

WEBEL TECHNOLOGY LIMITED

CORRIGENDUM – II

Tender No. WTL/PBSSD/CC/20-21/012 dated 11.12.2020

1. ADDITIONAL REQUIREMENT AS PER SCOPE OF WORK

Paschim Banga Society for Skill Development (P.B.S.S.D), Karigori Bhaban is setting up a new contact centre in the building. As an additional requirement, department also wants to include the support personnel for running the contact centre. There will be mainly four categories of support staffs viz. Contact Centre Associates (CCA) – 12 nos. Senior Counseling Associates (Sr. CA) – 2 Nos, Quality Analyst Cum Trainer – 1 No and Team Leader – 1 No.

Engagement period for all the support personal will be for 2 years with salary as per **Govt of West Bengal Finance dept circular. No. 1032-F(P2) Dated 08.02.2019.**

The details of eligibility criteria and profile given below:

Manpower Profile

Customer Centre Associates (CCAs) - 12 Nos

- Mix of Graduates & Undergraduates–Minimum qualification is 12th passed.
- Able to speak, read and write in Bengali, Hindi and English.
- Should be able to communicate confidently and politely, having good speaking skills.
- Experience of at least 6 months in a Call Centre or indirect selling/ telemarketing in the service industry. However fresh candidates can be considered subject to cap (Not more than 40% can be fresh candidates).
- Awareness of basic call centre activities
- Should have knowledge about the skill sets of PBSSD.
- Min 60% of the CCAs should be women candidates who trained under DDUGKY Scheme – a Skill Development initiative of PBSSD.

10 CCA for inbound calls and 2 will be utilized for outbound calls.

Senior Counseling Associates (Sr. CAs) -- 2 Nos

- Must be a Graduate or equivalent.
- Able to speak, read and write in Bengali, Hindi and English
- Able to communicate confidently and politely, with good listening & speaking skills.
- Experience of atleast 1 year in a Call Centre, in tele counseling (Fresh candidates CANNOT be considered).
- Awareness on career counseling.
- Knowledge of intricacies of skills ecosystem can be added advantage.

Quality Analyst cum Trainer --- 1 No

- Must be a Graduate or equivalent.
- Must have experience in managing the call monitoring and providing actionable insight through call monitoring.
- Able to speak, read and write in Bengali, Hindi and English.
- Able to communicate confidently and politely with good speaking skills.
- Experience of at least 5 years in a Call Centre and out of that at least 02 years as QA in call centre, (Fresh candidates CANNOT be considered).
- Experience in coaching and developing skills of people.
- Effective problem-solving and decision-making skills.
- Complete knowledge of call centre quality analysis & related processes.

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Team Leader --- 1 No

- Must be a Post Graduate or equivalent.
- Must have undergone training on lines of COPC (High Performance Management Techniques) or similar training.
- Able to speak, read and write fluently in Bengali, Hindi and English.
- Able to communicate confidently and politely, with good speaking skills.
- Experience of at least 10 years in a Call Centre, or indirect selling/telemarketing, out of which at least 3 years in Managing call centre as Team Lead

Below mentioned payment structure to be strictly adhered to while arriving at the manpower cost and

Sl. No.	Salary Components for Year #1	Category			
		CCA equivalent to Data Entry Operator * (DEO)	Sr. CA equivalent to Software Support Personnel (SSP)*	QA cum Trainer equivalent to Security and Network Administrator (SNA)*	T.L equivalent to Senior Software Developer (SSD)*
1	Basic Salary per month	13000	18000	30000	40000
2	Employers Contribution of PF @ 13%	1690	2340	3900	5200
3	ESI @ 3.25%	422.5	585	975	1300
4	Vendors Margin (Not to exceed 2.5%)	xx	xx	xx	xx
	Total				

Sl. No.	Salary Components for Year #2	Category			
		CCA equivalent to Data Entry Operator * (DEO)	Sr. CA equivalent to Software Support Personnel (SSP)*	QA cum Trainer equivalent to Security and Network Administrator (SNA)*	T.L equivalent to Senior Software Developer (SSD)*
1	Basic Salary per month	13500	18700	30900	41000
2	Employers Contribution of PF @ 13%	1755	2431	4017	5330
3	ESI @ 3.25%	439	608	1005	1333

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4	Vendors Margin (Not to exceed 2.5%)	xx	xx	xx	xx
	Total				

***Govt of West Bengal Finance dept circular. No. 1032-F(P2) Dated 08.02.2019.**

In the price bid, bidders are required to quote the manpower cost per person and they should ensure that the support personnel get the minimum salary. The price quoted shall be valid for two years as per Govt rule needs to be provided.

The bidder will submit the manpower bill quarterly, payment to be made by the department after submitting the invoice.

