

DEPARTMENT OF FISHERIES

Government of Kerala

REQUEST FOR PROPOSAL

OF

CALL CENTRE SYSTEM

(Eoi cum Bid)

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1. DOCUMENT CONTROL

Name of the Company	Department of Fisheries
Date of issue	04.11.2020
Estimated Project Value	Rs. 15 lakhs
Last Date and Time for Receipt of Bids	25.11.2020, 3 PM
Date and Time for Opening of Technical Bids	26.11. 2020, 11 AM
Schedule for Opening of Commercial Bid	26.11. 2020, 3 PM
Place of Opening of Bids	Directorate of Fisheries, 4 th Floor, VikasBhavan, Thiruvananthapuram
Address for Communication	Director of Fisheries, 4 th Floor, VikasBhavan, Thiruvananthapuram

2. GENERAL INSTRUCTIONS

1. The bid consists of TWO parts namely, a) Pre-Qualification & Technical Bid and b) Financial Bid, which are required to be in the designated cover(s)/ envelope(s) separately.
2. The mode of this tender is EoI cum bid.
3. Late tenders will not be accepted.
4. The hard copies of certificates and documents, shall be submitted in a separate cover by registered post/speed post before the date and time of opening of technical bid. Price Bid shall only be submitted separate sealed envelope
5. The bids shall be opened on date specified at the office of the Department of Fisheries in the presence of the TSP / their authorized representatives who wish to attend at the above address. If the tender opening date happens to be non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place. Dept. of fisheries reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Any decision of Dept. of fisheries in this regard shall be final, conclusive and binding on the TSP.
6. Decision as to any arithmetical error, manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of Dept. of fisheries and shall be binding on the TSP. Any decision of Dept. of fisheries in this regard shall be final, conclusive and binding on the TSP.
7. Interested TSPs may obtain further information from Directorate of Fisheries between 10AM-5 PM on working days.
8. The EoI system shall not allow submission of bids online or through e-mail.
9. After opening the Technical bids the participating TSPs can present/explain their proposal.
10. The successful TSps in terms of technical as well as fin bid would sign the

Agreement with Dept. of Fisheries.

- 11.Each TSP shall submit only one proposal.
- 12.The price quoted cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
- 13.The price quoted is to be written in words as well as figures and in case of discrepancies the prices written in words shall be considered to be correct.
- 14.All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
- 15.Dept. of fisheries will not be obliged to meet and have discussions with any or to entertain any representations in this regard.
- 16.The bids received and accepted will be evaluated by Dept. of Fisheries to ascertain the best and lowest bid in the interest of the Dept. of Fisheries . However, the Dept. of Fisheries does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 17.TSP has to submit the Performance Bank Guarantee for 10% of total contract value upfront at the time of signing of the contract. (Please refer the Section-II for Performance Bank Guarantee details).
- 18.Apart from the above, the company profile, past experience and performance track record of the TSP in the area of the Assignment, methodology to be adopted to carry out the Assignment, delivery schedule, service support, price, etc. shall be some of the important criteria in selecting the TSP.
- 19.TSP will have to sign detailed Agreement along with Non-Disclosure Agreement (NDA) with Dept. of fisheries to protect any shared sensitive information / data.
- 20.During the period of evaluation, TSPs may be asked to provide more details and explanations about information they have provided in the proposals. TSPs should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation
- 21.Dept. of Fisheries decision in respect to evaluation methodology and short-listing EoIs will be final and no claims whatsoever in this respect will be entertained.
- 22.Commencement of IT Infrastructure should be within 15 days after signing of the agreement.
- 23.The TSP shall bear all costs for the execution, stamp duty and submission of the contract and agreements (SLA, NDA etc). Dept. of Fisheries shall not be responsible or liable for reimbursing/compensating these costs.

3. GUIDELINES FOR BIDDER

3.1 PURPOSE

Department of Fisheries is planning to establish a Call centre solution which is envisioned as a first of its kind in Kerala , where the public who would want the services of the Department of Fisheries sector can be ensured of an online call centre support for their queries related to the services promptly. Hence, it is evident that the expected quality of the infrastructure, equipment and the software solutions is very high so as to cater to the needs of the 24 x 7 working environment and the call centre staff those who continually attend public's queries to provide with the precise information/solutions to them within the stipulated time frame.

