

RFP Ref. No.APSFL/Call Centre/59/2019,Dated 13/01/2019

RFP to setup and operate Call Centre facility for APSFL

Clarifications: 31-Jan-2019

S.No	RFP Part no	Section No	Page No.	Content of the RFP requiring clarification	Clarification sought	Clarification by RFP
1	2.12	2.12	15	Training -- The Bidder, in consultation with the APSFL shall provide training to all the resources on the systems and procedures laid down by the APSFL as appearing in this document	<p>Please specify if there is any training duration which is expected for the manpower</p> <p>Also please suggest, if AP Fibernet would arrange for a train the trainer and would provide the vendor with the training module</p>	Please refer to Section 2.13 of RFP (Page No 16)
2	4.33	4.33	34	Termination of the contract: APSFL may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15days, sent to the Successful Bidder, terminate the contract in whole or part,	As per the RFP document, the termination rights for the contract is reserved to APSFL, we request you to make this bilateral so that both the parties have rights to terminate the contract under specific conditions	As per RFP
3	2.7	2.7	11	Capacity Served -- 5000 calls per day	<p>Request you to share the break up of these calls (inbound and outbound and language wise)</p> <p>If possible kindly share the hourly call flow with peak and non peak hours</p>	Please refer to Annexure 1 in this document for average inbound call flow for last quarter. Please refer to Annexure 2 in this document for average Hourly call flow. Outbound calls as per requirement. Also, please refer to corrigendum 02

4	2.3	2.3	11	Channels : Incoming voice, Outgoing Voice, Email, Chat on APSFL Portal, Social Media and other channels as required by the authority in future	<p>Is Social Media Response Management/ Customer Service a part of the current scope or future requirement? If part of current scope please help with responses to the below queries.</p> <p>A) Could you please elaborate on the overall scope of the Social Media?</p> <p>B)What are the social media channels that need to be monitored?</p> <p>C)Is there any platform currently used for social media listening and response management? If not is there a need for a separate social media Listening and Response Management platform?</p> <p>D)What are the approximate volumes of comments/mentions on each of the mentioned social media channels?</p> <p>E)What are the number of customer service agent licenses required to monitor and respond to queries/issues for social Media?</p> <p>F)Is there any integration required of the Social Media Monitoring & Response Management Platform with any existing system? If so, kindly provide a high level requirement of the scope of work.</p>	Bidder should have the capability to meet the requirement in future
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5	2.10	2.10	13	<p>Call Center Infrastructure -- Required floor space- The Call Centre will be operated from the premises of the successful Bidder. Bidder has to propose name of the Location (City) and two alternate locations all within the state of Andhra Pradesh from where they offer to have the call centre. The proposed locations should be only within state of Andhra Pradesh.</p> <p>APSFL will select the location most suitable for the its Call Centre. The Call Centre will run with an initial seat capacity adequate for handling APSFL's inbound calls at the proposed location. Apart from the centralized call centre facility, the bidder may choose to have agents logged in from remote locations during special circumstances (increased call volume, network downtime, natural calamities etc) to meet necessary SLAs</p>	<p>Request you to dilute this clause so that the bidder can propose one location in the state of Andhra Pradesh and two alternate locations in or around the state of Andhra Pradesh- Hyderabad, Chennai, Munnar, Bangalore etc..</p> <p>We assure you our capability to manage the current requirements from our existing center in Andhra Pradesh</p> <p>If in future, if there is a requirement for some backup center/increased facility, we would either expand our existing facility or get a new infrastructure. Aside we also have the capability to cater the requirements from Telugu speaking regions outside Andhra Pradesh in case of sudden requirements</p>	As per RFP
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6	2.11	2.11	14	<ul style="list-style-type: none"> o Should deploy enough resources to maintain the SLAs designed as per extant regulations & standards and start with a minimum of 40-seater facility operational during the service window mentioned above o Bidder should deploy adequate number of Call Center Representatives in each shift which should be sufficient to handle call flow from APSFL's customers. The premises should have the capacity for scalability to a higher number of seats in future date, depending upon the increase in subscriber base of APSFL. Accordingly, the Bidder should be in a position to scale up their operations. o Span ratio to be maintained as per the table mentioned below o Necessary standby resources shall be planned in addition to minimum resources. o Should increase the resources if the call volumes go up and to meet the SLAs. 	<p>We request you to share the details of the anticipated increase/decrease in the call flow in advance (at least 45 days in advance), so that we can plan the ramp up/ramp down of the agents properly and ensure adequate manpower at any given time</p>	<p>APSFL will release customer base projections one month in advance to plan resources accordingly</p>
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7	2.7	2.7	11	Capacity Served -- 5000 calls per day	Request you to share the break up of these calls (inbound and outbound and language wise)	Please refer to Annexure 1 in this document for average inbound call flow for last quarter. Please refer to Annexure 2 in this document for average Hourly call flow. Outbound calls as per requirement. Also, please refer to corrigendum 02. Currently, majority of the calls (more than 95%) are in Telugu language
8	2.7	2.7	11	Capacity Served -- 5000 calls per day	Please share the AHT for the calls -- Both inbound and outbound	AHT for inbound is around 185 seconds and AHT for outbound is based on requirement of the campaign
9	2.11.1	2.11.1	14	Call Center Agents -- Should deploy enough resources to maintain the SLAs designed as per extant regulations & standards and start with a minimum of 40-seater facility operational during the service window mentioned above	Since the vendor is expected to maintain a 40 seater call center capacity, yet the payments would be made on a Per connect minute basis, hence we request you to give us a minimum billing guarantee for the number of calls	APSFL requires 40 seaters capacity at the time of startup based on the call volume bidder can manage the headcount/seats
10	1.1.5	1.1.5	6	Key events and dates- Submission Date	We request you to extend the last date for the submission of the bid since we would need some time to come up with the best possible solution after the receipt of the pre bid query response	Please refer to corrigendum 01
11	1.1	11	15	INR 10,00,000 (INR Ten Lakh Only) in the form of Bank Guarantee issued by one of the Nationalized / Scheduled Commercial Banks in India drawn in favour of Andhra Pradesh State FiberNet Ltd, payable at Vijayawada	Relaxation Require	As per RFP

