



The Republic of Uganda



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## **INVITATION FOR EXPRESSION OF INTEREST (EOI)**

### **PROJECT NAME: ANNUAL FEES FOR OUT SOURCING CALL CENTRE SERVICES FOR ONE STOP CENTRE**

#### **Procurement Reference No.: UIA/SVCS/2016-17/00221**

The One Stop Centre (OSC) at the Uganda Investment Authority (UIA) would like to harness the business power of human interactions by bringing together the right people and the relevant information using the most effective means. The proposed service should help UIA make better decisions faster and serve customers more effectively at a lower cost.

As part of the strategy to improve Customer service, UIA would like to acquire a service from the prospective bidders which will improve Customer Interactions by unifying the Customer Interactions from different channels of Communications and served by the same set of Customer Service Agents seated at Bidder's (Service provider's) premises during the initial phase of the contract.

The following are the Terms of Reference required from the prospective bidder (s)

<b>SNO.</b>	<b>Description</b>
1	Total Number of Human Resources required for this call center should be 6 including the Supervisor/Team Leader
2	Manage the Human resources & shift scheduling depending on the Incoming Traffic Customers

3	Accommodate the Human Resources from your own premises and the proposed Human Resources should be dedicated to the Uganda Investment Authority & shouldn't be shared with other customers. (Please explain on how this will be achieved)
4	Working Hours of Operation should be 24x7 including public holidays. Bidder to clearly explain how they wish to staff the agents and the process behind the same in the submission documents
5	Solution/Technology Used by the Bidder should support the following channels of Communications with the end customers; <ul style="list-style-type: none"> <li>a) Inbound Voice</li> <li>b) Automatic (Preview/Progressive/Predictive) Outbound Dialing</li> <li>c) Email Communications</li> <li>d) Web Communications/Web Chat integrated with Website</li> <li>e) Social Media (Face book, Twitter, LinkedIn )</li> </ul>
6	Solution/Technology Used by the Bidder should have a CRM (Customer Relationship Management) / Ticketing System with the following features: <ul style="list-style-type: none"> <li>a) Automatic Ticket Creation for all the Channels of Communications mentioned above.</li> <li>b) Categories and Sub Categories of the Ticket</li> <li>c) Ticket Escalation Matrix.</li> <li>d) Turn Around Time.</li> <li>e) Resolution / Response Timelines.</li> <li>f) Resolution Notes.</li> <li>g) Closing Notes.</li> <li>h) Customer Contact Management.</li> <li>i) Document Management.</li> <li>j) Notes Management.</li> <li>k) Audit Trails.</li> <li>l) Reporting (Historical and Real – Time).</li> </ul>
7	All the Licenses Proposed for Call Center and CRM Technology should be based on the Concurrent basis and System/ Technology proposed should allow configurations of multiple users & departments with no additional cost
8	Clearly explain the Technology used and how many licenses will be part of the solution and its distribution Following people are expected to be part of the Solution: <ul style="list-style-type: none"> <li>a) Call Center Agents</li> <li>b) Call Center Supervisors/Team Leaders</li> <li>c) Back Office Departments or Users from Uganda Investment</li> </ul>

	Authority
9	<p>Bidder should provide all the Necessary Reports on a frequent basis and keep the Uganda Investment Authority Management informed about the call center service performance;</p> <ul style="list-style-type: none"> <li>a) Total Number of Calls Answered</li> <li>b) Total Number of Calls Abandoned</li> <li>c) Total Number of Agents Available</li> <li>d) Agents Available time</li> <li>e) Average Talk Time</li> <li>f) Service Level Agreements</li> <li>g) Ticket Resolution Times</li> <li>h) Ticket Escalation Matrix Reporting</li> <li>i) All the Other Call Center and CRM Reporting</li> </ul>
10	<p>The Proposed Technology/Solution should closely integrate with the Existing Unified Communication Solution available at Uganda Investment Authority's premises. Bidder should explain with Network Architecture on how this will be achieved and what the prerequisites if any are.</p>
11	<p>Bidders should provide Uganda Investment Authority with Access to the Solution/Technology using a Dedicated Leased Line for security Purposes. Bidder to explain with the help of network Architecture on how this will be achieved.</p>
12	<p>All the Conversations between the Agent Human Resources and end customers of Uganda Investment Authority should be recorded-100% and Bidder should perform quality monitoring as per Industry standards to frequently analyze the call center performance.</p>
13	<p>Bidder's Human Resources to be closely working with Uganda Investment Authority Staff to effective resolution of all the Queries/Complaints raised by End Customers of the Uganda Investment Authority. Please explain with the help of process on how this will be achieved</p>
14	<p>Bidder to Propose different options to Uganda Investment Authority on this service clearly showing the cost benefit analysis of the preferred option from Bidder, Example:</p> <ul style="list-style-type: none"> <li>a) Complete Outsourcing during the contract period</li> <li>b) Hybrid Model</li> <li>c) Ownership transfer of the Proposed Technology after a predetermined time and Human Resource Management, etc.</li> </ul>
15	<p>Bidder should submit minimum of two References, Project Completion Certificates from the Customers in Uganda on the same technology used for the Uganda Investment Authority</p>