3.2 COMPLETENESS OF BID

Submission of the EoI cum bid/ Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Failure to comply with the requirements specified in the bid document may render the Proposal non-complaint and the proposal may be rejected. EoI cum bid must:

- a. Comply with all requirements as set out within this RFP.
- b. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
- c. Include all supporting documentations specified in this RFP
- d. Comply with the Critical Dates mentioned in the bid document.

3.3 PROPOSAL PREPARATION COSTS

The TSP shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Dept. of Fisheries to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Dept. of Fisheries will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

3.4 RFP DOCUMENT/TENDER FEE

The RFP documents have been made available to the bidders without any fee.

3.5 BID VALIDITY PERIOD

The financial offer submitted by the TSPs should be valid for minimum period of 90 days from the closing date of submission of the bid.

3.6 BID PRICE

Prices quoted should be in Indian Rupee and shall be all inclusive – i.e. inclusive of Taxes / Duties / Statutory levies excise duty, sales tax, GST and charges for packing, forwarding, freight, transit insurance, loading and unloading

3.7 DEVIATIONS AND EXCLUSIONS

The TSP may provide deviation to the contents of the RFP document. It may be noted that once the deviation are provided, the bidder would not be allowed to withdraw the deviation submitted.

3.8 DISQUALIFICATION

- The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after due date and time at the designated venue.
- Proposal is not accompanied by all the requisite documents.
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the agreement (no matter at what stage) or during the tenure of the agreement including the extension period if any .
- Commercial proposal is enclosed with the same envelope of technical proposal.
- TSP tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- In case one TSP submits multiple proposals or if common interests are found in two or more TSPs, the TSPs are likely to be disqualified, unless additional proposals/TSPs are withdrawn upon notice immediately.
- TSPs fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 30 working days of the date of notice of award of contract or within such extended period, as may be specified by the Department of Fisheries.
- The bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation submitted along with that should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

3.9 BID SUBMISSION FORMAT

Pre-Qualification – Manual

1. Registration Certificate
2. Turnover Certificate
3. Govt. Order of TSP

Technical Bid – Manual

- a. Unconditional Acceptance of Terms and Conditions
- b. Memorandum and Articles of Association
- c. Audited Balance sheet of last two financial years
- d. 2 years' experience certificate/PO
- e. ISO Certification
- f. Fulfillment of Eligibility Criteria
- g. No vigilance case/black listing/negative list/court case - self declaration.
- h. Client certificate/PO
- i. Copy of registration certificate regarding GST.
- j. Certified true copy of Board Resolution towards authorizing the signatory to sign all documents in respect of RFP including the commercial bid.
- k. MAF from OEM of all major products being used in the project should be submitted

3. Commercial Bid Form – Manual

3.10. EOI SUBMISSION INSTRUCTIONS

The TSP shall complete in all respects, form(s) annexed to this Documents, quote the prices, furnish the information called for therein, and sign and date each of the documents in the relevant space provided therein for the purpose. The TSP shall initial each page of the Bid Documents.

The bid shall be properly signed by a person or persons duly authorized by the TSP with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by requisite internal corporate authorizations.

The bid shall contain the full name, address, telephone no.(mobile no and landline), fax no. and E-mail ID, if any, of TSP for facilitating communications including notices to be given to the TSP in connection with the bid transaction.

The Bidder shall bear all costs for the preparation and submission of the Bid

Documents. Dept. of fisheries shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and strictly confidential.

Dept. of Fisheries reserves the right to adjust arithmetical or other errors in the bid, in the manner in which Dept. of Fisheries considers appropriate or deem fit. Any adjustments so made by Dept. of Fisheries shall be stated to the TSP, if, Dept. of Fisheries makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of Dept. of Fisheries and shall be final, conclusive and binding on the TSP.

The TSP shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, shall be rejected. The TSP cannot quote for the project in part.

The TSP shall prepare the bid based on details provided in the Bid documents. It must be clearly understood that the quantities, specifications and drawings are intended to give the TSP an idea about the order, type, scale and magnitude of the work and are not in any way exhaustive and guaranteed by Dept of Fisheries

Dept. of Fisheries reserves the sole right to itself for including any addendum to this entire bid process. The Bidders shall not claim as a right for requiring Dept. of Fisheries to do the aforesaid.

