Como primer paso para la adquisición de servicios en la tercera generación del Acuerdo Marco de BPO, la Entidad Compradora de acuerdo con su necesidad, debe registrar e identificar las características y condiciones que se relacionan en el presente formato. Lo anterior, para reconocer claramente el requerimiento y de esta manera entregar a los proveedores información necesaria para la correcta proyección de los servicios y el costo asociado a estos.

El registro de la información por parte de la Entidad Compradora garantiza que sean proporcionados suficientes datos al proveedor para dimensionar y proponer la solución que se adecúe a las necesidades de la Entidad, por lo tanto, Colombia Compra Eficiente recomienda que la Entidad registre la mayor cantidad de información posible (La Entidad podrá relacionar información en documentos adicionales).

Si la operación de la entidad está dividida en varias campañas, segmentos o procesos, es recomendable diligenciar un formato para cada uno de ellos, particularmente cuando sus objetivos, métricas o indicadores sean diferentes.

*Nota: La Entidad Compradora únicamente debe diligenciar la información que le aplique para satisfacer su necesidad*

1. **Contexto de la entidad y descripción general de la necesidad o el proceso.**

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1. **Canales de Atención**

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1. **Horario de Atención**

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1. **Volumetría por cada canal de comunicación requerido de al menos el último año. (Intraday, histórico y por tramos de al menos 30 minutos)**

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1. **Flujos de atención y TMO de reconocimiento de voz promedio en cada minuto de gestión**

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1. **TMO por proceso de negocio**

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1. **Requerimiento de outbound (Preview, predictivo, progresivo)**

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1. **Alcance de los desarrollos a realizar**

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1. **Consultas a Bases de Datos**

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1. **Actividades back office a desempeñar por el recurso humano**

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1. **Historial de transacciones**

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1. **Transferencias de llamadas a realizar**

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1. **Pareto para implementar Bots**

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1. **Distribución proyectada de recursos por canales de comunicación**

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1. **Diagramas de integración requeridos con las plataformas de los proveedores**

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1. **Detalle los diagramas, flujos, configuraciones del chat**

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1. **Distribución proyectada de recursos por canales de atención**

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1. **Ubicación geográfica de atención presencial**

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1. **ANS**
2. **Personal requerido para la operación y cantidad de puestos de trabajo**

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1. **Perfiles requeridos para la operación, personal que la entidad sugiere retener de la operación anterior**

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1. **Esquema de respaldo y contingencia requeridos para las personas y recursos de la operación**

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1. **Estructura IVR (Flujograma)**
2. **Integración con otras aplicaciones de la Entidad Compradora**

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1. **Herramientas suministradas por la Entidad Compradora**

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1. **Tiempo de implementación (Verificar Guía de Compra y Minuta)**

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1. **Especificaciones Técnicas**

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1. **Comentarios Adicionales**

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