

Answers to Queries – Procurement of CSAT Tool

Reference is made to the announcement published on 13th September 2023, please find the below answers to the queries received for the captioned bid.

#	Clarification	Answers
1	Could you please specify whether you prefer to be responsible for sending SMS messages or if you would like us to handle this task? Our recommendation is for you to manage the SMS sending process to maintain a consistent sender identity for SMS messages received by customers from BML. This approach would also be more cost-effective	We will manage the SMS
2	Could you provide further details regarding your access to customer contact information on your website? Alternatively, do you plan to implement a pop-up survey on your website to capture visitor experiences?	Yes, we would like to do that in the near future. However, keep the cost for this separately.