

TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)

PURCHASE & STORES SECTION

Notice inviting tender (OFFLINE TENDERING)
for

Call Management Software for the Smooth Functioning of the TISS CARE

Two Bids System
(Please find enclosed ‘Annexure – A’ for the Techno-Commercial Bid)

IMPORTANT DATES

SL	Important Events	Timeline
1	Last Date for Submission of Tenders:	February 14, 2020 upto 3.30 pm
2	Date & Time of Opening of Tender (Technical Bid):	February 14, 2020 upto 4.30 pm
3	Date & Time of Opening of Tender (Financial Bid):	February 15, 2020 upto 3.00 pm
4	Pre Bid Enquiries (If any)	February 13, 2020 upto 3.00 pm
5	Tender Estimated Cost	Rs. 4,50,000/-
6	EMD (Refundable without interest)	Rs. 12,000/-

Complete details of Scope Work and Terms & Conditions are also available on TISS website: www.tiss.edu. Bidders may kindly download the same from the Institute’s website upto February 14, 2020.

Security Deposit

Successful bidders shall pay towards Security Deposit @ 10% of the total order value by way of Demand Draft in favour of the Institute at the time of finalization of the contract. The Security Deposit shall be interest free and refundable subject to due performance of the contract and in case of Contract default, or violation of any terms of the contract, the Security Deposit shall be forfeited.

Bid Submission

Kindly submit your sealed Bid of the proposed solution with the required details duly signed by the authorized representative. Submit your tenders to Ms. Seethalakshmi K., **(Mobile No: +91 9619537275)** Section Officer, Purchase & Stores, Tata Institute of Social Sciences, Sion Trombay Road, Deonar, Mumbai 400088.

EMD Exemption:

MSME(D) Micro Small and Medium Enterprises (Development Act, 2006) - The MSEs are provided tender documents free of cost and are exempted from payment of earnest money, Subject to furnishing of relevant valid certificate for claiming exemption.

The cover of the quotation should clearly mention “Notice Inviting Offline Tenders for Call Management Software for the Smooth Functioning of the TISS CARE”

For further Enquiries, please contact:

Ms. Seethalakshmi K.
Section Officer
Purchase & Stores Section
TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar
Mumbai 400 088.
Mobile No: +91 9619537275
Email: seetha@tiss.edu

Request for Proposal (RFP)

INTRODUCTION

TISS CARE is a part of Academic Section. TISS Care mostly involved in the process of Admission Enquiry of all our programmes Started from B.A., M.A, Mphil, Phd and Continuing Education (Short Term Programmes). The detail activities are includes 1. Receive call, 2. Make call, 3. Approach and re-approach to the lined up enquiry, 4. Monitor Calls, 5. Analysis of calls.

Objective - (Call Management Software)

The purpose of this Request for Proposal (RFP) is Call Management Software for the Smooth Functioning of the TISS CARE.

Must

- Offer an offline installation on the server
- Start with 3 to 4 users
- Should offer a one-time capex cost and free upgradations as the software is updated
- provide call details for the calls that came in but not connected with applicant
- Real Time Call Analytics like Calls on hold, Call in Progress, Call Duration, Live Call Listening (for supervision)
- Ability to integrate a toll-free number
- CRM solution linked to the telephony
- Call queuing facility
- Outbound calls
- Capturing Feedback through an IVR and data for the same
- Time-based call routing
- Email ticketing system
- Real time analytics
- CRM with layered call flow scripting capability (to give prompts to the agent)

Desired Features

- mapping a toll-free number onto selected lines
- being able to give dedicated lines and numbers to specific partners
- giving clients the option of callback requests
- Automated Email reports
- SMS Acknowledgements
- Past Data Visibility
- Integrate with the telephony system
- High level of customization (as such products are mainly meant for Customer Relationship Management but we have a different use case)

Technical Specifications of Required Cloud Telephony Service

SL	Feature	Feature Comment
1	Platform	Voice/Ticketing
2	V/T/V+T	V=Voice, T=Ticketing
3	Ticket logging options	C = Call, M = Mail, S = Social Media, T = Text SMS, CH = Chat
4	Outbound dialler	Soft dialler
5	Web Interface	view of inbound & outbound calls report based on real time for data analytics.
6	Live Call Dashboard	track all ongoing calls
7	Email Reports	email reports can be automatically generated daily through IVR for admin review purpose
8	Welcome Greetings	A welcome sound can be played when the customers call-up on IVR number which create professional touch
9	Programmable Extensions	IVR consists of extensions to route calls to the concerned department or person without any manual intervention
10	Voicemail	It is for recording voice to leave messages in terms of ideas, suggestions and feedback from customers
11	Call Logs	It consists of calls details such as the phone number of caller, time, date, duration, status, etc. for creating database, tracking & monitoring agents
12	Call Recordings (Optional)	The IVR records conversation happened in each call between agent and customer for quality & training purposes
13	Call Distribution	All the calls get distributed smartly through IVR to the mapped agents ensuring smooth calls handling process
14	Call Forwarding	The calls whether inbound or outbound would be forwarded to the given numbers irrespective of any telecom operator.
15	Multi Language	IVR supports multi language like English, Hindi or any regional language for good customer experience