12	3.1	3.1	21	The Bidder should have experience in supporting call centre services for Internet Service Provider/Telecom Operator/Cable or D2H Industry for at least 2 years.	Request to APSFL, kindly relax the clause	As per RFP
13	3.1	3.1	21	The Bidder should have cumulative annual Turnover of INR 10 crore and above in last Two audited financial years from supply of call centre services	Requested to amend that "The Bidder should have cumulative annual Turnover of INR 10 crore and above in last Two audited financial years from IT & ITES Services / Supply of call centre services"	As per RFP
14	3.1	3.1	21	The Bidder should have experience in supporting call centre services for Internet Service Provider/Telecom Operator/Cable or D2H Industry for at least 2 years.	Requested to amend that "The Bidder should have experience in supporting call centre services for any Central / State Government / PSU/ Banks/any other reputed private organizations/ Internet Service Provider/Telecom Operator/ Cable or D2H Industry as on bid calling date".	Please refer to corrigendum 02
15	3.1	3.1	21	The Bidder should be providing BPO/Call Centre services, should be operating with an aggregate of at least 300 Full Time Equivalents (FTEs) on company payroll for its Call Centre Voice operations in India as on date of RFP.	Requesting to clarify that, "Whether the bidder should provide undertaking letter or not"? Also requesting to amend "The Bidder should be providing BPO/Call Centre services, should be operating with an aggregate of at least 150 Full Time Equivalents (FTEs) on company payroll for its Call Centre Voice operations in India as on date of RFP".	As per RFP

