



SOCIAL ISLAMI BANK LIMITED
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Request for Proposal (RFP)

Implementation of Contact Center Solution for Social Islami Bank Limited.

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The document briefly describes the functional and business requirements for the implementation of Contact Center Solution for Social Islami Bank Limited.

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1 Scope of Work

The Scope involves supply, design, installation, testing, commissioning and Service support of Contact Center Solution. Scope include functional and technical requirement to meet SIBL requirement to provide better customer service and enhance business prospect through alternate delivery channel. Customer behaviour is changing and SIBL is focused towards customer service and support through all possible communication channels. Customer segment is another key area for service delivery based on type of customer like credit card customer, high value customer, and general customer

The System should have fully redundant solution with auto load balancing manner and no single point of failures with 95% availability 24x7X 365 basis. If main system fails, solution should switch to high available (HA) system without any manual intervention. **Presently SIBL using Cisco IP PBX CUCM 11.5 for internal and External calls. The Existing IP PBX can be used for Contact Center if it is fully compatible with proposed contact center solution by any Bidder.**

Following are the anticipated values provided by SIBL Limited to allow the bidder to size, scope and provide the best solution suited for SIBL Limited.

S.No	Description	Required Capacity	Future Capability / Upgrade Capacity
1	Call Volume Per Month.	25,000 - 30,000	Support for 7,00,000 customers with 1% - 2% of customer expected call
2	Number of Agents, Concurrent Agents Seat License (Blend Agent s - Agent and supervisor login capability. Support Voice-inbound-outbound, Chat, email, Video, Social Media etc. For Named License Consider 4 times of concurrent seats requirement, 25X4 = 100 Named License)	25	400
3	Number of IVR ports for simultaneous phone banking/IVR Services	50 ports	400
4	Call Recording (voice, Screen, Quality monitoring and evaluation)	25	400
5	Number of skill support or skill group or Agent associated to skill	20	50
6	Support and software Upgrade	Included	Future proof solution
7	42" to 55" LED TV Screen for wallboard display	2	preferred Samsung/LG/Sony
8	Head Set for all Agent and Supervisor	30	preferred Jabra/Plantronics with Noise Cancellation ability
9	Number of IP Phone for Agent	30	Hardware Phone
10	Voice Gateway with 100 SIP channels	2	100 SIP channels + Analog + E1 Interface
11	Customized Report as Required	Yes	As per Bank requirement
12	Live Monitoring of Agent	Voice and Screen	Voice and Screen
13	Historical Report	No time limit	No time limit

2 General Technical Requirements

- a. Proposed solution components (Servers, Voice Gateways, phones, PBX, ACD, CTI, Recording) preferably from a single OEM for better integration, support and interoperability.
- b. Preferably the OEM should be in Leaders Quadrant of the Gartner's Magic Quadrant for Contact Center Infrastructure on last 3 years.
- c. Contact Center Agent License should be blended - Each Agent license should have included all function of Supervisor + Agent + Email + Chat + Out Bound facility.
- d. Proposed solution should have the scalability up to 400 agents without changing any hardware.
- e. Solution should be based on concurrent agent seats license only. By multiple shift total number of agents should not have any limit. Consider At least 4shift and on each shift maximum 25 agent will be able to login to Agent desk to deliver the service to customer.
- f. All the Interface (Agent, Supervisor & Administrator) should be web browser based. No soft client should be required to install on Desktop/Laptop machine for any interface login for Agent/Supervisor/Administrator.
- g. Proposed solution should be video enabled contact Center.
- h. Solution must have 100% Screen and Voice recording for all Agent Seats.
- i. Solution must have Quality monitoring and Evaluation feature.
- j. Solution should have High Availability Feature for Contact Center and Recording functionality.
- k. For any critical issues OEM should have 24/7 Technical Assistance Center for Support.
- l. Voice Gateway should have capability to connect SIP/E1/CO trunk from BTCL/IPTSP.
- m. Voice gateway should have ability to connect 100 simultaneous call from day one.
- n. Vendor Should have at least 3 or more OEM certified Engineer for the proposed solution.
- o. OEM Should have local and international worldwide reference customer base.
- p. OEM should have Local Office in Bangladesh.

3 Functional Requirements

SIBL provides all types of banking solution including credit card, retail banking, corporate banking, international banking etc. which requires support, service to enhance business prospect. Functional requirement are as follows:

- Support and Service for Credit card customer
- Support and Service for Debit card customer
- Support and Service for other banking solution
- Phone banking through Interactive Voice Response (IVR)
- Integration with all banking systems by SIBL
- Outbound call for welcome, collection and reminders
- Facilities/functionalities to ensure better service by determining the best possible person to assign the contact. Rules and logic should be parameterized/configurable
- Support Security and data integrity. It includes database integrity, back and recovery
- Voice and Screen Recording Retention period for 1 Year.

Functional Area	Feature Description	Remarks
OEM	•OEM preferably a Public Listed company.	