SL	Feature	Feature Comment
16	CRM Integration	The IVR can be integrated with almost all popular CRM applications to intelligently handle inbound and outbound calls
17	SMS Acknowledgement/ Notification	There are some situations to generate sms such as thank you sms to the customer after finish of each call or the agent gets sms if any call is missed out
18	Multi level IVR	Creating a multi-level IVR in order to help callers navigate to the correct person or greeting more easily, without having to hear too many options in one go
19	After Hours Support	The IVR system redirects calls after office hours to the mapped phone number ensuring great customer experience
20	Call Queue	During the time the client is on queue while all agents are busy, you can play marketing messages.
21	Caller Based Routing	In case of multiple offices, the calls can be routed to the agents at respective locations once the location of the caller is identified by the IVR system.
22	Number of Agents to receive calls	Multiple channels to receive multiple calls at the same time
23	In-call Transfer	The IVR system enables an agent to transfer the active or current call to some other telephone number or agent
24	Unified Management	Single pane for management
25	Mobile App	Optimize the Virtual Number solution to exercise greater control and visibility over business calls
26	Custom Analytics Report	Monitor the activity of your hosted contact centre and draw business insights with a customizable daily and periodic dashboard of call performance and trends.

SL	Feature	Feature Comment
27	Call Whispering, Barging & conferencing	Hear calls real time, share vital inputs with your agent on an ongoing call remotely and take over a conversation
28	Agent & Supervisor Login	Separate login for Agents & Supervisor, so they can perform activities as per their authority.
29	Waiting Position Announcement	Callers would have their current position announced for inbound calls.
30	Agent Call Popup	Agents would have a pop-up on screen with client's information, available with database
31	Follow-up/Task Reminders	Pop-up, messages for agent to remind of an activity/action

Proposal Format : The goal of this Request for Proposal (RFP) is to determine if bidding agencies meet the functional and technical needs of TISS CARE. Please feel free to submit any additional information you deem appropriate for this project. The Proposal will comprise of the Techno-commercial as well as the Financial Bids.

All enquiries to be sent on seetha@tiss.edu and tiss-purchase@tiss.edu with the subject line **“Proposal for Call Management Software for the Smooth Functioning of the TISS CARE”** only. Emails without the correct subject line will not be looked at or judged.

Technical Proposal: Interested agencies may submit a technical proposal including the following:

Institution Overview

- Provide a brief institution history, years in service, number of employees and office locations.
- List top clients and services provided to them.
- List any awards or industry recognitions.
- Competitive advantage of the organization to deliver on this project

Please provide **three references of organizations that have utilized your custom services**. Include the contact name, title, company name, address, phone number and email address for each reference

Project Planning and Monitoring

- Describe a broad timeline for the design, development and implementation of the Platform and future Troubleshooting
- Describe processes in place for reviews, change management and risk management.
- Availability of features and technical specifications and requirements requested above

Financial Proposal / Cost Bid: Interested agencies will also be required to submit a financial proposal that provides a breakdown of project costs aligned with the proposed implementation and technical solution. The financial proposal should include hardware and installation costs. If there are additional costs that may incur in the following years, the company should mention so. Such costs may be presented in the following format:

Format for the Financial Proposal / Cost Bid: (On Your Letter Head to be inserted in a separate envelope.

SL	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1.		

Selection Criteria : The scoring guide for technical assessment is provided below:

SL	Criteria	Points
1	Prior experience and work samples, including client references	10
2	Quality of Platform visually, technically, and Value-Added Services and Scope for Customization	30
3	Sophistication of caller-engagement ideas	15
4	Costs proposed	15
5	Plan of Action regarding Platform development and setting up	10
6	Competencies of Human Resources assigned to the project	20
	Total :	100

Bidding Process and Selection of Agency

The following steps will be undertaken in conducting the bidding process and selection of an appropriate Agency:

- TISS will constitute a committee to review proposals. Evaluation criteria and a point-based scoring system has been developed and included in this RFP.
- Upon receipt of agency proposals on the due date, review committee members will independently review and score all proposals **from the technical perspective only**.
- The committee will then meet and collective scores based on the individual assessments will be calculated.
- The short-listed organizations that score at least 70% on the above mentioned criteria may be asked to make a presentation to the assessment panel constituted by TISS Agencies and/or their representatives will have to make their own arrangements (travel, boarding/lodging) to make the presentation to the assessment panel constituted by TISS. Presentation can be done online or offline. Offline presentations are preferred
- Financial bids of only those agencies scoring 70% or more on the technical assessment will be opened.
- The financial proposals of the agencies that do not qualify the technical review will be deemed unqualified.
- Only the shortlisted agency/ies will be notified.
- The agency should be able to deploy the software within 15 days of generation of work order