2. REVISED BILL OF MATERIAL FOR CONTACT CENTRE SOLUTION (SECTION – H)

Sl. No.	Item Description	Qty	Unit
A	Call Centre Solution with Networking & integration		
1.	30 channel PRI based call routing of call center in existing Openscape Business X8 system	1	No.
2.	Contact Centre solution with below following features (Telesoft/Genesys/C-Zentrix or Equivalent) with 3 years warranty	1	No.
a)	Inbound and Outbound features		
b)	Voice Logger		
c)	Dialler		
d)	SMS web API service for bulk SMS or one to one after agent confirmation, along with special customization for feedback SMS services and MIS		
e)	required WhatsApp web API service for bulk message or one to one after agent confirmation, along with feedback customization and response Analysis-special customization with feedback MIS		
f)	Just Dial Integration		
g)	Email Integration		
h)	CRM Integration		
i)	Chatbot Integration		
3	Soft Phones for users with 3 years warranty	20	No.
4	Headsets with 3 years warranty (Jabra, Plantronics, Zebrionics or Equivalent)	20	No.
5	Telephony Server (Processor Intel Xeon 4215 R Processor or equivalent, RAM atleast 1X 16 GB, HDD with 2X 1TB HDD, RAID Controller, Power supply 2X 500W, 1G X 4NIC, OS Microsoft Windows Server 2019 (16-Core) Standard Reseller Option Kit English SW) with 3 years warranty (HP, Dell or Equivalent)	2	No.
6	Application Server (Processor Intel Xeon 4215 R Processor or equivalent, RAM atleast 1X 8 GB, HDD with 1X 1TB HDD, RAID Controller, Power supply 2X 500W, 1G X 4NIC) with OS Microsoft Windows Server 2019 (16-Core) Standard Reseller Option Kit English SW with 3 years warranty (HP, Dell or	2	No.

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	Equivalent)		
7	Database Application built up with integration with contact Centre solution with 3 years warranty	1	Job
8	One month training	1	Job
9	Agent PC with Windows 10 Pro (Intel core i5 7th generation, 8 GB RAM, 1 TB HDD, LAN (10/100/1000), WiFi, 18.5" TFT Monitor, Windows 10 Professional preloaded) with 3 years onsite warranty. (HP, Dell or Equivalent)	14	No.
10	Supervisor PC with Windows 10 Pro (Intel core i7 9th generation, 16 GB RAM, 1 TB HDD, LAN (10/100/1000), WiFi, 18.5" TFT Monitor, Windows 10 Professional preloaded) with 3 years warranty (HP, Dell or Equivalent)	3	No.
11	VPN gateway device for remote users access with 3 years warranty (SonicWall or equivalent)	1	No.
12 (i)	24 Port PoE fully managed switch Layer 2 switch with 24 port GigE, 4 X 1G SFP, with Indian power cord, switch fixing accessories, console cable (HP, Cisco or equivalent)	2	No.
12 (ii)	Warranty for Switch: 8x5xNBDx3 years on-site comprehensive warranty.	2	No.
13	Supply of Cat6 Cable (CommScope, Belden or equivalent) with 3 years warranty	5	Box
14	24 port loaded patch panel (CommScope, Belden or equivalent) with 3 years warranty	2	No.
15	Single port faceplate and keystone with 3 years warranty	32	No.
16	Back box with 3 years warranty	32	No.
17	2 mtr patch cord (CommScope, Belden or equivalent) with 3 years warranty	32	No.
18	1 mtr patch cord (CommScope, Belden or equivalent) with 3 years warranty	35	No.
19	2mp camera with 3 years warranty	4	No.
20	4 channel nvr with 3 years warranty	1	No.
21	HDD 4TB (3 years warranty)	1	No.
22	Display for CCTV 32 inch with 3 years warranty (Samsung, LG or equivalent)	1	No.
23	Cat 6 cable laying with PVC conduit with 3 years warranty	1525	Mtr.
24	42 U Smart Rack with 10KVA UPS, precision Air conditioning, Access control, monitoring for room temperature and humidity (Vertiv, APC or equivalent) with 3 years warranty	1	No.
25	2 Ton Split Air Conditioner 3 star (Blue Star /Carrier/ equivalent) with 3 years warranty (Samsung, Hitachi, or equivalent)	4	No.
26	1.5Ton Split Air conditioner 3 star with timer for server room & NIC room with 3 years warranty (Samsung, Hitachi, or equivalent)	2	No.
27	Inverter Power Supply -Exide 1500VA with Exide Tubular Battery or equivalent with 4hr Back up with 3 years warranty	1	No.