Qualification Criteria	<ul style="list-style-type: none"> •The OEM shall have a registered office in Bangladesh. A documentary proof with complete Address details and contact person details shall be submitted along with the offer. 	
	<ul style="list-style-type: none"> •OEM must have its own Support Center for providing 24x7 Telephonic Technical services and Remote Assistance Services. The OEM should give an undertaking on their letterhead. 	
	<ul style="list-style-type: none"> •Proposed solution components (Servers, Voice Gateways, phones, PBX, ACD, CTI, Recording) preferably from a single OEM for better integration, support and interoperability. 	
	<ul style="list-style-type: none"> •Preferably the OEM should be ISO 9001 and ISO 20000 certified. 	
	<ul style="list-style-type: none"> •The OEM should be Profitable for the last 3 consecutive financial years in the country where it is headquartered. 	
	<ul style="list-style-type: none"> •OEM or its principle stake holders should not have filed for bankruptcy in last 5 years. 	
	<ul style="list-style-type: none"> • Preferably the OEM should be in Leaders Quadrant of the Gartner’s Magic Quadrant for Contact Center Infrastructure in 2016, 2017 & 2018. 	
License Feature	<p>The proposed solution should be Omni channel solution and capable of providing the following channels without adding separate hardware:</p> <ol style="list-style-type: none"> Inbound voice Preview, Progressive and Predictive Outbound dialling Agent Email Web Chat 	
	<p>The solution should be highly available for core functions i.e. call routing, ivr functions, voice gateways with PRI lines and telephony.</p>	
	<p>Solution should provide geographic redundancy by placing the standby server at a DR location.</p>	
	<p>Solution to include the Right to use for all the OEM provided APIs supported by the contact center solution.</p>	
	<p>All user licenses should be blended licenses i.e. any agent should be able to use voice, email, chat or outbound.</p>	
	<p>There should be flexibility in using the licenses to login either as agent or supervisor rather than having fixed number of agents and fixed number of supervisors.</p>	
	<p>System should provide REST APIs for provisioning and application management and configuration.</p>	
	<p>Solution should support the routing of video calls from the web or mobile to the contact center agents.</p>	
	<p>ACD should be able to play the position in queue and expected delay to the caller in queue.</p>	
	<p>Proposed IVR solution should be able to integrate with backend databases and applications using web services, ODBC, JDBC and XML to provide self-service to callers without adding a separate system/hardware.</p>	
<p>GUI based tool to be provided for designing both IVR as well as ACD call flow.</p>		

	The system should allow web-based requests to be routed to agents along with information collected on the web (such as account number, call back number, cart contents etc.) to enable applications such as web call back.	
	IVR ports should be twice the number of agents	
	Solution should provide facility to automatically transfer call to IVR on agent disconnect to offer survey to the customer.	
	Unified Agent desktop application should be a browser-based desktop for agents and supervisors; no client-side installations should be required for agent desktop.	
	Solution should provide Phonebook access to agents. Agents should be able to dial from the phonebook with a single click.	
	Agent desktop should provide REST APIs that simplify the development and integration of value-added applications and minimize the need for detailed desktop development expertise.	
	Supervisors should be able to silently monitor or barge-in an agent call and also if required take a call from an agent and attend it - both for inbound as well as outbound calls.	
	The system should provide web chat functionality to route chat requests on web to Chat agents.	
	The system should provide integration with Facebook messenger to route facebook messenger chat requests to Chat agents.	
	The system should provide email functionality to route incoming emails to agents.	
	The solution should provide campaign based outbound dialling facilities for both agent based and agent-less campaigns.	
	Following types of campaigns should be supported: > Preview > Progressive > Predictive	
	System should provide Auto dialler capability where the system dials an outbound call from a campaign in predictive or progressive mode and plays an IVR script automatically.	
	Ability to records every agent calls (In & out) of the Call Centre. (Agents call recording. All calls for at least 12 months should be on the Server with reasonable back-up policy)	
	Users of the Historical Reports should be able to perform the following functions View, print, and save reports, sort and filter reports, Email scheduled reports & Export reports in a variety of formats.	
	Should be able to prepare custom reports using a variety of generally available 3rd party applications that are designed to create reports from databases. Third party applications to have access to the reporting database.	
	Reporting platform to allow creating of dashboards with multiple types of widgets including tabular and graph-based reports.	

	System should support permalinks to share reports and dashboards with other users. Users should be able to open the reports and dashboards with or without authentication as per the type of permalink shared.	
System	The solution should be a comprehensive IP based solution based on a Server Gateway Architecture.	
	Solution shall Support integrated telephony for Video conferencing devices, Analog & IP Phones, PSTN (Public switched telephone network) gateways over IP architecture.	
	Solution should help in reducing business costs by providing a single-server, contact-center-in-a-box deployment with the following: a. ACD b. CTI c. IVR d. Unified Agent Desktop Services e. Unified Reporting Services	
	OEM should be present in the Leaders Quadrant of the latest Gartner's Magic Quadrant for Contact Center Infrastructure. It shall carry additional point.	
	Proposed solution components (Servers, Voice Gateways, phones, PBX, ACD, CTI, Recording) preferably need to be of a single OEM for better integration, support and interoperability.	
	The call control system should be fully redundant with NO single point of failures & should provide 1:1 redundancy. Both the server should do call processing all the time and act as backup in case of the failure of one server.	
	The agents should not be required to re-login into the agent desktop application after a failover.	
	The active calls on agent phones should survive even in case of a server failure.	
	The call control should support clustering over WAN.	
	The ACD hardware and software should be from a single OEM and should support VMWare Virtualization for Hardware Optimization.	
	System should have open interfaces for the client and server-side customization	
	The solution should be scalable to at least 400 voice agents including at least 150 outbound agents (preview, progressive and predictive) and at least 400 IVR ports.	
	The solution should support TLS 1.2	
	The solution should support Single Sign-On with all SAML 2.0 compliant Identity Providers including ADFS, F5, Ping, OpenAM, Shibboleth	
The system should be IPv6 compatible.		
All appliances in the call control system should have hot swappable storage media to ensure high availability.		