16	2.9	2.9	12	Hardware/Software/Technologies to be implemented: Procuring of necessary Primary Rate Interface (PRI) lines/SIP Trunks for inbound calls, in the name of APSFL will be the responsibility of the Bidder. Bidder has to ensure the Uptime of these Primary Rate Interface lines with the Telecom Service Provider (TSP). Payment and Maintenance of the Primary Rate Interface lines/SIP Trunks shall be the responsibility of the bidder. However, reimbursement of the cost incurred for procuring PRI lines and for the periodic bills of said PRI lines/SIP Trunks will be done by APSFL on submission of Invoice along with the necessary documents.	Who is the owner of the PRI, is it we need to make the advance payment to Teleco and reimburse it or directly need to submit the invoice to the department	Please refer to corrigendum 02
17	2.7	2.7	11	Capacity Served: = Approximately 5000 calls (on average) per day on total existing subscriber base of 6 Lakhs.	Plz assure "Revenue Protection for Minimum Guarantee on the number of calls per day".	As per RFP. Also, please refer to corrigendum 02
18	General	General	6		Request for extension of bid submission date from 31 st jan'2019 to further 2 more weeks. A) Plz provide Payment terms briefly B) Plz confirm the seating capacity for analyzing process. C) Plz clarify, proposed call center is Physical or Shift wise?	Please refer to corrigendum 01 regarding extension of bid submission date. A) Please refer to section 4.30 in the RFP regarding payment terms B & C) Please refer to section 2.1.1 in the RFP

19	2.3	2.3	11	Incoming voice, Outgoing Voice, Email, Chat on APSFL Portal, Social Media and other channels as required by the authority in future	<p>Change Requested:</p> <p>Single Omnichannel platform for Incoming Voice, Outgoing Voice, Email, Chat on APSFL portal</p> <p>Platform should additionally support social media and other channels as required by authority in future</p>	As per RFP
20	2.9	2.9	12		<p>Core Components like ACD (Inbound and Outbound), IVR, CTI, Telephony and Gateway should be from the same OEM</p> <p>Technology Vendor OEM Criteria - The OEM must be Publicly listed Company with a Registered Office in India OEM must have its own 24x7 Support Centre The OEM should be ISO 9001 and ISO 20000 certified</p> <p>The Technology Vendor should be in Leaders Quadrant of the latest (2018) Gartner's Magic Quadrant for Contact Centre Infrastructure</p>	As per RFP

21	2.9	2.9	12	Procuring of necessary Primary Rate Interface (PRI) lines/SIP Trunks for inbound calls, in the name of APSFL will be the responsibility of the Bidder. Bidder has to ensure the Uptime of these Primary Rate Interface lines with the Telecom Service Provider (TSP). Payment and Maintenance of the Primary Rate Interface lines/SIP Trunks shall be the responsibility of the bidder. However, reimbursement of the cost incurred for procuring PRI lines and for the periodic bills of said PRI lines/SIP Trunks will be done by APSFL on submission of Invoice along with the necessary documents	Change Requested: Procuring of necessary Primary Rate Interface (PRI) lines/SIP Trunks for inbound calls, in the name of APSFL will be the responsibility of the Bidder. Bidder has to ensure the Uptime of these Primary Rate Interface lines with the Telecom Service Provider (TSP). Payment and Maintenance of the Primary Rate Interface lines/SIP Trunks shall be the responsibility of the bidder. However, reimbursement of the cost incurred for procuring PRI lines and for the periodic bills of said PRI lines/SIP Trunks will be done by APSFL on submission of Invoice along with the necessary documents. The bidder should provide Unified Voice Gateways which are capable of handling E1 PRI and SIP both.	Please refer to corrigendum 02
22	2.16	2.16	17		Additional Point: Unified Reporting for Inbound, Outbound, Email and Chat	As per RFP
23	2.7	2.7	11	Approximately 5000 calls (on average)per day on total existing subscriber base of 6 Lakhs.	Query: Out of the 5000 calls received per day, how many are expected to be transferred to agents and how many are expected to end in the IVR itself?	Please refer to corrigendum 02, Annexure 1 & 2 in this document regarding call volumes offered to the agents.
24	2.7	2.7	11	Approximately 5000 calls (on average)per day on total existing subscriber base of 6 Lakhs.	Query: What is the expected avg. handle time for the calls at IVR?	Self service in IVR is yet to be implemented. AHT for calls closed in IVR is as per requirement