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B	ELECTRICAL WORK & FURNITURE INCLUDING PARTITIONING, SERVER ROOM FALSE CEILING & PAINTING, CURTAIN.		
28	Fabrication and fixing of computer table 19 mm Waterproof Ply with mat finish sunmica including provision of keyboard 7 drawer. (Size: W 48" Depth 24" X H 30"). (Century/Greenply or equivalent) (Measurement is based on the finished are of TOP Surface and length wise vertical surface area) for 31 Agents with 3 years warranty	32	No.
29	File Cabinet with 19mm Waterproof Ply, Sunmica &necessary accessories. (W 2.6" X H 2") for 31 Agents (Century/Greenply or equivalent) with 3 years warranty	160	Sq Ft
30	For Chair Material of Faux Leather, Textile, ABS, Mesh, Steel, Colour Black. (Size: L 58" X W 58" X H 28" with 3 years warranty	32	No.
31	Providing wiring to 16 amps socket-outlets, using FRLS CU Flexible wires drawn in PVC conduit pipe & each point to be completed with 3 No.16A + 4 No.16A flush mounting switch socket-outlets housed in a flush (Havells/Anchor or equivalent) with 3 years warranty	32	No.
32	Surface / Suspension mount 20W LED Light (Philips, Havells or equivalent) with 3 years warranty	20	No.
33	8Way MCB DB BOX with suitable rating MCB for UPS & RAW DB with 3 years warranty	2	Set
34	Providing wiring to 16 amps socket-outlets, using FRLS CU Flexible wires drawn in PVC conduit pipe & each point to be completed with 2 No.16A + 2 No.16A flush mounting switch socket-outlets housed in a flush (Havells/Anchor) for Addl. equipments like Printer / Scanner / others equipment) with 3 years warranty	10	Set
35	48" Celling Fan (Havells/Crompton/Orient/Equivalent) with 3 years warranty	10	No.
36	Server Room Partition with gate with 3 years warranty	225	Sq Ft
37	Server Room & NIC Room False Ceiling with 3 years warranty	300	Sq Ft
38	Floor Entry half partition with gate with 3 years warranty	90	Sq Ft
39	Window Curtain with 3 years warranty	192	Sq Ft
40	NIC Room Partition with gate with 3 years warranty	225	Sq Ft
41	Painting of room including wall putty with 3 years warranty	2560	Sq Ft
42	100 A 3 phase Main Switch (Havells/Legrand/Equivalent) with 3 years warranty	1	No.
43	100 A 3 phase Bus Bar (Havells/Legrand/ Equivalent) with 3 years warranty	1	No.
C	FLOORING		
44	Vitrified Tiles (Kajaria/Johnson/Nitco/Equivalent)	1025	Sq Ft
D	Additional 2 years warranty (for Sl. No. 1 to 29) (TOTAL WARRANTY OFFERED 3+2=5 Years)		
45	Additional 2 years warranty (All items, hardware, software, networking,	1	LS

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	licenses, civil, electrical, furniture etc.)		
E	Rate for Contact Centre Support Personal		
46	Contact Centre support personal (CCA equivalent to Data Entry Operator-DEO) for 1st year	12	Year
47	Contact Centre support personal (CCA equivalent to Data Entry Operator-DEO) for 2nd year	12	Year
48	Contact Centre support personal Sr. CA equivalent to Software Support Personnel - SSP) for 1st year	2	Year
49	Contact Centre support personal Sr. CA equivalent to Software Support Personnel - SSP) for 2nd year	2	Year
50	Contact Centre support personal QA cum Trainer equivalent to Security and Network Administrator - SNA) for 1st year	1	Year
51	Contact Centre support personal QA cum Trainer equivalent to Security and Network Administrator - SNA) for 2nd year	1	Year
52	Contact Centre support personal T.L equivalent to Senior Software Developer (SSD) for 1st year	1	Year
53	Contact Centre support personal T.L equivalent to Senior Software Developer (SSD) for 2nd year	1	Year

Bill of quantity may change at the time of ordering of Purchase Order. Detailed Technical Specifications are given in Section - I.

Note:

1. Customer to provide access to their existing EPABX for integration with our contact Centre solution.
2. PRI Connection to be taken by the Department.
3. SMS subscription to be taken by end user, for integration with our contact Centre solution API needs to be provided by end client.
4. WhatsApp subscription to be taken by end user, for integration with our contact Centre solution API needs to be provided by end client.
5. For chatbot integration customer needs to provide API access to their website.
6. Just Dial subscription to be taken by end user, for integration with our contact Centre solution API needs to be provided by end client.
7. Customer needs to provide API access to their existing database for CRM integration with contact Centre solution.
8. It is with 3 years warranty, Additional 2 years warranty cost included in the proposal.
9. No manpower considered in the scope.