

REQUEST FOR PROPOSAL TO SETTING UP A CALL CENTRE

No SIC/DPU/19/Call – Centre/ Nov2008

Dated: 19th Jan, 2009

Document Fee:

Rs. 500/-

Subject: Request for Proposal for Setting up a Call Centre .

Dear Sir or Madam,

National Small Industries Corporation (NSIC) is about to set up a service centre as a call centre part of it. For which the following items are required.

The salient features of service center are given below:

1. Track of all incoming calls with Date & Time
2. Recording of entire conversation
3. Feature of soft phones (Physical Phones are not required)
4. Tele Conferencing (Expandable option available for IP Telephony)
5. Conferencing feature with software integration
6. Customer care executive can respond while looking at profile. (Database Integration)
7. The entire system can be monitored remotely such that if the person is out of office still he can track the calls.
8. Most of the queries can be responded with IVR (Interactive Voice Responses) and these IVR's can be managed by the organization.
9. E- mail notifications for unattended calls.
10. Voicemails can be forwarded to mail boxes.
11. Report Generation on the basis of different criteria's such that the Pending queries, Queries relevant with prevailing schemes, Suggestions and complaints.

Proposals are therefore invited for that on two-bid system i.e. (Technical Proposal and Financial Proposal. Formats are given in **(Annexure-'B')**. The details of assignment are provided in the enclosed Terms of Reference (TOR) **(Annexure-'A')**

1.0 NAME OF WORK

Supply, installation & commissioning of the following Item

S.No	Name of the Device / License	Qty
1	IP Office Basic Unit consisting 8 digital extension ports, 8 port Ethernet switch and VPN support for secure site- to- site communication.	1
2	PRI Card (Interface for PRI Circuit)	1
3	License to enable CTI link Pro	1
4	License to provide 4 port voice mail	1
5	Phone Manager Pro Software - Dialing through PC (outlook Contacts,	5

	contact popup, agent mode – log on /log off/ busy status.	
6	Compact Contact Center- Advance Call distribution, Real time system management.	1
7	License to enable integration between IP Office and call recording library.	1
8	Digital Phones (5X29 display with fully duplex speaker phone expansion unit port avl.)	2
9	Headset Items (VXI USA make Galaxy Binaural Noise canceling headset)	5
10	ANLG 4 (Trunk interface card providing 4 X loop start analog trunks)	1
11	Phone 8 (Adds an additional 8 plain ordinary telephone ports)	1
12	IPhone (IP soft phone license per user)	5
13	VCM4 (4-channel voice compression module required for IP Trunking and IP Extensions)	1
14	Cable (per unit charges)	
15	Installation, Commissioning, Cabling, Testing & Training	

2.0 METHOD OF SELECTION

The method of selection will be on the basis of "Cost Base Selection" (CBS). A two stage procedure will be adopted for evaluation of Proposals. Technical evaluation will be carried out prior to opening financial proposal, The Price bid of the Technically Qualified bidders shall **only** be opened for consideration of CBS. Formats for Technical Bid and Financial Bid are enclosed in **Annexure 'B'**.

The NSIC reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s) on the grounds of NSIC's action.

NSIC, as per its discretion, may procure items from one or more than one supplier, or procure items in parts.

3.0 BID SUBMISSION PROCEDURE

Sealed proposals (i.e. Technical Proposal and Financial Proposal) may be submitted in two separate envelopes (marked as "Technical Proposal" or "Financial Proposal"). The proposals should be addressed to the undersigned super scribing as "Proposal for Setting up a Call Centre" The proposal must reach to NSIC on or before 14.00 hours 28th Jan, 2009. The technical bid shall be opened on 28rd Jan, 2009 at 15.00 hours. Interested tenderers may also be present while opening the tenders of technical bids.

3.1 Earnest Money Deposit

The technical proposal must be accompanied with the EMD of Rs.10,000/- (Rupees Fifty Thousand only) in the form of DD favouring "The National Small Industries Corporation Limited" payable at New Delhi. **EMD is to be submitted along with the**

Technical bid. Without the EMD, the proposal shall be summarily rejected.

4.0 TERMS OF PAYMENT

The payment schedule will be as follows:

Phase – I Procurement of Items, commissioning	90%
Phase – II After Testing, Installations & Training	10%

5.0 TIME SCHEDULE

Phase – I	One week.
Phase – II	Three days.

6.0 LIQUIDATED DAMAGES

Time is the essence of the assignment. The assignment should be completed as per the time schedule given. In case of failure to complete the above assignment within the stipulated time period, liquidated damages will be levied in the following manner.

- i) In case of default on the part of tenderer being limited to delay only not exceeding one week, the NSIC, may in the alternative, claim the agreed liquidated damages @ 5% of the amount of contract.
- ii) All items must be covered under std warranty.

7.0 ARBITRATION

Any dispute arising out of the Agreement, which cannot be amicably settled between the parties, shall be referred for arbitration. An arbitrator nominated by the Chairman-cum-Managing Director, NSIC as per provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, shall be applicable. Courts in Delhi shall have jurisdiction in the matter.

Thanking you,

Yours faithfully,

**Ms. Anju Kapoor
Dy. Manager (IT)**

Annexure – 'A'

TERMS OF REFERENCE (TOR)

1.0 BACKGROUND

The Company will be assessed technically on the basis of project handled before like B2B (business to business) or B2C (Business to Customer) & Web Portals, Portal Designing & Development, Installation, commissioning, and testing. Technical strength of the company. Technologies and Terminologies used in a company and overall success rate of projects handled.

2.0 SCOPE OF WORK

(A) Terms and Conditions

- a. All works are time bound
- b. The Vendor has to give brief details of work done on similar projects along with technical quote.

(B) Procurement of the following items

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Criteria for selection of Vendors

- 1) Applicant companies should have minimum of 3 years experience in call centers, Installation, Commissioning, and Testing. The consultancy organization should also have an experience in Call Centre, maintenance & trouble shooting.
- 2) The company should have similar enough experiences in call centers of International standard.
- 3) The listed company should give the details of call centers, which were installed independently in past.
- 4) List of projects of similar nature undertaken by the organization during last two years and the referees for those projects for cross verification.
- 5) Number of experts, along with their technical qualification proposed to be fielded in by the applicant company for this assignment.

Annexure 'B'

Formats for Bids

- A) Technical Bid Format
- B) Commercial Bid Format

Technical Bid

1.	Name of the Vendor		
2.	PAN / TAN No.		
3.	List of projects along with Project Values		
4.	Referees in all projects		

(Please enclose a separate sheet, if needed)

Financial Bid

S.No	Name of the Device / License	Qty	Amount (In Rs.)
1	IP Office Basic Unit consisting 8 digital extension ports, 8 port Ethernet switch and VPN support for secure site- to- site communication.	1	
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14	Cable (per unit charges)		
15	Installation, Commissioning, Cabling, Testing & Training		
	Total (in Rs.)		