3.11 CLARIFICATION OF BIDS

In case the clarification sought necessitates modification of the EoI documents, being unavoidable, the Dept. of Fisheries may effect the required modification and publish them in the website through corrigendum of this bid document.

3.12 AMENDMENT TO BIDDING DOCUMENTS

.Before the deadline for submission of bids, the Dept of Fisheries may modify the EoI document by issuing addenda.

If the addendum thus published does involves major changes in the scope of work, the Dept. of Fisheries may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable

time for bid preparation taking into account the addendum published

3.13 BID VALIDITY PERIOD

The financial offer submitted by the TSPs should be valid for minimum period of 90 days from the closing date of submission of the bid. The TSP shall not be entitled to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of the Dept.of Fisheries .

If there is any delay in finalization of the bid due to unforeseen factors, all the TSP shall be asked to extend the validity for an appropriate period, specifying a date by which bid is expected to be finalized.

3.14. MODIFICATION AND WITHDRAWAL OF BIDS

- a. The TSP may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification or withdrawal is received by the Dept. of Fisheries prior to the deadline prescribed for submission of Bids.
- b. The TSP's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions mentioned. A withdrawal notice may also be sent by mail but followed by a signed confirmation copy, post-marked not later than the deadline for submission of Bids.
- c. No Bid may be modified subsequent to the deadline for submission of Bids.
- d. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security.

3.15 NON-CONFORMING BIDS

Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the requirements of this RFP.

3.16 EVALUATION PROCESS

The TSP shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, is liable for rejection. Any decision of the Dept. of Fisheries in this regard shall be final, conclusive and binding on the TSP.

The Financial Bid will be opened only if the Technical Bid is cleared and accepted.

L1 TSP will be arrived by considering the lowest rate received for IT infrastructure

and technical specifications.

TSPs are also required to quote separately for the other service Charges..

In case of any abnormality, the Dept. of Fisheries 's decision will be final.

3.17 BID OPENING

The Designated Officer of Dept. of Fisheries will open the EoIs received on or before the date as mentioned in the RFP, if possible in his office at the address specified in the Eoi Notice. Bids will be opened in Two parts .

- a. Pre-qualification & technical Bids opening.
- b. Commercial Bids opening.

The commercial bid of only those bidders will be opened who qualify in PQ and technical eligibility.

3.18 EVALUATION OF TECHNICAL PROPOSAL

1. The bidders' pre-qualification bid will be evaluated as per requirements specified in the Pre-Qualification Criteria.
2. Pursuant to complying with the pre-qualification criteria, technical bid will be evaluated
3. The Dept. of Fisheries will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
4. A technical evaluation of the qualified tenders on the basis of the technical details of the TSP will be carried out prior to opening any financial proposal.

3.19 FINANCIAL PROPOSAL EVALUATION

1. The commercial bids for the technically qualified TSPs will then be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at owner's discretion

4. ELIGIBILITY CRITERIA**4.1 PRE-QUALIFICATION CRITERIA**

Sr No	Eligibility criteria	Compliance (Yes/No)
1	The Bidder should be a Total Solution Provider (TSP) accredited by the Govt. of Kerala who have immense Digital infrastructure and software Project Implementation Experience.	
2	The TSP should have an annual turnover of Rs. 25 crore in the last two Financial Years and should be a net profit making company in the last two financial years. The financial should be of the bidder only	
3	The TSP shall have local presence in Kerala.	
4	The TSP should be ISO 9001:2000 certified.	
5	The TSP should directly provide the IT Infrastructure services.	
6	TSP shall have relevant Digital infrastructure project implementation experience of at least 3 years. This experience needs to be showcased through a chronological listing of projects undertaken with relevant details (Year/ Size/ Cost/ Client)	
7	The TSP must have provided consultancy or implemented solutions/services to Government agencies in the last 2 years	
8	The TSP should not be under liquidation, court receivership or similar proceedings	
9	The TSP should not have been blacklisted by Central/State Government/ PSU entity in India or similar agencies globally for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices as on date of submission of the proposal	
10	The Agency should have at least two CCNA Certified Engineer. Submit certification details documents.	
11	The Agency Should have at least one PMP Certified Engineer. Submit certification details documents.	

