

SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN
NIC Building, 63-Jinnah Avenue, Islamabad

Tender for Deployment of Service Desk

Sealed tenders are invited from reputed Call center operators and/or integrators for deployment of a in-house Service Desk for handling all its enquiries for Securities and Exchange Commission of Pakistan.

The detail of specifications, quantities required and terms & conditions of the tender may be obtained by visiting the website.

www.secp.gov.pk/Procurement.htm

Bidders' Conference:

A bidders' conference will be held in the premises of Securities and Exchange Commission of Pakistan on June 20, 2011 at 10:30 AM. Enquiries regarding this TOR may be submitted before 16:00 PM on June 19, 2011, to:

zahid.suleman@secp.gov.pk

Submission of Proposal:

Complete proposal should reach the undersigned by June 27, 2011, till 10.30 a.m. till 11:00 AM and these will be opened on the same day at 11:00 AM in presence of the authorized representatives of the bidders who may wish to be present.

Abid S. Agha
Joint Director (Admin)
Securities and Exchange Commission of Pakistan
NICL Building, Jinnah Avenue, Blue Area, Islamabad
Phone: 92-51-9207091-94 / Ext. 118

SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN
NIC Building, 63-Jinnah Avenue, Islamabad

Details of specifications, quantities required, and the terms and conditions of the tender

Following is the detail of the specifications, quantities required and the terms and conditions of the tender notice published in the newspapers.

Securities and Exchange Commission of Pakistan intends to build an in-house Service Desk for handling of complaints and enquiries at its Head Office at NIC Building, 63-Jinnah Avenue Islamabad.

Call center companies active in call center outsourcing or deployments are invited to provide detailed technical and financial proposals for A TURNKEY SOLUTION.

As part of the assignment; the selected company will be responsible to automate the process of handling complaints and enquiries through a web based portal. The responding organization (RO) will be required to demonstrate the capability of setting up of the necessary infrastructure and support in hiring and training of human resource for handling of SECP call center services.

The specification defines the minimum technical and functional requirements deemed necessary for running smooth operations. Any other requirements deemed necessary by the bidder but not indicated in the specification should be highlighted in the tender submission.

Scope

The broad scope of the services being considered for deployment of the service for the Commission is as follows:

- eServices queries and problem rectifications
- General enquiries and complaints
- Specialized complaints pertaining to multiple business area of the Commission
- Historic performance and turnaround time reporting
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- Deployment of Call Center for four seats initially
 - o CTI deployment
 - o Agent Side deployment

Duration of Deployment

SECP intends to negotiate a deployment contract including first year maintenance of the complaints and enquiry system and the related call center.

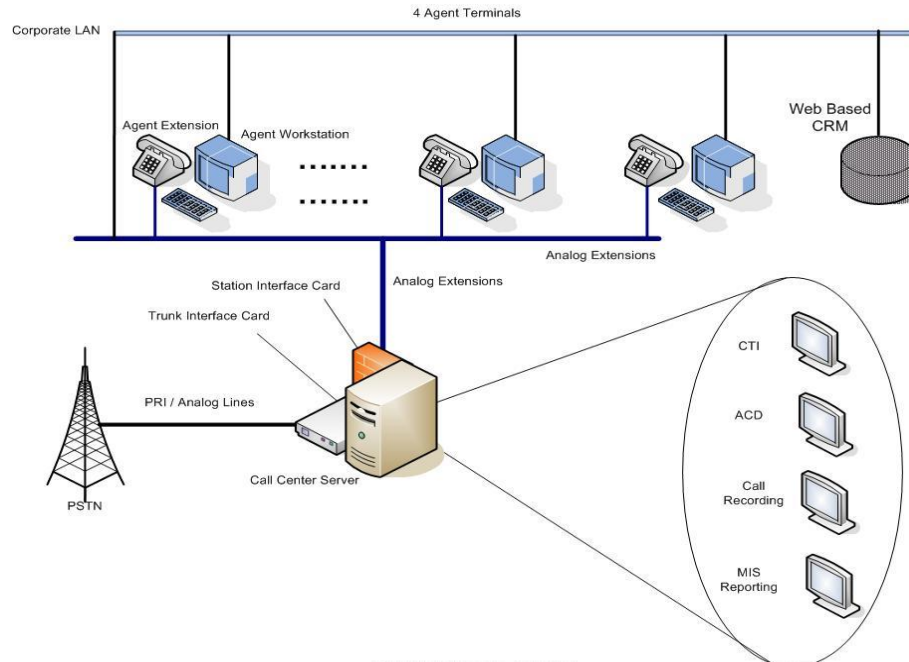
No.	Description	Quantity	Details
A	Minimum Telecom Infrastructure for the CTI solution to work on:		
A.1	UAN at SECP offices in Islamabad Responding organization (RO) will assist in terminating the number at SECP	1	Number should be accessible through out Pakistan by dialing the Islamabad city code. SECP will bear the actual cost of providing the UAN number