	Should support signaling standards/Protocols – SIP, MGCP, H.323, Q.Sig.	
	Should provide the following CODEC support - G.711, G.729, G.729ab, g.722, ILBC	
	Solution should provide in-built web-based administration. No additional thick client should be required for administration on the Admin PC	
	Should provide facility to bulk add, delete, and update operations for Phones, Gateways & users	
	The system should support remote agents and agent working from home to attend calls through their own phones and access the agent desktop application to handle customer interactions.	
	There should be facility for the call to be automatically routed for post call treatment such as feedback collection once disconnected by the agent.	
ACD	Dynamic Re-skilling by Administrator or Supervisor should immediately apply any modification to the queue skills and competencies and agent skills and competencies.	
	ACD should allow routing of call to a specific agent if the agent is Ready.	
	System should allow placing an agent into Wrap-up state automatically once a call ends. System should allow configuring a wrap-up timer.	
	The system should support skill-based routing and it should be possible to put all the 400 agents into a single skill group.	
	ACD should support the longest available, linear, most handled contacts, the shortest average handle time, and circular agent selection algorithms.	
	ACD should support Data-driven routing, ACD should have the ability to use data obtained from backend database, HTML or XML documents to make routing decisions.	
	The call should be re-routed in case the selected agent does not answer within a pre-defined time limit.	
IVR	IVR should support VoiceXML for ASR, TTS, and DTMF call flows	
	IVR should support Automatic Speech Recognition (ASR) and Text to Speech(TTS) via MRCP to provide the ability to use human voice instead of DTMF and convert text to play synthesized speech.	
	IVR ports should be able to send outbound email message through SMTP	
	IVR should be able to use generic REST API call to retrieve JSON/XML data	
	The IVR should support dynamic, multi-format "numbers-to-speech" playback.	
	IVRS should support various means of Alarm indications in case of system failures e.g. Functional error, missing voice message prompt, etc., and shall generate error Logs.	
CTI	The application should provide CTI (Computer-Telephony Integration) services such as:	
	a) Automatic display (screen pop) of information of the caller on the agent desktop prior to answering the call based on ANI (Automatic Number Identification), DNIS (Dialled Number Information Service) and	

	IVR data.	
	d) Call routing facilities such as business rule-based routing, skills-based routing etc.	
	e) Capability to integrate with CRM systems.	
User Interface	Unified Agent Desktop application shall also be able to support Web 2.0 technology and Open Social gadgets for Agent Desktop integration.	
	Agents should be able to login, logout, make ready or not ready from the desktop application, Agent desktop should display ANI or DNIS or any customer related data.	
	Agent desktop should be able to pass call data to other desktop applications (for example, CRM applications) for an application window, associated with specific call events such as call ringing without the need for any programming.	
	Web interface for Agents, Supervisors and Admin to manage and monitor calls in Real-Time	
	The web-based Agent desktop should have a soft-phone functionality that enables standard telephony functions through a GUI including call answer, hang-up, consultative transfer, conference, blind transfer, hold and retrieve.	
	The application agent desktop must be media blended and able to provide multiplicity to enable agents to handle Voice, Text and Web contacts at the same time including:	
	> Intuitive, unified interface for handling voice, email, text, web chat and social media integration	
	> Availability status and wrap up reasons, which can be reported.	
	> Agent should be able to login/logout of voice channel independently of Email & Chat channel	
	Agent interface should show the recent call history of the agent and agent should be able to make call from this history.	
	Agent interface should show the recent state history of the agent along with reason.	
	Queue information should be displayed on the agent screen with number of calls waiting and longest call waiting duration	
	Agent should be able to view real-time status of other agents in his team.	
	System should support viewing Queue statistics on the agent phone.	
Agent interface should provide visual indication of incoming contact even if the agent interface application is minimized.		

	The system's web-based client application software shall provide interface support for Microsoft Internet Explorer, Firefox & Chrome	
	Both Windows as well as Mac OS X should be supported by the agent desktop application.	
	The system should be capable of providing agent functions such as login/logout to the ACD, make themselves ready/not-ready, performing telephony functions, view queue statistics and another CTI information through a hard phone only i.e. without requiring any desktop.	
	Agents should be able to see statistics such as how many calls they have handled today and how many calls are currently in queue.	
	System should support hot desking i.e. agent should be able to login with his own credentials from any workstation.	
	Solution should provide the same agent desktop interface for agents and supervisors with role-based access.	
Supervisor	Supervisor should be able to view statistics of all agents and queues that are associated with them.	
	Supervisor should be able to change the state of an agent from the web-based supervisor interface.	
	Supervisor should be able to view the call history and state history of the selected agent from the web-based supervisor interface.	
	Supervisor should be able to access real- time reporting for Agent E-Mail mail volume by Queue	
	Supervisor should be able to report Agent E- Mail Inbox Traffic Analysis, Agent email activity Queue wise	
Chat	System should provide Typing Indicator so that both agent and customer can see when the other is typing a message.	
	Agent should be able to handle multiple chat sessions (at least 5 concurrent chat sessions)	
	The system should provide ability to configure pre-defined responses	
	System should provide multi-party Chat feature wherein agent is able to add another agent/supervisor into the same chat.	
	Agent should be able to view the list of available agents of the selected queue for requesting multi-party chat.	
	When multi-party chat is requested, the invitee should have option to accept or decline the request.	
	Agent should be able to send notes to the multi-party chat invitee. Invitee should be able to view chat history upon joining the multi-party chat.	

	Agent should be able to select multiple wrap-up reasons for every chat interaction.	
	System should provide built-in tool to create code for customer chat form.	
	It should be possible to customize the look & feel of the customer chat form through configuration on the fly (without restarting any services etc.)	
	Should be able to configure business hours and holiday calendar for Chat.	
	Customer should be able to download Chat Transcript	
	System should provide facility for timeout in case of chat inactivity and maximum wait period	
	An alert should be played when the agent receives a new chat request or when there is a new message on an inactive chat session tab.	
	System should provide a visual notification even if the agent desktop is inactive while receiving a new chat request.	
	Should provide Agent skill and competency-based routing with following algorithms: <ul style="list-style-type: none"> • Longest available • Most skilled • Agent skill-based routing 	
	Changes to queue skills and competencies and agent skills and competencies should be applied immediately.	
	If the selected agent does not accept the chat, the chat should be re-routed to another agent.	
	System should provide the flexibility to configure custom queue messages.	
	The customer chat form should be displayed as an on-page bubble rather than as a separate browser window.	
	Customer should be provided chat rating facility once the chat has ended for him to rate the chat experience.	
E-Mail	The system should show an Email alert to the agent upon getting an email assigned along with a count of pending emails on the agent desktop.	
	System should provide a visual notification even if the agent desktop is inactive while receiving a new email.	
	Agent should be able to handle multiple emails (at least 5 concurrent emails)	
	Agent should be able to select multiple wrap-up reasons for every email handled.	
	Should support following algorithms for email routing: <ul style="list-style-type: none"> • Last Agent Email Routing • Skill and competency-based routing • The longest available or most skilled agent selection 	

