be a part of the Ameyo Solution, while we understand the Case Management (Ticketing system) should integrate with the Call Manager. Kindly advise if the understanding is correct	Ameyo should be part of Omnichannel solution through integration.
16	Re-opened Cases: As Retail Credit, we want cases not to be re-opened by customers checking their emails; We wish to seek more detailed understanding on this.	Users should not have the right to reopen tickets in queues they are not assigned without permission or approvals.
17	'Integration with existing Banking application: The solution to be integrated with existing banking application/customer DB for the purpose of customer information and to allow staff to be creating cases under a customer profile'  Query: We would be required to understand the method of connecting to the existing banking application / customer DB.	Vendor is free to propose the integration
18	We wish to know the basic specifications to be considered E.g. On Premises / Cloud Based Solution preferences, Number of Licenses / Agents, Number of Admins, Ticket Workflow, Prioritisation, Escalation and SLA, Self Service Portal, Agent Performance, Knowledge Management, etc. A bit more detail would enable us to propose the right fit solution.	<ul style="list-style-type: none"> <li>• On premise</li> <li>• +/- 80 supervisors</li> <li>• +/- 400 front and backend users</li> <li>• 2 IT admin</li> </ul> <p>Workflow, prioritisation, escalations, SLAs. These should be configurable and vendors should propose how they would meet these requirements.</p>
19	May we request you for an architecture / logical diagram of the current solution deployed so that can conceptualise and propose the right fit connectors / components of the solution.	Addressed in addendum No.1 and document shared on the website.

Please note that all the other details pertaining to the tender remain unchanged.

Yours sincerely,

**For and on behalf of Zanaco Bank Plc**



Vincent Chuunga  
**Chief Operations Officer**