5.AWARD CRITERIA

- a. The acceptance of the bid will be intimated to the successful TSP by Dept.of Fisheries .
- b. Dept. of fisheries shall be the sole judge in the matter of award of contract and decision of Dept. of Fisheries shall be final and binding.
- c. Dept. of Fisheries reserves the right to accept or reject the bid in full or part.
- d. Dept. of Fisheries reserves the right to cancel the contract either in part or full, if the successful TSP fails to deliver the specified quantity of the item at the stipulated time, and award the same to the next successful TSP. LD Clause will be imposing at the rates specified previously.

6. SCOPE OF WORK AND TERMS OF REFERENCE.

6.1 PROPOSED SOLUTION STRUCTURE

The basic system of the new Call centre is the Central Information Bureau, which collects all information from different Offices of the Dept. of Fisheries and connected other Agencies, regularly. This office will store all such details in an easily accessible digital format, which are authenticated by the respective offices so that it can be utilized at any later stage when required and a standing instruction to the concerned offices need be given such that any change in the information furnished will be intimated to the concerned immediately .

This office will be under the control of a Department official who is in charge of the new Call centre. This is the office from where all the information to the public enquiries will be given so that the Department can manage the public's issues without delay.

There shall be a dedicated information center under the above said Department official who is in charge of the newly proposed Call centre .

There shall be 2 designated officers under him who are nodal officers of different services such as Fishermen, Fish farmers, Other Public/Officials etc.

Information and related details with regard to public's issues connected to those services will be collected by them. Those officers in consultation with the concerned and the Head of the proposed service will settle the issue/ will advise to settle the issue of the public concerned and the details collected will be stored in the system. In future these officials can check the details for the information and process it. Hence as time passes it will be easier to give the information to solve the matter with the help and support of the system.

Public can call to this call centre from 10.00 A.M to 05.00 P.M and register their request over phone . All the calls will be recorded and all the requests will be processed during 10. A.M. to 5 P.M. and the reply to the concerned will be given back during 10 AM to 5 PM. This call centre will reduce the work load of the front office and will help the public to solve the information related issues without coming to the Technical Officers concerned. Majority of the problems related to public may be solved by this call centre which will save huge amount of money and precious time of our public which may contribute to their developmental activities with our support

6.2 FUNCTIONAL REQUIREMENTS

- The project is planned as a total solution and to be implemented as turnkey basis with the following objectives.
- To answer the incoming calls from public to the different services of Fisheries Department and allied Agencies
- To reduce the difficulties and obstacles that the public face when trying to

reach for the services offered by the Fisheries Department and allied Agencies

- To answer the queries directly by via telephone/ email

6.3 TECHNICALS & COMPLIANCE

SI No.	Description	Compliance
1	The offered Call centre should support up to 05 Call centre blended agents. (Inbound and outbound). Presently for two agents only	
2	The hardware Architecture of the server - The Bidder shall arrange for all necessary related hardware, software and network components for running the Call Centre System to accomplish the Server based Call Centre architectural design. The Call centre server must be 2U rack mountable with at least a Dual Core Processor with minimum 1 TB HDD, 08 GB RAM, 256 GB SSD , Network Interfaces: one Gigabit Port , with 2U Rack mountable cabinet.	
3	The offered system should support following codecs for Voice and Fax : G.711 A-law/U-law,G.722,G.723.1 5.3K/6.3K,G.726,G.729A/B, iLBC, GSM,AAL2-G.726-32,ADPCM;T.38 ,Video Codecs :H.264,H.263,H263+, QoS: Layer 3 QoS, Layer 2 QoS	
4	The offered system should support following SIGNALING AND CONTROL. DTMF Methods: In Audio, RFC2833 and SIP INFO, Digital Signalling : TPRI, SS7, MFC/R2,RBS, Provisioning Protocol & plug-and-play: TFTP/HTTP/HTTPS, event-list between local and remote trunk Network Protocols : TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS,DDNS,DHCP,NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP(RFC3261), STUN, SRTP, TLS, LDAP, HDLC, HDLETH, PPP Disconnect Methods: Call Progress Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect , Busy tone	
5	The Call centre shall accept different types of trunk signalling such as: ISDN BRI and PRI , SIP Trunks , DTMF Signalling	
6	The System should support the following features: Call forwarding Do not disturb Override do not disturb Speed dialling: system numbers (Minimum 1000 Numbers) Speed dialling: individual numbers Barge in Call back Call packing Direct Outward Dialling with at least 6 levels of dialling. Inbound call routing Outbound call routing Inbound + Outbound (blended) call routing Automatic call distribution , Call Disposition (Manual & Automatic) Supervision window for live agent status Skill based call routing Call transfer & call conferencing Snoop-in & barge-in of live calls IVR-based routing The System should have facility for Missed call list, Auto call back for missed calls, CRM integration via API, SMS Integration via API, Voice Broadcasting, SMS/Web link Broadcasting.	
7	Reports and Call Monitoring Solution:-The efficiency report for all Agents like Average ring response Time, Average on call time for incoming and outgoing calls, number of answered calls, Dialed calls etc. should be generated on daily basis / Monthly / Specific time period. Administrator / Supervisor should have able to generate reports like, Missed calls, Un dialled missed calls, efficiency reports etc	
8	The offered system should have call centre facility. The offered solution must be	