	Changes to queue skills and competencies and agent skills and competencies should be applied immediately.	
	Agent should be able to re-queue email to another queue.	
	Agent should be able to save email draft response and resume later	
	Agent should be able to edit the To, Cc & Bcc fields	
	The application must support configuring pre-defined Email responses in Rich Text.	
	The application must support configuring email signatures in Rich Text.	
	The application must be able to attach various file types while responding to a customer query.	
	Following Email systems shall be supported: > Microsoft Exchange > Office 365 > Gmail	
	Email reply should allow Rich Text Editing	
	The application must be able to support multiple links and attachments. Total attachment size of at least 20 MB for incoming and outgoing email should be supported with each attachment of at least 10 MB.	
Outbound	System should have capability to support at least 150 outbound agents.	
	Supervisor/Administrators to create and configure preview outbound campaigns.	
	The supervisor/administrator should be able to specify a daily time range during which outbound calls are made and a set of Queue whose agents make the outbound calls.	
	The supervisor/administrator should also be able to specify and import a list of customer contacts to be called.	
	Should provide facilities for outbound calling list management, and software based predictive, progressive and preview dialling.	
	Ability to automatically detect voice answer, answering machine, fax/modem, special information tones	
	System should provide facility to set callback at a specific callback phone number and specify the time/date of the callback.	
	It should be possible to transfer those calls for which agent is not available (i.e. about to be abandoned) to IVR.	
	System should provide facility to schedule automatic import of contacts	

	The supplier must provide a voice logger and Screen Capturing along with the contact center system. The voice logger must be able to log voice conversation and computer screen of all the agents in the Contact center.	
	Systems needed to record 100% of calls, selective recording, record-on-demand, Random, CTI-driven recording capability.	
	Ability to tag the recording with custom fields / external variables Call type, calling party, called party information captured for both Inbound & Outbound calls The recorded calls and captured screen would need to be Tagged with the Caller Specific information based on the Caller ID. The tagging should capture automatically incoming call (phone) no, Date & time of the call & agent extension if it is through IVR. These parameters will also help in easy searching of the call for evaluations.	
	System should be capable of automatically start recording on calls that meet conditions defined in the application script and voice contact workflow.	
	The solution should be capable of retrieving call audio using search criteria.	
	The solution should provide support for server virtualization products. Describe which components can be run in a virtualized environment.	
	The solution should support compression for storage of voice recordings	
	The solution voice recordings should be capable of playback from any Windows Workstation.	
	System must have the functionality to automatically transfer archived files to offline media according to established schedules or thresholds.	
Recording	System's standard reporting package must include robust reports, including text and graphical charts.	
	Reports must be available for export in multiple formats to include pdf, xls, csv and html	
	System must have the functionality for users to convert calls to a standard .wav file and MP3 format for playback and emailing. For calls with voice and screens MP4 format should be provided	
	Proposed solution should have the capability for quality monitoring.	
	Supervisor should be able to evaluate the calls	
	Provide a Quality Monitoring tool that allows recordings to be scored, benchmarked and calibrated.	
	Agents are allowed to view/listen evaluated calls in read-only mode	
	Evaluated calls can be viewed and edited/re-evaluated by other QA specialist/supervisors/manager subject to having proper access level.	
	System to provide report of IVR Application Performance Analysis, Call by Call details for all the calls, Traffic analysis reports etc.	

	Reporting platform to support Agent level reports, Agent login logout report, report on agent state changes, Queue reports, Abandon call reports. All the reports should be summary, tabular and detailed report format to be available for the agents.	
	Should provide Omni channel report with statistics of Inbound, Outbound, Email & Chat in a single report	
	Outbound Agent summary or Campaign summary reports should be available.	
Gateway	The voice gateway should be from the same OEM as ACD to avoid compatibility issues.	
	Voice Gateway should have capability to connect 100 SIP channels from Day one	
	Should have support for Data, Voice, Video, Security and mobility services.	
	Should be chassis based & modular architecture with multicore processor as dedicative Core for each packet processing services	
	Should support G.711 and G.729 Codec	
	Should support H.323, SIP, MGCP	
	Gateway should support SIP, E1/T1, TDM and Analog lines	
PBX	Distributed Call Processing: Multiple nodes can be grouped together to form a cluster or compatible technology to load-balance call processing and provide redundancy.	
	SSO enables system administrators to work on different clusters and different applications without repeatedly responding to challenges for their username and password.	
	Security Access Mark-up Language (SAML) enables integration with various commercial identity providers.	
	Alternate Automatic Routing (AAR) and Automatic Route Selection (ARS): Ability to re-route calls to different network path based on bandwidth consumption or network failure.	
	Dial-Plan partitioning: Allow administrator to assign directory numbers and routing plans more flexible, such as using same directory number for multiple devices.	
	Support for user account synchronization and authentication with any Lightweight Directory Access Protocol Version 3 (LDAPv3)-based directory	
	Provisioning templates enable administrators to define user configuration once and apply it automatically to new users discovered through directory integration. End users can complete the provisioning process without administrative assistance, configuring their personal device through an application or Interactive Voice Response (IVR) interaction.	
	System shall provide suitable API with performance and real-time information for monitoring purpose.	
Codec support for automated bandwidth selection: G.711 (mu-law and a-law), G.722, G.722.1, G.723.1, G.728, G.729A/B		