25	2.7	2.7	11	Approximately 5000 calls (on average)per day on total existing subscriber base of 6 Lakhs.	Query: What is the expected avg. handle time for the calls at agent?	AHT for the inbound is around 185 seconds
26	2.9	2.9	12	Should maintain call recording for a period of three to six months for analysis	Query: Please confirm the period of call recording retention so that storage can be decided accordingly	Please refer to section 2.16 of the RFP
27	2.9	2.9	12	The vendors selected will be required to design the IVR tree structure in consultation and with the approval of APSFL. APSFL may suggest changes and customization in IVR tree structure from time to time, which the vendor will be required to execute within the time as mutually discussed by both parties. All necessary script messages for IVR to be approved by APSFL.	Query: 1.Please confirm the IVR tree/flow. 2. Please let us know the frequency of IVR changes 3.Need to know IVR languages to be implemented.	1.APSFL will provide IVR tree and flow while implementation 2.APSFL will inform the requirement in advance 3.IVR languages to be implemented - Telugu, English and Hindi
28	2.9	2.9	12	The integration of the PBX/IP PBX system with the IVR system shall be the responsibility of the Bidder. IVRS is to be operational 24 hours 365/366 days.	Query: Pls confirm whether APSFL will provide IVR recorded prompts Also let us know for any selfservice IVR.	APSFL will provide IVR tree and scripts, also for self-service IVR
29	2.9	2.9	12	All technologies/software implemented shall be standard products and should allow for smooth integration with Business Support System (BSS) and Customer Relationship Management (CRM) system of APSFL	Query: Pls confirm if APSFL CRM is internet based or bidder has to establish private link between our center and APSFL center	APSFL CRM is internet based
30	5.1	5.1	36	Checklist Bidder Profile as per given format	Pls share the required format as the it is not available in the RFP	Please refer to Corrigendum 02

31	2.7	2.7	11	Capacity Served Approximately 5000 calls (on average)per day on total existing subscriber base of 6 Lakhs.	Pls share the peak & Non-peak call volume in a dayand trend in a month to manage the manpower accordingly.	Please refer to Annexure 1 and 2 of this document
32	2.11.1	2.11.1	14	Call Centre Agents Should deploy enough resources to maintain the SLAs designed as per extant regulations & standards and start with a minimum of 40-seater facility operational during the service window mentioned above	Pls share the bifurcation of seats for Inbound/Outbound calling out of 40seats	Bidder may decide based on call volume
33	2.12	2.12	15	Training	Pls confirm if training period is billable to client.	Please refer to section 4.3 of the RFP regarding payment
34	3	3	20	Stage C -CommercialBid - point 3 APSFL reserves the right to decrease or increase the FTEs.	In case of increase or decrease in FTE level, advance notice of 60 days needs to be provided. Also incase of decrease in FTE's it should not be more than 15%	APSFL shall provide subscriber projections one month in advance. It is the responsibility of the bidder to plan the resources accordingly to meet SLAs
35	3	3	20	Stage C -CommercialBid - point 6 APSFL reserves its right to withhold any amount for the deficiency in the service aspect.	To add: in case the bidder fails to rectify the defect within 15 days of receipt of notice from APSFL	As per RFP

36	4.29	4.29	29	Service Levels and Penalties	<p>To ensure that the penalties and SLA are realistic and SLAs specified are achievable</p> <p>Further, liability clause to be incorporated as under:</p> <p>1) Notwithstanding anything contained herein, Service Provider's aggregate liability under this agreement will be limited to average of the one month fees payable to the Service provider preceding the month in which the claim arose, irrespective of the nature of the claim which results in such liability and whether based on contract or tort or any other theory of law.</p> <p>2) Notwithstanding any other provisions of this Agreement, in no event shall Service Provider be liable to the indemnified for lost profits or revenues, indirect, special, consequential, or similar damages arising out of or in connection with the services, materials or assistance provided under this Agreement, or for any claim made by the Client in that respect.</p>	Please refer to Corrigendum 02
37	4.3	4.3			<p>Specific time period to be mentioned. Monthly basis within 15 days of bill submission.</p> <p>Would also suggest that we need to incorporate a clause that in case of delay in payment we should be entitled to receive delayed payment interest and also option to terminate in case delay is beyond 60 days period</p>	As per RFP

