

Government of West Bengal
Home Department
Election Branch
21, N.S. Road, Kolkata 700 001

No. 882 -Home (Elec)
R3E-84/2011

Dated, the 27.02.2014

TENDER NOTICE

Notice Inviting Tender was floated, vide this Office Memo No. 699-Home (Elec) dated 17.02..2014 for setting up a Call Centre at the office of the Chief Electoral Officer, 21, N. S. Road, Kolkata 700 001 for the ensuing General Election to the Lok Sabha, 2014. On administrative ground the last date for submission of tenders is hereby extended up to 2 P.M. on 4.3.2014.

All bonafide agencies/Call centers may submit their respective tenders in the given time span. The tender will be opened on 4.3.2014 at 3 P.M. in the presence of all intending participants. The agencies who have already submitted their tenders need not submit again.


Joint Chief Electoral Officer, West Bengal

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Home Department
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21, N.S.Road, Kolkata-700001

No: 699-Home (Elec)

Dated: 17.02.2014

Tender Notice

The Chief Electoral Officer, West Bengal invites sealed tenders from reputed bonafide Agencies/Call Centres having minimum 200 operational seats and good financial property for setting up a Call Centre at the Office of the Chief Electoral Officer, 21 N.S.Road, Kolkata-700001. The Call Centre Agency has to provide the following services and logistics to make the call centre at this office full operational.

1. Services:

- i) Providing required Information to callers/citizens as sought by them and satisfying their enquiries.
- ii) Accepting their Requests/ complaints.
- iii) Maintaining call logs.
- iv) Automated call forwarding.
- v) 100% Call recording facility.
- vi) Call forwarding to districts through ACD (Automatic Call Distribution) facility.
- vii) A Web CRM (Customer Relationship Management) may also be developed for better communication with the callers (e.g. via sending SMSs).

2. Logistics:

- a) Head Set
- b) Automatic Call Distribution (ACD) facility.
- c) Skilled manpower as operator with the following attributes:
 - Should know Bengali, English, Hindi languages
 - Must have good communication ability
 - Good listening capacity
 - Writing complain with in short time frame
 - Convincing attitude
 - Computer familiarity
- d) Computer machines with all necessary peripherals for Call centre (like Cord, voice headphone etc.) and a printer for reporting report.


The duration of the Call centre will be for next 2 to 3 months on 24x7 basis, i.e. upto completion of the election process. Initially, the Call Centre will be started with 1 or 2 operators on 24x7 basis, which will expand based on the requirement as the election nears.

The Agency/Call Centre have to quote their rate in **FTE (Full Time Equivalent)** to provide all services, along with all logistic and software in **Per Month/ Per Day basis**.

The quotations (along with VAT) on plain paper should reach this department by 3 PM on **27/02/2014** and the tender will be opened on the same day on 4 pm in presence of the intending participants. Updated Professional Tax/Income Tax/VAT clearance certificates are also to be furnished along with tenders. Credibility Certificate on working with reputed concerns may please be submitted. Company profile detailing the capacity of the Call Centre should also be attached.

In all cases tenderers have to deposit Rs 10000/- (Ten thousand) as Earnest Money. The earnest money is to be deposited at the time of submission of tender in the form of Bank Draft drawn in favour of "**Chief Electoral Officer, West Bengal**" payable at "**Kolkata**". Refund of Earnest money will be made in case of non-acceptance of the tender value. Interested Agency/Call Centre may contact this office for clarification.

The authority shall have the right to accept or reject all or any tender or split up the work without assigning any reason whatsoever and is not bound to accept highest/lowest rate.


17/02/14
Joint Chief Electoral Officer
West Bengal