Extension Mobility: Allow user to login to IP Phone with their own device profile.	
System able to set Forced authorization codes and client matter codes (account codes) to allow authorized outbound calls only and provide related billing information.	
Hunt groups: broadcast; circular; longest idle; and linear, and allow user to login and logout from hunt group. If all users in hunt groups are busy, system shall be able to queue with music until user becomes available.	
Support many different types of endpoints concurrently, for e.g. SIP Phone, IP Video Phone (for future), IP Hard Phone, IP Soft phone, IP Wi-Fi Phone and Analog Phone.	
Time-of-day, day-of-week, and day-of-year routing and restrictions	
Provide conferencing resources and able to manage intelligently for ad-hoc and meet-me conferencing.	
Conference list and drop any party (adhoc conference) for at least 10 groups with 8 participants in each group.	
System shall support at least 50 different music-on-hold (MOH) songs and ability to send MOH using both unicast and multicast at the same time by using codec G.711 and/or G.729	
Call detail records (CDRs) which can be accessed using standard protocols such as FTP, SFTP and SOAP AXL.	
Control attenuation and gain adjustment per device for both phone and voice gateway	
Device-downloadable feature upgrades: Phones, hardware transcoder resource, hardware conference bridge resource, and voice-over-IP (VoIP) gateway resource	
LDAP integration with PBX	
Enhanced upgrade process to upgrade firmware to multiple phones or group of phones at the same time	
Enhanced upgrade process to allow upgrades when old hardware is not compatible with new release	
Shall support multi-level administration, which permits granting only the required privileges for a selected group of users and limits the configuration functions that users in a particular user group can perform.	
Provide bulk administration tool to allow administrators to perform bulk add, delete, and update operations for devices and users. As well as ability to export and import of database information.	
Options to restrict new calls, call forwarding from agent's hard-phone/CTI	
Options to configure disabling the call disconnection from hard phone.	
Options to disable Setting Button on IP Phone	
System should show extension number, caller id & name, login agent's name and Id on the IP phone's display.	

Options to restrict agent to agent transfer while agent to supervisor, agent to IVR transfer or to any specific extension transfer should be supported.	
Shall be able to support multiple types of PSTN interfaces concurrently.	
Each gateway shall be able to scale to support up to 8 E1 interfaces.	
Integrated dual power supplies to provide redundancy.	
Digital Signal Processor (DSP) shall support both voice and video calls.	
Shall support voice prompts in both G.711 and G.729 codecs.	

4 Customized Application and Integration with Banking System

Call Centre System Integration Software Requirements:		Bidder's Response
Integration System	<p>For any integration no direct access will be provided to Core databases. The vendor need to access host applications through financial industry standard messaging, for example ISO8583 messaging format. Vendor needs to integrate data from different banking hosts as well as contact center hosts to develop agent desktop applications and other modules.</p> <p>a) ability arrange integration of Contact Center System with Bank's various host system like CBS, Card System, Mobile Banking, BACH system etc.</p> <p>b) Single platform interface for communicating with multiple host system running on different platform (like CBS, Mobile Banking, Card system etc.)</p> <p>c) Needs to provide customer data for both IVR and Agent Screen pop.</p> <p>d) Customized Customer's call Work code and caller history for agent screen pop.</p> <p>e) In case customer has not logged in through T-PIN, then allow for manual verification through the following data from the Pop-Up Screen</p> <p>e) Initial offering should include system integration and also future scalability should be there.</p>	

<p>Telephonic Personal Identification Number</p>	<p>a) Third Party application for customer authentication prior to Phone Banking. Security module should follow financial industry standard encryption methodology.</p> <p>b) The application should be completely Web-Based and Role-Based.</p> <p>c) Application should have a Admin Portal from where user role will be managed. Admin user controls default menu options, privileges and security settings for user roles.</p> <p>d) Application should have capability to generate One Time Password for every financial transaction through IVR and send the password to customer's desired mobile number to ensure two factors authentication with resend password option. The password's validity should be configurable between 5 to 15 minutes.</p> <p>e) Application should have comprehensive reporting for status of Telephonic PIN request, generation and delivery.</p> <p>f) Unified Telephonic PIN for single or multiple CBS account / credit card/debit card account.</p> <p>g) Solution should include a PIN mailer for secured printing of Telephonic PIN from the application.</p>	
<p>Contact Center Wall/ DashBoard</p>	<p>a) Application for providing Contact Center Real Time Service level ,Total Trunk, Busy Trunk, Idle trunk, Calls in Queue, Logged in Agents, Wrap up mode, Idle Agents, Agents Not Ready, Busy Agents, Longest Calls in Queue, Average Talk Time, Average Speed of answer, Average Wait time, Average handle Time, First Call Resolution (FCR %) & customization facility according to the requirement of SIBL Contact Center Manager.</p> <p>b) Application should include Hourly Calls Graph, Contact Center Service level, Contact Center Queue status, Successful vs Dropped Call graph etc.</p> <p>c) Application should be totally Web Based & fully Customizable.</p> <p>d) User based page access & page turnaround time should be configurable.</p> <p>e) Solution should include a large display unit for the Dashboard.</p>	
<p>Reporting Module</p>	<p>a) Customized module for comprehensive Contact Center reporting to incorporate the standard and advanced contact center business logic as per requirement of SIBL Management.</p> <p>b) Real- time reports should be the bellow expose in bellow formats:</p> <ul style="list-style-type: none"> • Real-Time Bar Graphs • Real-Time Pie Charts • Real-Time Text reports • Real-Time Trace reports • Real-Time Wallboard Displays <p>c) Application should have User base access to various customized reports ranging from Agents to Contact center manager.</p> <p>d) Application should be totally Web based and accessible within corporate intranet.</p>	
<p>Post Call</p>	<p>Ability to provide Post Call Management application which will be tightly</p>	