			from PTA/PTCL however the RO is required to do the actual filing of application and liaison with the government agencies for such establishment of UAN and related phone trunks
A.2	Telecom Lines Will be provided by SECP	12	Trunk ratio of 1:3 to be maintained in the call center. The call center CTI hardware is to provide a minimum support of 12 lines however the solution should be extendable to future support of PRIs instead of analog lines
A.3	Call Hunting Capability	NA	The calls should be forwarded to the centralized call center ACD function for routing to the agents
B Complaints and Enquiry Management Software Requirements			
B.1	Complete Automated Web based system to assist the logging of complaints and enquiries from SECP customers with established turn-around times for responding to citizen queries		Please see the guideline requirements for the software further in this document. However; the software has to be able to integrate itself with SECP portal for escalation and reporting of complaints
B.2	Historical reporting capability		
B.3	IVR enabled		
C Call Center Hardware to be provided			
	The CRM software will be hosted on a IP based server locally at SECP with appropriate fire walling and security mechanism;	NA	
	Telco grade CTI server	1	Details follow
	CSR machines	4	Details follow
D Functional Assumptions for the call center (provided for information purposes only)			
D.1	4 FTEs covering 09 hours per day, 22 days per month	100 calls assumed per FTE	Call center will provide live call center support from 08:30AM to 05:30PM everyday except on Saturday and Sundays
D.2	SLA Requirements		SECP is proposing a

			minimum SLA outlined further in the document	
D.3	Call Load	100 calls per hour (08:30AM – 05:30PM)	SECP approx call load is projected at 100 calls per hour and is projected to increase by 20% per quarter. SECP wishes to limit the call center to 4 FTEs in first year	

Technical Details

Suggested System Configuration



A). Telecom Infrastructure:

1. Provisioning of a UAN features for exclusive use of SECP
2. Backend telecom lines maintaining a trunk ratio of 1:3 at all times in the call center
3. The UAN should be accessible to all major cities Islamabad, Karachi, Lahore, Faisalabad, Peshawar, Sialkot, Quetta and similarly others
4. SECP does not wish to pay any telecom related recurring charges and the call will not be toll free
5. RO is expected to demonstrate capabilities of suggesting a cost effective mechanism of call transport with a view to decrease overall TCO of the project

B). Software Components:

1. There are two major software components:
 - A). Complaints and Enquires Management system
 - B). Call center hardware
 - i. CTI – The CTI equipment should use branded and new voice boards
 - ii. IVR – IVR prompts will be provided by SECP and will have to be recorded by RO
2. The call center should be able to provide a customized software component having MIS capability to serve as an interface with the call center staff and SECP contact points
3. Current approximation is that 10 dedicated POCs will be established in SECP for escalated complaints and/or enquiries
4. The software should capture and establish standard processing times for different categories of complaints and enquires
5. An IVR should be developed by the company with proper flow based upon parameters of language, enquiry, complaint etc. and integrated with the CRM software.

6. The CTI software should have minimum features of
 - Auto Attendant Capability
 - Automatic Call Distributor (ACD)
 - Computer Telephony Integration (CTI)
 - Agent Desktop Phones
 - Supervisor Desktop Phones
 - Digital Conversation Recorder
 - Configuration Manager
 - Live Statistics Monitor/Wallboard
 - Historical Reporting
7. Software should be able to generate real time reports based upon key industry parameters such as talk time, average handling time, dispositions etc.
8. Software should be able to provide frequent reports on business intelligence components; like demographics of callers.
9. The software should provide an interface for the SECP online complaint management system to update the CRM with the latest status of the complaint/ inquiry.

