



उमंग : ग्राहक और गुणवत्ता

PASSION FOR CUSTOMER AND QUALITY

Request for Proposal

**Implementation &
Maintenance of Call
Center Solution (CCS)**



Pre Bid Meeting

Wednesday 06 May 2015

Ref: LIC/CO/IT-BPR/EIT/CCS/RFP/2015-16

Dated: 21st April, 2015

Agenda

- To provide an overview of the project for implementation and maintenance of Call Center Solution
- To provide an overview of the bidding process
- To address queries of the potential bidders prior to the commencement of the bidding process



Broad Scope of the Project

Procurement and Implementation of:

Interactive Voice
Response (IVRS)

Computer
Telephony
Integration (CTI)

Automatic Call
Distribution (ACD)

Dialer for
Outbound Calling

Call and Screen
Recorder

IP phones

Portal for Call
History

Tolled Number

Other Service
Provider License
for domestic call
center

Broad Scope of the Project

Indicative activities to be carried out by the selected SI:

Current State
Study and
Requirement
Gathering

Procurement and
deployment of
Hardware

Customization
and Deployment
of the Call Center
Solution

Setup of all
required
environment

Testing

Roll Out

Go Live and Post
Go Live
handholding

Operation &
Maintenance support
for Software and
Hardware

Business
Continuity and
Disaster Recovery
Planning

Training and
Knowledge
Transfer

Evaluation Process

1. Eligibility Criteria Evaluation

2. Technical Evaluation

- Functional Evaluation
- Detailed Technical Response
- Technical Presentation
- Customer References

3. Commercial Evaluation

Stage 1: Eligibility Criteria Evaluation

Bidders meeting all the eligibility criteria

Stage 2: Technical Bid Evaluation

Bidders achieving minimum cut off scores

Stage 3 : Commercial Evaluation

Evaluation Process

- **Shortlisting for Stage 3- Commercial Evaluation will be based on scores of Technical Bid Evaluation**
- **Shortlisted bidders will have to participate in an Online Reverse Auction**
- **There will be no Quality and Cost Based Selection (QCBS)**

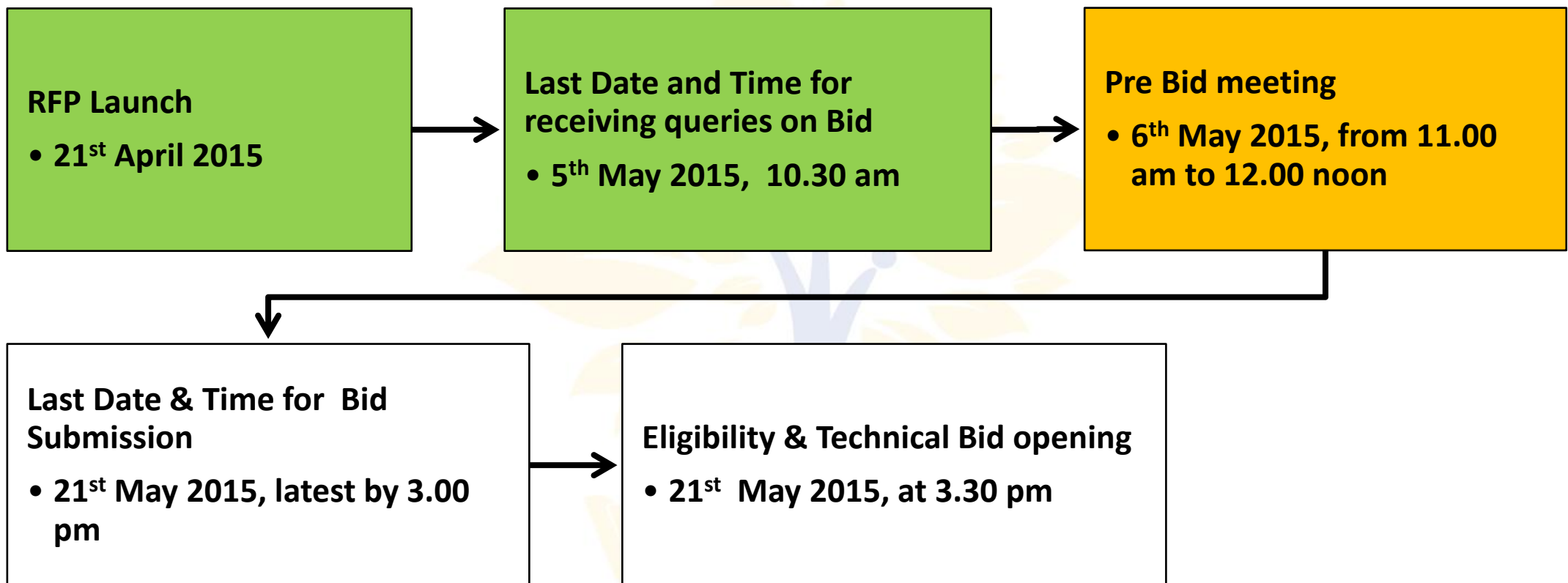


Project Time Lines

Key Activities	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
Project Plan																
Business Requirement Analysis																
Detailed Design																
Implementation and Testing																
Procurement of Licenses, Hardware for Development, Test Environment																
Installation of Software for Test and Development																
Solution Customization and IVR Tree Definition																
Solution Integration																
SIT																
UAT																
Procurement of Licenses, Hardware for Production and DR																
Roll out																
Go Live																
Knowledge Transfer and Handholding																
Solution Training																
Process Training																

Post the successful implementation and Go- Live the SI will be responsible for maintenance of the application for a period of 84 months

Key Dates for Bid Processing



Legend

	Activity Completed
	Activity in Progress
	Activity Not Started

Guidelines

1. Bids submitted with incomplete documents shall be disqualified
2. Bidders should submit their responses in the formats as provided as a part of this RFP.
Soft copies should be submitted in ***word, excel or ppt formats only***. No other file formats would be accepted
3. LIC can request for additional documentation during the technical evaluation to address gaps or further the understanding. However, these documents shall not be considered for technical marking.
4. No Legal deviations will be accepted with the technical bid submission.



Thank you