Call Center and Telephone Exchange System Implementation Project

Pasha Bank Georgia is requesting bids for the purchase of call center and telephone exchange systems, their installation, configuration, full commissioning and purchase of engineering hours/price studies for configuration/troubleshooting of the resource as a part of the implemented solution.

The requested solution system must meet the sustainability HA standard, be installed in virtualization (vmware), have a manageable graphical user interface, IVR, Call Recording and Reporting functionality. The system at the initial stage should be designed for 12 operators and 3 supervisors with the prospect of further expansion.

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* The solution must be easily expandable online and in case of breakdown of any 1 component, the services should continue to operate smoothly;
* The telephone system must be connected to the telephone service provider via the SIP channel and support widely used audio codecs (e.g. G.711; G.722; G.729, etc.)
* The phone system should have the capability to connect both a digital and physical IP phone;
* The telephone system should provide the ability to record, archive, search incoming and outgoing dialogs by pre-determined numbers set by the Bank with a graphical interface, by numbers or dates;
* The telephone system must have an outgoing call control feature with minute-by-minute metering and the ability to limit it;
* The call center system must have working graphical interface both for an operator and a supervisor from which they will receive, process and register incoming and outgoing calls;
* The operator must be able to choose the status of the condition (e.g. Ready; Lunch Break; Comfort Break; Training; Tech Problem; Manager; Meeting; After Call work; Duty; Private time;);
* When entering the environment, the status of the operator must be inactive;
* Facebook messenger, email, custom on premise chat should be integrated into the solution;
* Incoming Call:
* The system must have an IVR functionality - it is necessary to redirect the subscriber to different banking teams when dialing the number in voice mode after the greeting text. It is desirable for the system to have a service evaluation function;
* Incoming calls should be distributed equally only to operators with a “Ready” status;
* After the call ends, the operator should have the possibility of not taking the next call for 15-20 seconds to register/process the previous call, and this time will not be considered as idle time;
* If the operator does not respond to the call, this call should be forwarded to the first available operator;
* It is desirable for the system to communicate with the banking environment, from which the subscriber will be identified by the telephone number and the system will bring this subscriber's personal card to the operator's working environment;
* After the call ends, the operator should be able to leave a template comment on the call. The possibility of a custom commentary is also desirable;
* If the operator does not respond to 3 consecutive calls the system should change the status of such operator to inactive;
* Outgoing Call:
* Outgoing calls should be possible for all statuses;
* It is desirable that during an outgoing call, before the client answers, an answering machine is switched on, which will inform the client about the recording of the conversation;
* It is desirable to provide a so called call-back function for missed calls in the operator's environment and the call to be marked as called back;
* Reports and dashboards:
* Any statistics related to the call should be visible to an accuracy of one second;
* all operator activity from login to logout;
* how quickly the operator answered the call after the call came directly to the operator's phone;
* call waiting time with a breakdown (ivr; queue; call;);
* duration of the call after answering it;
* report according to the comments left on the call;
* the total number of individual missed calls (per operator);
* the individual (per operator) and the total number of calls answered;
* the individual (per operator) and the total number of outgoing calls;
* number of active operators by hours. It is desirable to view the number of calls in live mode and what number the operator is talking to;
* the report on who disconnected the call - the operator or the subscriber;
* When generating statistics, search parameters should be selectable (operator, time, duration, quantity);
* When generating statistics, it should be possible to specify both the entire team and an individual operator in the selection;

Additional general requirements:

* On the territory of Georgia it is desirable to have at least 2 (two) authorized service centers of the proposed manufacturer;
* The service provider company should have implemented at least 2 projects of telephone communication and call centers in Georgia for the last 3 years (priority will be given to the experience of implementation in a financial institution);
* The manufacturer's warranty of at least 3 years and support service must be applied to the proposed systems;
* The service provider company should submit the manufacturer authorization form (MAF);
* The proposal of the service provider company must include full installation, software configuration and commissioning of the system;
* The proposal of the service provider company should include basic training in the operation of the system, as well as the management of reports and statistics;
* The Service Provider Company should provide an action plan for full implementation of the project in itemized form with timelines;
* the service provider shall submit the system infrastructure resource requirements, as well asa certificate of conformity with the information security standard ISO 27001 .
* The service provider company should present the necessary amount of human resources according to the competencies for both parties;
* During the warranty period, the company receiving the service must have a possibility of registering the incident with the manufacturer by email and via the portal;
* The service provider company must provide documentation of what support it envisions for both its product and the manufacturer's product
* The service provider should provide a software update of the system once a year;
* The service provider company should ensure the integration of the provided software (s) according to the Bank's requirements;
* The service provider company should ensure the system's sustainability inspection according to the Bank's requirements;
* The service provider company should ensure that the provided software (s) are updated to a stable version;
* It is desirable for the service provider company to have at least one engineer permanently residing in Georgia for the proposed systems;
* The ability to utilize engineering hours for configurable competencies should be available no later than 5 business days after application and no later than 24 hours for troubleshooting;