16	Bidder should have extensive knowledge and experience in the PR and marketing field (minimum 5 years' experience). A substantive amount of the assignment requires marketing promotion & reputation management engagement schemes.
17	An Integrated Marketing Solution into the call center component is a MUST have. Preferably have an internal support marketing team to specifically handle Digital PR & Creative activities include; <ul style="list-style-type: none"> <li>a) Media relations</li> <li>b) Copy writing</li> <li>c) content marketing</li> <li>d) social media</li> <li>e) Media monitoring &amp; reporting</li> </ul>
18	Bidder should have minimum 5 years of Experience in designing/deploying Call Center Solutions in Uganda. Bidder to submit necessary proof of call center solution implementations in Uganda
19	Technology/solution used to provide the services should have the below as minimum; <ul style="list-style-type: none"> <li>a) Please explain clearly about the solution/architecture in the Submission document.</li> <li>b) Proposed System should have provision to configure ACD Group for Inbound Call handling via CTI</li> <li>c) Agent Desktop should be a Windows Solution should support Multiple DNIs</li> <li>d) Solution should support ANI/CLI Customizable</li> <li>e) Solution should support Conditional Routing</li> </ul>
20	Solution should support Interactive Voice Response System with the following features: <ul style="list-style-type: none"> <li>a) Flow and Time Over Flow</li> <li>b) Blacklisted Flow</li> <li>c) Agent Busy Flow</li> <li>d) Recording Warning Flow</li> <li>e) Static IVR Flow</li> <li>f) IVR Time-Bound Service</li> <li>g) Time Over IVR Service</li> <li>h) Multi-Language (English and Luganda )</li> <li>i) Calendar Configurations.</li> </ul>
21	Agent Selection Criteria should support the following: <ul style="list-style-type: none"> <li>a) Longest Idle</li> <li>b) Skill Based</li> </ul>
22	Agent should be able to do Call Transfer/Call Conference to anyone

	within the Uganda Investment Authority or External Party
23	<p>Solution Proposed should provide Call Queuing with the following features:</p> <ul style="list-style-type: none"> <li>a) Queuing</li> <li>b) Queue Position Announcement</li> <li>c) Queue Time Announcement</li> <li>d) Broadcast Calls in the Queue</li> <li>e) Threshold Call Re-Routing</li> </ul>
24	<p>CRM should support the following directly through its own interface;</p> <ul style="list-style-type: none"> <li>a) Agent Login and Logout using CRM</li> <li>b) Reset Password</li> <li>c) Change the Service/Skills</li> <li>d) Dial Button</li> <li>e) Hold/Transfer/Conference from the Agent CRM Screen</li> <li>f) Disconnect</li> <li>g) Break Modes</li> <li>h) Internal Chat</li> <li>i) Disposition for Call Closing</li> </ul>
25	<p>CRM-Supervisor should be able to do the following:</p> <ul style="list-style-type: none"> <li>a) Configure the Categories/Sub Categories or edit the Master Database without approaching the Manufacturer or Bidder</li> <li>b) Configure the Escalation Matrix</li> <li>c) Configure the Email/SMS Templates</li> <li>d) Configure the Departments</li> <li>e) Configure the Users/Agents/Supervisors</li> </ul> <p>Configure the SLA parameters</p>
26	<p>Extract Reports:</p> <ul style="list-style-type: none"> <li>a) ACD Inbound Calls</li> <li>b) Call Detail Reports</li> <li>c) Call Drop Reports</li> <li>d) Disposition Statistics</li> <li>e) Agent Performance Statistics</li> <li>f) Ticket Performance Statistics</li> <li>g) Ticket from Source Wise</li> <li>h) Top 10 Tickets</li> <li>i) Top 5-10 Customers</li> </ul>
27	<p>The reports mentioned are only few and minimum. Bidder should clearly mention all the reports which come in by default and customize the system as per Uganda Investment Authority's requirements.</p>

Expressions of Interest are hereby invited from eligible firms for for the provision of the above service.

Expressions of Interest will be selected under the competitive Public Procurement and Disposal of Assets bidding procedures and followed by the short listing of successful firms who will be invited to pick Request for Proposal (RFP) documents.

The Expression of Interest addressed to Head, Procurement & Disposal should reach the office of the undersigned not later than 12:00 Hrs. on the 1<sup>st</sup> September 2017 at Uganda Investment Authority, Po Box 7418, Kampala, Plot 22, B, Lumumba Avenue, 2<sup>nd</sup> Floor, Twed Plaza.

Mrs. Jolly K Kaguhangire

EXECUTIVE DIRECTOR