Management System	<p>integrated with the Contact Center Solution.</p> <p>a) Request or complain is logged by agents to the system a ticket will be send to the admin to assign the ticket.</p> <p>b) After assign the ticket a mail will be send to the assignee and then assignee will complete the job and update the ticket.</p> <p>c) If same caller call to the Contact Center again to know the ticket status then Agent will be able to see the status and update the customer accordingly.</p>	
Middleware Application	<p>Bidder will provide middleware application which for handshaking between Contact Center Solution and back-end application for performing :</p> <ul style="list-style-type: none"> • TPIN Application • IVR • Agent Desktop - customer information Pop up 	
Work Code Management System	<p>Should have incorporate Customized Customer's call Work code and caller history for agent screen pop:</p> <ol style="list-style-type: none"> 1. Complaint– Number of complaint calls received, Percentage of Total Calls, ATT of all Complaint Calls 2. Request - Number of request calls received, Percentage of Total Calls, ATT of all request Calls 3. Queries - Number of queries calls received, Percentage of Total Calls, ATT of all queries Calls 	
Contact Centre Features:		Bidder's Response
Agent Desktop Application / Pop up Screen	<p>Customer call and its relevant data need to be popped up at agent desktop in parallel. The agent desktop also should be able to keep customers instruction or request. The status of customers' previous instruction or request also should be available in agent desktop application by integration with CRM, CBS, and Post Call Treatment systems.</p>	
Customer Interaction history	<p>List of (Date & time of last interactions, Serviced by, Reason of Call, Agreed Follow up activity, Actual follow up activity) customer interaction across any media of contact with contact center should be available at agent desktop application automatically when the call will be landed to an agent.</p>	
Agent Activity Summery	<p>Agent Desktop application also should provide summery of each agent's daily (shift) activity summary (Total call handled, Average Talk Time, Average, Wrap up Time, Total Not ready time, Minimum Call handle time, maximum call handle time)</p>	
Dashboard	<p>For complete contact center – statistics of all service and media (voice, e-mail, fax etc) should be displayed in real time. Example – Total Call at Contact Center, Total call at IVR, Total Call with Agent, Total Call at Queue, Service Level Dashboard, Top ten agent, Top ten reason of Call, Maximum wait time in Queue, Number of logged in agent in Contact Center, Average Wait Time, Total busy agent, Total Free Agent etc.</p>	

<p>Social Media Integration</p>	<p>Contact Center solution should have the option to integrate social media web sites that enable the organization to proactively respond to customers and prospects communicating through public social media networks such as Twitter and Facebook sites.</p> <p>The solution will have the option to search multiple social networks to capture customer postings in those sites and then organizes, filters, and prioritizes these postings and presents them to customer care agents for response.</p>	
<p>Reporting and Statistics:</p>		<p>Bidder's Response</p>
<p>The system must have a off-the-shelf report mechanism which would allow any filed to be chosen as the report criteria. The report should be exportable to any MS Office extension like .doc, .xls, .txt, .mdb, .csv. The system must also allow export to any other standard database and different data sources can be integrated with this system.</p>		
<p>There should be single and unified Reporting interface that will include – incoming voice, outgoing voice, SMS, E-mail, Chat interaction, log out reason. For this it will have necessary link with other database.</p>		
<ol style="list-style-type: none"> 1. Agent-wise call details CLI specific call details. Service Level Combined performance report Unsuccessful calls (dropped/rejected/abandoned) Repeated call information details Customer/agent hanged-up report 2. Customer segment wise calls 3. Wrap up code wise calls 4. Campaign wise calls 5. Calls categorized by CBS, Cards, Internal, External, General query, Complain etc 		
<p><u>Combined performance report from system:</u> Agent status (individual or group or segment etc), daily, hourly, monthly or any given fractional time (time between two days like: 9th feb 10:30 pm to 10th feb 1:00 am)</p>		
<p>Cradle-to-Grave Reporting which would reveal exactly what happened to a caller from the time they entered contact center system until the time they hung up, and everything in between</p>		
<p><i>The system must provide blended, providing inbound, outbound, and multimedia reports.</i></p>		
<p><u>Real-Time Reporting in big display</u></p> <p>A real time Reporting Tools should provide the following features :</p> <ul style="list-style-type: none"> • Nos. of calls waiting • Nos. of available agents • Nos. of ACD calls answered 		

<ul style="list-style-type: none"> Nos. of Abandoned calls Time of oldest call waiting Average talk time Average after call work state Nos. of calls being handled, on-hold, on-transfer, current status of agents, skill groups, call types, and services etc. during the up-time of Call center. Skill group wise service level Contact Center Service level (overall). Graphical Dashboards of service level. 	
<p><u>Comprehensive Historical Performance Reporting:</u> Historical reports must be available for agents, split/skills, trunk groups, and applications in interval, daily, weekly, and monthly formats. Both graphical and text-based formats are required. The report templates will be fast, easy & customizable by drag & drop according to multiple purpose. The performance reporting will incorporate call related activity as well as all the other assigned job to the agents with required link with other databases. Can reports be printed on demand and on a scheduled basis & these data will be exportable or could be copied & pasted to other data base systems as Excel or Access.</p>	
<p>Real-time graphical reporting needed (such as bar-chart, pie-chart, time trace, wallboard, or text report display formats) to single or multiple supervisors. Multiple reports can be displayed on a PC screen at the same time. The report should be web based & accessible from any PC within a LAN.</p>	
<p>Flexible option to set thresholds on data items that alert supervisors both visually and audibly when thresholds are reached (e.g upsurge of attempted calls).</p>	
<p>The current queue status including calls waiting, oldest call waiting, number of calls handled, number of calls abandoned, service level, and so on.</p>	
<p>A display of how agent time is spent based upon assigned reason codes for unavailable non-call associated work modes. For example: how much time agents spent on breaks, in-group meetings, training, and other assigned task and so on. Supervisors/managers can create these reason codes & these will be reflected on supervisor interface & agent's performance reports as well.</p>	
<p>A call handling time profile which displays the number of calls answered and abandoned according to increasing service intervals. For example, how many calls were answered and abandoned from 0-5 seconds, 5-30 seconds, 30-60 seconds, 60-90 seconds.</p>	
<p><u>Exceptions and Thresholds:</u> The real-time reports will display color threshold indications for items that are exceeding desired levels such as number of calls in queue or call waiting time. These thresholds will be definable & these could be variable according to different segments/agent pools/skill groups/query types. Recent expiations could be displayed on-demand. Past exceptions will also be available.</p>	
<p>Customer Authentication:</p>	<p>Bidder's Response</p>
<p>For verifying customer authentication prior to Phone Banking, TPIN Security module with financial industry standard like 3DES, AES, etc. should be implemented. Hardware embedded Security</p>	