38	4.32	4.32	<p>Liquidated Damages APSFL will consider the inability of the Bidder to deliver the manpower and other deliverables as per scope of this RFP and proposed Agreement within the specified time limit, as a breach of Contract and would entail the payment of Liquidated Damages on the part of the Bidder. The liquidated damages represent an estimate of the loss or damage that the APSFL may have suffered due to delay in performance of the obligations (relating to delivery, implementation and Training etc.) by the Bidder. If the Bidder fails to deliver or perform the Services within the time period(s) specified in the Contract, the APSFL shall without prejudice to its other remedies under the Contract deduct from the Call Price, as liquidated damages, a sum equivalent to 0.5% of the complete contract amount until actual delivery or performance, per week or part thereof. Both the above penalty as well as liquidated damages are independent of each other and are applicable separately and concurrently in addition to the termination of the contract if found desirable by the APSFL.</p>	<p>Would suggest to make this clause subject to limitation - which should ideally be average of one months fee</p>	<p>As per RFP</p>
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39	4.33	4.33		<p>Termination for default APSFL may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15days, sent to the Successful Bidder, terminate the contract in whole or part, (i) if the Successful Bidder fails to deliver any or all of the services within the time period(s) specified in the Contract or within any extension thereof granted by APSFL; or (ii) if the Successful Bidder fails to perform any of the obligation(s) under the contract; or (iii) if the Successful Bidder, in the judgement of APSFL, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.</p>	<p>Would suggest to provide 15 days cure period to rectify the default and termination should be effective only incase we fail to rectify the default</p>	<p>Please refer Corrigendum 02</p>
40	4.33	4.33		<p>However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.</p>	<p>Is there also a part termination of the contract. Need clarification</p>	<p>As per RFP</p>
41	4.33	4.33		<p>Termination for Convenience APSFL may by written notice, with a notice period of 1 month sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for APSFL's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the successful Bidder is not entitled to any compensation whatsoever.</p>	<p>1. Would request provision of 60 days notice in case of termination for convenience 2. The last line of the para to be revised as under: On termination, the successful Bidder is not entitled to any compensation whatsoever except for</p>	<p>As per RFP</p>

42	4.34	4.34		In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by the Managing Director of APSFL in accordance with the "Arbitration and Conciliation Act 1996".	Arbitrator to be mutually appointed by the Parties so that the decision taken is fair and there is no conflict of interest.	Please refer Corrigendum 02
43					APSFL Need to share the realistic Call volume projection for the next 24 months on month on month basis.	APSFL will share subscriber projections one month in advance. Bidder shall deploy enough resources to meet SLAs
44	4.3	4.3	33	The call centre payments will be paid on Monthly basis against the invoice submitted after adjusting for penalty (if any) as per costs given by bidder. The Cost will be computed by multiplying the number of incoming calls answered every month with that of cost of per incoming call rate and number of outgoing connected calls made every month with that of cost of per outgoing call rate respectively. Bidder shall submit all the reports as mutually agreed between APSFL and bidder, after respective period before the payment of that period. These reports may include but not limited to	APSFL need to share the elaborated SLA on Payment terms.	As per RFP
45	2.1	2.1	10	Upselling the subscriber for higher plans based on the usage pattern and Age on Network (AON)	APSFL need to clarify more on Upselling and Collection follow-up elements which are mentioned in RFP, And the bid is floated for services provided by APSFL, this will be Additional KPI over the Required Service Matrix, hence we seek additional Perks to agents.	As per RFP

46	4.17	4.17		<p>The EMD of the unsuccessful Bidders will be returned at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD amount held by APSFL till it is refunded to the unsuccessful Bidders will not earn any interest thereof. The EMD amount of the Successful Bidder(s) can be converted as part of Security Deposit (SD) for successful execution of the work and will be returned only after the successful fulfilment of the Contract. The EMD amount will be forfeited by APSFL, if the Bidder withdraws the bid during the period of its validity specified in the tender or if the Successful Bidder fails to sign the contract or the Successful bidder fails to remit Security Deposit within the respective due dates</p>	<p>EMD/Security Deposit: APSFL need to consider Submitting the EMD post the selection of successful bidder or BID allocation only.</p>	<p>As per RFP</p>
47	3.2	3.2	22		<p>In addition to it if we intend to go on consortium model need brief do's and don'ts about lead bidder profile. a. Ex: Who should be lead Bidder basing upon the Bid Qualifications. And finally, a special request from our end i.e. extension of BID final submission date by another 3 weeks. This will help us to prepare the quality Project plan for smooth execution if we are selected.</p>	<p>Consortium is not allowed. Please refer to corrigendum 02</p>