C). Targeted Hardware Platform:

1. As part of the contract the CRM software will be IP based and hosting will be the responsibility of SECP
2. SECP client side machines are web enabled Pentium IV machines with ample storage; running windows software
3. **Server Machine for CTI– Telco Grade Server (Minimum Requirement) (Quantity 01)**
 - Brand: Dell ,IBM ,HP Rack Mountable
 - 2 X Intel Dual Core Xeon 2.4 GHz or Above, 4 MB Cache
 - 146GB x 2 HDD SAS / U 320 10,000 RPM
 - 16 GB DDR2 533 MHz or Above
 - 2 X embedded gigabit Ethernet Cards
 - 6 PCI Expansion Slots (universal PCI slots of 5 volts)
 - CD-RW/DVD-ROM Combo Drive
 - USB Scroll mouse and USB Keyboard
 - Seagate Crystal Reports (v8.5) [or other comparable reporting solution]
 - 5 years comprehensive warranty
4. **Workstations for Agents (Quantity 04)**
 - Brand: Dell, IBM, HP
 - Intel Core 2 Duo 2.13GHz or higher processor
 - 2/4 MB L2 memory at 533 MHz or higher FSB
 - 1 GB Single DIMM SDRAM Dual Channel
 - 17” TFT Active Matrix LCD display
 - 60 GB 7200RPM Secondary storage
 - 16X or higher DVD ROM.
 - Integrated Gigabit Ethernet card
 - USB Scroll mouse and USB Keyboard
 - Bundled MS Windows XP
 - 4 years comprehensive warranty
5. **Other H/W Equipment:**
 - Plantronics /GN Netcom or equivalent headset with clip
 - LAN enabled

D). Functional Requirements for the Service Desk

1. The call center should be able to provide a timely response to the callers
2. The software should be able to capture important data regarding the caller as well as the nature of call
3. The abandonment ratio should be tracked by the software
4. Timely reports should be submitted to the Securities and Exchange Commission of Pakistan for analysis of the call center and agents performance; please provide the sample KPI reporting framework used in your call center software
5. The call center solution should have the ability to cope with increased traffic during peak hours efficiently
6. The company should demonstrate quality assurance track record with demonstrated experience of deploying large scale complaint and enquiries handling software and CTI
7. The company should have experience of sound disaster prevention and recovery procedures. In your response please provide a high level detail of any disaster recovery support you can provide
8. The call center should have previous track record of handling queries and complaints for national users
9. The backend call center software should be a customizable software to be used for fielding and entering complaints and then their escalation to point of contacts within SECP
10. The company will be required to work with SECP to create the script for the Service Desk agents and the IVR recordings
11. Call center software should be able to integrate with SECP Central Complaint management System, integration is the responsibility of RO.

Note: Above mentioned requirements are based on our understanding, however any alternative solution may be proposed with full details

Terms & Conditions:

- 1) Tenders shall be accompanied with earnest money (refundable) for an amount of 5% of the total contract quoted price in shape of Pay order/bank draft in favor of Securities and Exchange Commission of Pakistan, Islamabad. Tenders without earnest money will not be entertained and rejected straightaway. At the top left of the envelope it should be clearly stated “Tender for deployment of Service Desk for SECP”
- 2) The financial proposal will be based on a single turnkey price of all software, hardware and integration and its first years maintenance. Subsequent year’s maintenance should be quoted separately. Earnest money will be calculated on the first year lump sum charges.
- 3) The Commission reserves the right to accept or reject any or all tenders without assigning any reason thereof.
- 4) The Quantities mentioned above may vary according to our requirement.
- 5) Clarification if any on the requirement may be obtained from:

(Mr.Zahid Suleman)
Tel. # 051-9208672

Evaluation Criteria:

Technical	70%
Financial	30%

Technical evaluation may include following factors:

Ability to provide timely response to the callers
Software capability to capture important data regarding the caller as well as the nature of call
The abandonment ratio tracked by the software
Report submission of analysis of the call center and agents performance
Ability to cope with increased traffic during peak hours efficiently
Integration with the SECP Portal
Integration with the SECP central complaint management system
Disaster Recovery support in the solution
Escalation Levels
Customizability of software
Expandability of Service Desk FTEs
Depth of IVR system
Support
Cost