



QUOTATION NOTICE – CALL CENTRE

6762/M(Skills)17/KSHO

06/12/2017

Quotations are invited for the development of '**Call Centre for registering and resolving DDU-GKY Trained Candidates grievances, coordinating placement and tracking activities etc.**' for Kudumbashree. The detailed specifications of the software are given below. It should enable;

- Raising ticket against grievance/request/information and to be forwarded to concerned person through mail/SMS.
- Definition of Roles: administrator, execution officer, call centre agent.
- Administrator should have the ability to add, edit, delete students/agents and execution officer and view summarized reports (total registered complaints/resolved and unresolved)
- The caller should get SMS indicating registered grievance.
- Execution officer to view a created ticket and close a ticket by entering the action taken and this must be intimated to the caller who raised the issue.
- 3 months hosting and management facility.

The following are the minimum qualification for the organization/entity to submit the quote

- The organization/entity must have developed more than 5 software product for the government/governmental organizations.
- Must have completed a minimum of three years since inception/incorporation.
- Must have an average yearly turnover of Rs 10 Lakhs in the preceding 3 financial years
- Must have expertise in development of call centre and job portal software
- Must have multiple offices and one mandatorily in Kerala.

Technical Details:

Type of Projects : Web Application

Platforms Required : HTML 5, CSS, JavaScript, Ajax, PHP, MySQL, Laravel

Integration facility with job portal

Quotation in sealed cover along with filled application form addressed to Executive Director, KUDUMBASHREE, State Poverty Eradication Mission, 2nd floor, TRIDA Rehabilitation Building, Chalakkuzhy Road, Medical College, Thiruvananthapuram - 695011, Kerala should reach this office on or before 21/12/2017 at 03.00 PM.

The quotation thus received at the stipulated time shall be opened by the undersigned or authorized person at 03.30 PM on 22/12/2017 and orders will be issued in the name of lowest bidder who agrees to develop the software as per specification mentioned. The lowest bidder should develop the system within 30 days from the date of MoU.

The undersigned reserves the right to accept or reject any quotation without assigning any specific reason there on.



Director (A&F)
Kudumbashree

Copy to:

1. Notice Board
2. Stock/Spare File

Application Form – Call Centre

| | |
|---|---|
| Name and address of the company | |
| Registration Details (Attach a self attested copy of registration as proof) | |
| Name of the proprietor/CEO | |
| Contact Address E-Mail and Phone No | |
| Turnover of the organization (Attach financial statement for the corresponding years) | 2014-2015: 2015-2016: 2016-2017: |
| List the Software Products developed for organizations in the government sector (Minimum five to be listed) | List the organization and software products (To list a minimum of five software products along with the name of govt. Organization. |
| List the call centre client/clients | Call centre clients: 1..... |
| Addresses of offices in other locations | 1. |

Please submit proof for the above points in the application form.

Declaration

Hereby I declare that all the information furnished above are true.

Sign and Date

Name

Designation

Seal