Annexure 1 – Average Call Flow

Intervals	Average CALLS						
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
TOTAL CALL'S	2776	2490	2337	2195	3279	3193	2404
07:00:00	21	26	32	26	66	30	29
07:30:00	28	38	34	28	64	33	30
08:00:00	32	51	43	38	69	36	41
08:30:00	35	66	43	45	74	40	46
09:00:00	43	75	49	45	88	42	48
09:30:00	48	70	51	54	66	50	58
10:00:00	49	57	48	52	60	52	58
10:30:00	54	67	51	50	55	81	53
11:00:00	51	81	59	55	69	120	63
11:30:00	60	92	82	63	63	149	76
12:00:00	64	103	118	67	63	149	78
12:30:00	68	100	120	64	80	169	65
13:00:00	74	70	120	82	84	156	95
13:30:00	65	64	97	73	90	167	95
14:00:00	63	71	70	78	69	140	108
14:30:00	61	49	45	70	86	115	101
15:00:00	66	52	41	60	92	108	71
15:30:00	48	43	44	47	83	68	56
16:00:00	43	42	40	47	82	73	49
16:30:00	57	42	40	48	78	72	61
17:00:00	66	56	45	53	83	80	100
17:30:00	78	63	57	57	99	89	72
18:00:00	151	110	88	96	157	139	115

18:30:00	259	172	137	141	229	209	150
19:00:00	260	166	133	143	228	200	139
19:30:00	249	167	149	149	229	146	143
20:00:00	239	151	170	169	261	140	149
20:30:00	192	153	133	123	232	134	114
21:00:00	130	111	96	91	154	84	71
21:30:00	66	49	51	46	76	62	35
22:00:00	29	17	24	17	21	32	15
22:30:00	13	10	13	11	11	14	10
23:00:00	12	7	11	9	19	15	11

Annexure 2 – Median Call Flow

Intervals	Median CALLS						
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
TOTAL CALL'S	2316	1810	1744	1694	1834	1769	1727
07:00:00	18	22	21	26	27	29	27
07:30:00	27	31	22	26	31	33	28
08:00:00	29	35	27	30	34	36	37
08:30:00	32	40	34	39	32	38	41
09:00:00	37	40	31	42	33	36	44
09:30:00	36	45	29	48	42	41	53
10:00:00	47	40	40	51	49	39	58
10:30:00	39	60	42	43	52	55	47
11:00:00	48	58	46	51	51	49	52
11:30:00	50	43	34	49	43	51	57
12:00:00	55	55	37	48	59	62	65
12:30:00	46	64	41	60	64	60	60
13:00:00	49	59	45	63	68	68	69
13:30:00	44	60	38	61	62	77	68
14:00:00	32	61	40	48	57	58	76
14:30:00	34	43	32	47	46	59	69
15:00:00	45	46	33	44	45	43	59
15:30:00	29	38	40	33	40	46	40
16:00:00	41	42	37	32	46	50	41
16:30:00	40	48	37	40	45	43	39
17:00:00	46	48	38	52	48	47	50
17:30:00	59	55	53	64	55	58	64
18:00:00	140	83	79	73	90	78	80

18:30:00	253	116	96	85	103	94	69
19:00:00	261	87	142	89	136	111	99
19:30:00	248	108	144	90	122	85	95
20:00:00	239	111	148	108	117	99	75
20:30:00	144	116	140	102	92	81	75
21:00:00	83	99	102	80	76	59	48
21:30:00	35	34	64	38	45	43	26
22:00:00	17	13	12	21	15	26	10
22:30:00	11	8	11	10	8	10	9
23:00:00	8	5	9	6	6	10	3