	able to configure a minimum of 30 Nos. Inbound and outbound call agents with features like IVRS Call routing, Missed calls on agent screen, Auto call back / click and dial for agents, dialler with (Manual, Preview / Auto dial methods) , ACD, Agent Efficiency reports with ring response time, Average talk time, Log in duration, Wrap up (Closure) time,	
9	The offered system should have E mail ticketing module. An incoming E mail to a particular id need to be created as a ticket and need to be auto replayed. The ticket escalation / status update / closure etc. Need to be recorded.	
10	All the agents should have chat facility to chat between the agents. The agent window must have social media integration. The agent should be able to view the notifications, messages etc. On his screen with the help of different tabs in the agent window.	
11	The system should support UC Clients with following UC features: Presence (Busy Lamp Field), Missed call list, dashboard With received, dialled and missed call count with missed call details , Address book, scree Pop up on PC during call, CRM URL integration if required.	
12	It should have built-in multi-party conferencing without any additional software licensing. It should be possible to carry out 3/more conferences of minimum 30- participants at a time in a single conference. Meet me and dial out conference should be available with offered system.	
13	Administrator / Supervisor should have able to generate reports like, Missed calls, Un dialed missed calls, Agent efficiency reports etc.	
14	The system should support SNMP, which helps to manage and monitor network elements, audit network usage and detect network faults. SNMP manager should support SNMPv1/v2c/v3 versions. The system shall have built-in web-based software programming tool for system administration.	
15	Offered System should have Call blast Facility : A pre recorded voice message should be able to send as voice message to a list of external numbers as call blast. The following features should be possible Delivery report , retry interval , number of retries , DID to be used, Number of channels to be allocated.	
16	The system shall have a conversational recording facility between extensions and trunk calls. A minimum of 3 months conversation including Intercoms and trunks should be able to store in the system for reference. Also, should be able to deactivate recording for all or for some particular extensions if required.	
17	The solution must include provision to auto display the section wise Daily/Weekly/Monthly call details(Inbound /outbound / missed) of all extensions in graphical format and the same has to be displayed in panels/TVs .	
18	Offered system should have Provision for placing in standard rack	
19	EPABX Integration: The solution must able to integrate with Existing EPABX at the office of the Fisheries ,Vikasbhavan ,Ttiruvananthapuram. . If the present EPABX not able to integrate, then the vendor must quote for the required hardware for fulfilling the current extension and analog trunk requirement. By doing integration call centre agents are able to communicate to the department's extension as intercom and also external calls can be transferred.	

6.4 BILL OF MATERIALS

SI No	Item Description	Qty
01	Server which complies the Specification and features mentioned in the tender .	01
02	01 Circuit ISDN PRI gateway / Card	01
03	Call centre suit with 02 Agent license	01
04	Email Ticketing module	01
05	Social media presentation on agent screen	01
06	Agent Chat facility	01
08	USB head sets for call centre agents	02
09	Computers - Intel Core i3 processor , 8 Gb RAM , 500 Gb hard drive , Graphics card , 19" widescreen display , Standard keyboard , Mouse , DOS ((02
10	Jumper wires , Connecting cables from Gateways to existing MDF , Cable identification and termination	01 set
11	IP phone with color 2.8"(320 x 240) LCD display , 2 Sip accounts , HD voice , HD codec , HD speaker , HD handset , POE enabled ,	02
12	Required hardware for integration/ hardware for fulfil the present extension/ trunk requirement	01
13	Installation, Commissioning , documentation and 3 year warranty charges	Lot

