



Aajeevika  
National Rural Livelihoods Mission  
Government of India



Kudumbashree  
Kerala State Poverty Eradication Mission  
Government of Kerala

## Kudumbashree - National Resource Organisation

KS-NRO-D-247/2020

29/12/2020

### Quotation Notice

Kudumbashree National Resource Organisation(NRO) is setting up Kudumbashree Micro-Enterprise Support Helpline (Kudumbashree MESH). Kudumbashree MESH will be the facility linked to business experts, sector specialists, and administrators for providing advisory support and technical backstopping to the enterprise revival programme. Advisories and technical guidance will be available to entrepreneurs in Malayalam and English enabled through a telephonic helpline and WhatsApp chat supported by a follow-up message on the domain/solution.

We are looking for cloud based reliable calling platform solution for our remote call center. Sealed quotations are invited for the below mentioned requirement.

1. More than 10 agents (Call Executive)
2. Several calls should run parallelly - call routing system
3. Minimum 3 Exophones (virtual numbers)
4. Multi-Level Interactive Voice Response (IVR)
5. Automated messages to the people by both SMS and calls
6. Automated reports and analytics support having calling person, the person who got connected, call duration, call recording should be provided
7. 12 months plan validity is required
8. Mention the credits provided initially in the base plan which can be used for calls and SMSs.
9. Mention the tariff rates for call (local and STD) and messages (SMS)

The envelopes containing the quotation should bear the superscription "Sealed quotation for Calling platform for Kudumbashree MESH" and should be addressed to the Executive Director, Kudumbashree NRO, 3<sup>rd</sup> Floor, Carmel Tower, P.O, Thiruvananthapuram – 695014. Last date of receipt of quotation will be 18.01.2021 at 5.00 P.M. Late quotations will

not be accepted. The quotation will be opened at Kudumbashree office at 11 A.M on 20.01.2021 and orders will be issued in the name of lowest quotationer. The undersigned reserve the right to accept or reject any quotation without assigning any specific reason there on.



Director (A&F)  
Kudumbashree

Notice Board

Website