<p>module preferable.</p> <p><u>Generation of TPIN :</u></p> <p>Generation of TPIN may be in two process :</p> <ul style="list-style-type: none"> a. When customer request for Phone banking first time, IVR would offer him to generate TPIN for security purpose, then the call will be switched to agent for manual verification (by account no./name/date of birth/address etc) to identify the real customer requested for TPIN. After initial verification agent will post the request to the concern authority (may be Branch) to produce the TPIN. Afterward PIN on carbonated paper will be sent to customer. b. The Customer who is interested in Phone Banking, he/she will come in the respective branch. Branch incumbent/Assign official after verifying his/her identity; confirm his/her request through a web based application. Then the TPIN system will generate the PIN and customer will be informed the PIN instantly. Afterward the Customer will change his/her PIN through IVR option. 	
<p>Customer Identification:</p>	<p>Bidder's Response</p>
<p>After getting the Customer request for Phone banking, IVR will communicate with TPIN security module for authentication. The TPIN verification may be either through System generated TPIN (for non Card holder customer) or may be integrated with one of the following option :</p> <ul style="list-style-type: none"> a. Debit Card and ATM PIN b. Credit Card and ATM PIN 	
<p>CRM</p>	<p>Bidder's Response</p>
<p>When a call lands from a Customer requesting his Account balance, Fund Transfer etc. then IVR authenticate the customer through TPIN module already registered in the system, then by this authenticity (information), system will communicate with CBS through <i>interface</i> and extract necessary information to CRM module by popping it in the agent screen.</p>	
<p>Phone Banking:</p>	<p>Bidder's Response</p>
<p>Customer call the Contact Center to do his/her day by day banking operation (like balance query, fund transfer, check book request etc.) which may be executed automatically through this system by Self Service Application through IVR or by human agent after verifying/authentication by separate TPIN (security) module. Customer may also get the result/feedback through sms/email. So following features should be available in the proposed system :</p>	
<p>1. <u>Account related Services :</u></p>	<ul style="list-style-type: none"> a. Balance Query b. Request for statement of account/ Certificate c. Last 5 transactions (voice/ email)
<p style="text-align: center;">25-Feb-19</p> <p style="text-align: right;">21</p>	

	<ul style="list-style-type: none"> d. Stop payment instructions / standing orders e. Cheque book requisition f. Cheque status g. Funds transfer h. Utility bills payment i. Cheque / cash delivery and pick up <p>Any other integrated service should be incorporate such as support for SMS alert, internet banking, mobile banking / or others.</p>	
2. <u>General inquiry services :</u>	<ul style="list-style-type: none"> a. Interest rate information – voice and email b. Product and services information –voice and email c. ATM/ Branch locator service d. On-line subscription for Phone Banking – Retail and Corporate customers e. Exchange rate – buying and selling (multiple currency) 	
3. <u>Debit card Related query :</u>	<ul style="list-style-type: none"> a. Card Status (Active, Deactivated, Blocked, Expired etc.) b. Request to temporarily block card c. Request to activate card d. Request to Suspend/permanent deactivate card e. Request for info on Date of card expiry f. Balance query g. Request for any kind of Transaction info or correction due mal functioning of ATM operation like partial transaction, card blockage etc. h. Request for new Card. 	
4. <u>Credit Card Related query :</u>	<ul style="list-style-type: none"> a. Balance enquiry b. Last 5 transaction (Purchase and deposit) c. Request to temporarily block card d. Request to activate card e. Request to permanent deactivate card f. Request for info on reward points g. Request for info on Minimum Payment due h. Request for info on Minimum Payment due date i. Request for info on Date of card expiry j. Request for Bill Payment (against a bill number) k. Request for Balance Transfer from Card to Account (Own/Other Bank) 	
5. <u>Others</u>	SIBL will add and deduct above mentioned service and Bidder will support accordingly to incorporate service.	

5 Bidder Qualifying Criteria

S. No	Vendor Capability	Compliance
1	The bidder should be a company registered and working in Bangladesh for at least 5 years. Company should also be ISO certified.	
2	Proposed solution should be running successfully in at least 4 (four) banks in Bangladesh. Bidder must provide completion certificate from these banks.	
3	The contact center solution preferably from a single OEM (Original Equipment Manufacturer) who is positioned as a leader in the Gartner Magic Quadrant. The latest Magic Quadrant report must be attached with the proposal.	
4	Preferably have a separate software development team with a Capability Maturity Model Integration (CMMI) accreditation. It shall carry additional point.	
5	Vendor should have highest level certified professional regarding contact center solution; for example: CCIE or equivalent	

Financial Proposal

Tender Document Ref. No.
Submitted By :
Submission Date:

Date:

SL No	Description	Qty	Unit Price in BDT	Total Price in BDT
1	Software License for Contact Center			
	•			
	•			
	•			
2	Contact Center Hardware			
	• Server			
	• Voice Gateway / Media Gateway / PRI-SIP Trunk			
	• Agent Phone			
	• Dashboard (42" LED Smart Display), (Brand: LG/Sony/Samsung)			
	• Head Set (Jabra/Plantronics with Noise Cancellation)			
3	Third Party Software			
	•			
	•			
	•			
4	Professional Service			
	• Training of Administrator, Supervisor, Agent and all other stake holders			
	•			
	•			
6	Configuration, Setup and Commissioning			
Total Product with first year support				

AMC Price: (After first year support)

General Terms and condition

Tender Document Ref. No.