6.5 ACCEPTANCE TESTING& COMMISSIONING

1. After installation of each and every subsystem, integrating various systems and providing various services, tests shall be conducted for system performance as a whole.
2. Commissioning shall mean end-to-end commissioning of the network with testing of live applications. Test parameters, commitments etc. shall be submitted along with implementation plan, which is shall be approved by Dept. of Fisheries.
3. Upon Self-testing and Commissioning, the system shall be offered for inspection by Dept. of Fisheries
4. The successful TSP, along with Dept. of Fisheries shall prepare an inspection and acceptance schedule with details of each activity.

6.6. DOCUMENTATION

- a. Implementation plan, to be approved by Dept. of Fisheries before initializing the installation and configuration activity.
- b. Test parameters, commitments etc. for acceptance testing to be enclosed along with Implementation plan.
- c. Documentation on Equipment/ rack layout plan and connectivity Diagram
- d. Technical write up of the network design and functioning, System and Network architecture diagram,
- e. Acceptance test reports, performance test reports of networking components.
- f. Any other Relevant Documentation

6.7 PAYMENT TERMS

20 % As advance and remaining to be made on successful installation and

commissioning of the call centre

6.8 WARRANTY/GUARANTEE:

i. The supplier shall warranty that the goods supplied under the contract are new, unused, incorporating all recent improvements in design and materials and conforming to the latest Standards. The supplier shall further warranty that the good supplied under this contract shall have no defect arising from design, materials or workmanship or from any act or omission of the supplier, under normal use of the supplied goods. The supplier shall also guarantee that the goods supplied shall perform satisfactorily as per the designed/rated/installed capacity as provided for in the contract.

ii. This warranty/guarantee shall remain valid for a minimum of **3**calendar years months from the date of satisfactory commissioning. Any defect arising out of the faulty installation or use of substandard materials or workmanship shall be rectified by the TSP.

7. ANNEXURES

7.1 SPECIFICATIONS

7.2 FORM OF FINANCIAL BID

Annexures

1 Specifications

Call center at Directorate of Fisheries- ON PREMISE Call Center Facility

On premise Call Center Solution to implement a call center at the Fisheries Directorate premis. For the need a Space for call center with required infrastructure and agents to operate the same has to be established. For successful operation of Call center facility, a PRI Connection is required and the same also be procured by the Department.

Features

1. External call transfer
2. Missed call list with click and dial
3. Dialer (Auto/ Manual / preview)
4. Agent efficiency reports
5. Comprehensive call reports

Specification of facilities :

1 COMPUTERS Core i3 processor , 7th gen , 8 Gb RAM , 500 Gb hard drive , Graphics card , 20" widescreen display , Standard keyboard , Mouse , DOS - 2 No's

2. 01 Circuit ISDN OPRI card: - 1 No.

3. Call center Solution with following Specifications &Features : 1 No.

- 2U Rack Mountable hardware Dual Core/ 08 GB RAM/ 01 TB HDD
- 10 Channel SIP trunk connectivity
- 02 Call Centre Agents
- IVRS
- External call transfer
- Missed call list with click and dial
- Dialer (Auto/ Manual / preview)
- Agent efficiency reports
- Comprehensive call reports 1 No's 4

4. USB Headset for call centre agents-2 Nos.

5. All necessary items including cables, conduits, network Switch, 6/ 9U Rack etc. To complete installation - 1 No.

6. MFP- NETWORK A4, print, scan, Copy, fax colour network printer, Cartridge free, Dye ink technology -1 No.

Assumptions

1. Space for call center will be provided by Fisheries department.
2. Any civil Interior work required will be scope of Fisheries department.

3. Fisheries department have to provide a PRI Connection for call center.
4. UPS Power for all system and sever is available at site
5. Furniture and cooling for server is available at site.
6. Uplink connection from server room to call center room to be provided by Department.

2. FORM OF FINANCIAL BID

(Amount in Rupees)

Sl. No	Name of TSP	Address	Item	Amount Quoted (including GST)
1			IT infra- structure (Hardware and software)	
2			Other service charges	
TOTAL (Rs.....)				

C A LATHA IAS
DIRECTOR OF FISHERIES