Date:

Endorsed By :
Submission Date:

- a. The participating entity must submit the offer in **two gala sealed envelope** system. **The first one shall contain the technical offer and the 2nd envelope will contain the financial offer. The two envelopes must be covered in a large envelope.** All the envelopes will contain the full name and address of the participant company. The name, address and telephone number of the contact person should be mentioned in the forwarding letter submitted with the technical offer.
- b. The participating vendors must offer all the items of the RFP. Partial offer of the RFP will not be accepted.
- c. Sealed proposals have to be submitted to Logistic Support Division of the bank on or **before 3:30 pm 14.03.2019. The technical offers will be opened at 4.00 pm on the same day** in presence of bidders, if any. The financial offer will be opened later on. The evaluation of the technical offers will also be made later on.
- d. All the pages of the tender schedule as well as all the offered documents should be duly signed by the authority of the bidder.
- e. Proper documents and data sheet have to be provided in support of all the specification is present in the offered solution/product/service which is stated in the required technical specifications.
- f. The bidders shall have to submit **non-refundable Tk. 5,000.00 (five thousand)** for the price of tender documents and conditionally refundable **Tk. 3,00,000.00 (three lac)** for Tender Security (Earnest Money) in the form of Payment Order drawn on any commercial bank of Bangladesh in favor of "Social Islami Bank Limited" with the technical offer. If selected bidder fails to deliver, install and commission the solution within the stipulated time, the earnest money shall be forfeited. The earnest money of the awarded vendor will be released after successful delivery of products and services and full live operation of the Contact Center Solution. The earnest money of the 2nd and 3rd bidders will be released after awarding contract. However, the earnest money of other bidders not in the position of 2nd and 3rd will be released after evaluation & decision on the financial offers.
- g. All quoted price should include delivery, installation, testing and training cost and VAT, Tax etc. if any.
- h. Post live support and maintenance should be provided for a period of one year after commissioning. No additional cost will be provided in this period.
- i. The AMC will start after 01 year warranty period of the UAT and kick-off of contact center operation.
- j. The successful company must submit original technical and user manuals of the software at the time of delivery of the software to the Bank.
- k. Photocopies of all the relevant documents should be submitted with the offer including:

- Up to date Trade License
 - Up to date BIN/TIN certificate
 - Certificate of Registration of firm
 - VAT returns
 - Non-relation certificate with employees of SIBL
 - Proof of experience as desired in the earlier section of this schedule
- l. The offers should have validity for at least 6 (six) months.
 - m. The bidder should have its office at Dhaka, Bangladesh for local onsite support.
 - n. All the prices should be mentioned in BDT. The payment will be made in BDT as well.
 - o. The authority reserves the right to relax, change or drop any of the terms and conditions of the schedule without any further notice.
 - p. The Bank shall not be under any obligation to accept the lowest quotation.
 - q. The Bank authority reserves the right to accept or reject any or all, in part or full offers without assigning any reason.
 - r. The terms of payment will be as under: The vendor may submit bill along with a note of satisfaction from the Incharge of Contact Center after 30 days of successful live operation of the system and the Bank may consider the bill for payment after deductions for necessary VAT, Tax as per govt. rule and 10% performance security after getting approval of the competent authority. Bank guarantee might be allowed for performance security for the entire warranty period. No advance or part payment shall be allowed.
 - s. Social Islami Bank reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Bank to do so. The Bank will award this contract to the bidder as the most responsive and responsible offer, based on criteria specified herein.
 - t. This Request for Proposal shall become part of the Contract and will be in effect for the duration of the Contract period.
 - u. The successful bidder will be required to enter into and sign a formal Contract with the Bank with reasonable adjustments acceptable to the Bank. The agreement will become a part of the Contract and will be in effect for the duration of the contract period. The contract language will control over any language contained within this RFP that conflicts with the signed and fully executed Contract.

REQUEST FOR PROPOSAL (RFP) SUBMISSION CRITERIA:

5.1 Submission of proposals

- a. Sealed proposals for providing the services/solutions/products for Social Islami Bank Limited shall be dropped in the Tender Box kept at Logistic Support Division of Social Islami Bank, Dhaka preferably on the date of tender before tender closing. All the part of this document shall be signed and sealed and submitted along with the technical offer.
- b. Sealed Proposals must include:
 1. Technical Proposal: one (1) Original Technical Offer, supporting documents complying the tender specifications, identities, certificates various business licenses and experiences along with original Payment Orders and authenticated copy of tender document
 2. Financial Proposal: one (1) Original Financial Offer.

- c. NOTE: Packages not containing the required number of copies will be rejected.
- d. No proposal will be considered which is not accompanied by the attached Financial Proposal and signed by the proper official of the bidder. Proposals will not be accepted by FAX or email.
- e. Proposals shall be received in the office of the Logistic Support Division on or before the time and date specified. Proposals received after the specified time will not be considered and will be returned unopened.
- f. Financial Proposal information is restricted and will not be opened by the Technical Committee on the day of opening the technical tender documents. The Financial offers will be opened by the Purchase Committee for those bidders only who will be judged "Technically qualified" by the Bank's technical committee.

5.2 Modifications or Withdrawals of Proposals

- a. A proposal that is in the possession of the Bank may be altered by letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. FAX, telephone, or verbal alterations will not be accepted.
- b. A proposal that is in the possession of the Bank may be withdrawn by the bidder up to the time of the opening. Failure of the successful bidder to furnish the service awarded as a result of this advertisement shall eliminate the bidder from the active bidders list for a period of time as determined by the Logistics Support Division.

5.3 Preparation of Proposals

- a. No proposal will be considered which modifies, in any manner, any of the provisions, specifications, or minimum requirements of the Request for Proposal.
- b. In case of error in the extension of prices in the proposal, unit prices will govern.
- c. Bidders are expected to examine special provisions, specifications, schedules, and instructions included in this Request. Failure to do so will be at the bidder's risk.
- d. Failure to respond to Request for Proposals will be understood by the Bank to indicate a lack of interest and will result in the removal of the Bidder's name from the applicable mailing list