



REQUEST FOR QUOTATION

IEC Election Call Center Facilities – STEP Afghanistan

From: Jaime Acosta, HQ Procurement Manager

Ref: RFQ/10/23

Date: April 07, 2010

Subject: Independent Electoral Commission (IEC) - Election Call Center Facilities and Communications for Parliamentary Elections in Afghanistan.

1. Introduction

The International Foundation for Electoral Systems (IFES) is an independent, non-governmental organization providing professional support to electoral democracy under a United States Agency for International Development (USAID) funded project. As part of the effort to improve the electoral processes in Afghanistan, IFES provides technical and logistical support to the IEC.

Please accept this RFQ as an invitation to your firm to participate in this competitive bidding process.

2. Tentative Schedule

- The request for quotation will be released to the selected companies on April 07, 2010 before 18:00 EST (GMT -4:00).
- All questions and answers must be concluded by Monday April 12, 2010 before 18:00 EST (GMT- 4:00).
- By Wednesday April 14, 2010, 18:00 EST (GMT -5:00) **bids in soft copy format** must be e-mail to Jaime Acosta jacosta@ifes.org and Ed Morgan emorgan@ifes.org. All quotes, documents and any correspondence related to the proposal shall be written in English.
- Notification for this award: TBA.
- Service delivery date: TBA in the award.

3. Technical

- **Scope of services Compliance and Deviations sheet:** Any departure from the provisions of the scope of services shall be disclosed at the time of the bid. Only deviations approved in writing before award of contract shall be accepted. In case of no deviations, for clarity please state 'no deviations'.
- **Qualifications:** The Bidder shall furnish evidence of its status as qualified Supplier. In order to prove this, the Bidder must submit a the following documents in the bid:

a. Company profile.

b. Details of years in business: The bidder must document having a minimum of 1 year experience in Afghanistan in the relevant line of business.

c. Financial details: The eligible bidder must include certified report in the form of Balance sheet which must include the annual turnover, annual profit and company's own capital, and demonstrate a sound financial standing.

d. References: The bidders must provide pervious completed projects for the past one year.

All submittals shall bear seal/marketing/signature of bidder and IFES may request additional supporting documentation.

After receipt of bids, IFES reserves the right to request any additional information or seek clarifications from the bidder to ascertain responsiveness of offers received.

4. Bid Evaluation Criteria

An IFES Selection Committee will consider the various bids. It may contact selected companies in order to clarify details and will then award to the lowest priced, technically compliant and fully responsive offer.

The evaluation will be based on the following criteria(s):

- Qualification of the bidder
- Compliance with Scope of Services
- Delivery Time
- Price

Each criteria will be graded as follows:

Evaluation Criteria Grading	No of Points
Exceed Expectations	2
Meet Expectations	1
Do Not Meet Expectations	0

This project fall under the USAID; therefore, a competitive price is pursued and companies are encouraged to consider this when submitting initial information and/or bids for the participation in this event.

The contract for the project will be between IFES and the company. This contract will be negotiated immediately upon the selection bidding process.

5. Price schedule form

1. Prices shall remain valid for a period of 90 days from submission of the bids.
2. All costs/unit prices must be exclusive of customs, taxes and duties.
3. The Scope of Service described in **SECTION 6** shall be considered an integral part of this RFQ when submitting this price schedule form.
4. IFES will make payment of properly submitted invoices within 30 days following acceptance and satisfactory performance.

**Must be duly completed by the Bidder and returned with the Bid.
Supplementary information shall be attached according to the requirements herein.**

Currency: USD

Ref	Description	UNIT	ESTIMATED QTY	Item Price (USD)	ESTIMATED Total Price ⁽¹⁾ (USD)
1	Provision of Call Centre Facility:	Lump sum per month	6.5	\$	\$
2	Training of Call Centre Staff: 30 staff	Lump sum to train 30 people	1	\$	\$
3	Call Charge for ALL Home Network mobile received (in-coming) at Call Centre.	Fixed rate per mn	3,793,755.00	\$	\$
4	Call Charge for ALL non-Network (i.e. Non-network mobile and Land Line) received (in-coming) at Home Network Call Centre.	Fixed rate per mn	5,249,929.00	\$	\$
5	Call Charge for ALL calls received (in-coming) not answered by an operator, but answered by a pre-recorded announcement installed on Home Network switches. Call Charge to be same regardless of originating network.	Fixed rate per mn	5,300.00	\$	\$
6	Call Charge for ALL calls out-going to Home Network mobile numbers.	Fixed rate per mn	977,167.00	\$	\$
7	Call Charge for ALL calls out-going from Home Network to Non-Networks mobile and Land Line numbers.	Fixed rate per mn	7,950.00	\$	\$
GRAND TOTAL					\$

(1) In the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.

PS: This form must be signed and stamped.

Please write in handwriting the following statement "All costs/unit prices are exclusive of customs, taxes and duties"	Please write hereafter:
Delivery time of the implementation of the Call Center: The expected delivery is 10 working days after the contract is signed.	Please confirm hereafter: - Calendar days

Name of Bidder: _____

Authorized signature: _____

Name of authorized signatory: _____

Functional Title: _____

Date: _____

6. SCOPE OF SERVICES & BIDDER'S STATEMENT REGARDING DEVIATIONS

The Scope of service described below shall be considered an integral part of this RFO.

Ref	Scope of Services description	Deviation Yes/No
1	<p>Provision of Call Centre Facility:</p> <p>Duration: Call Centre Operational for approximately 6.5 months ⁽¹⁾ from 15 of April to 31 October, 2010⁽²⁾.</p> <p>IEC will provide staff to be employed for Call Centre as followed ⁽²⁾ :</p> <ul style="list-style-type: none"> • From 15 April to 15 of May, 2 shifts of 4 IEC operators per shift <ul style="list-style-type: none"> ○ from 7am to 2pm; ○ from 2pm to 8 pm. • From 16 May to 30 June, 3 shifts of 5 IEC operators per shift <ul style="list-style-type: none"> ○ from 6am to 12pm; ○ from 12pm to 6pm; ○ from 6pm to 12am. • From 1 July to 31 October, 3 shifts of 10 IEC operators per shift <ul style="list-style-type: none"> ○ from 6am to 12pm; ○ from 12pm to 6pm; ○ from 6pm to 12am. <p>(1) Minimum 5 months. (2) Indicative dates.</p> <p>To provide the following:</p> <ol style="list-style-type: none"> 1. Desk & Chair for Staff; 2. Computers with internet access; 3. A telephone line for each operator 4. Soft Phone (displaying Caller Line Identification) + Headset connected receiving calls from the 190 short number; 5. Provide MS Word and MS Excel allowing Call Centre staff to log all calls coming into the centre; 6. Provide on-site Technical Support; 7. Provide lunch/dinner for staff when on duty; 8. Provide transport for IEC staff from Home-Call Centre-Home 9. All commodities to work in a good environment i.e.. Air Conditioner Machines 	

Ref	Scope of Services description	Deviation Yes/No
2	<p>Training of Call Centre Staff: Provide training to the thirty (30) IEC staff employed in the Call Centre. (Training to be two (2) days) Three (3) sessions based on the staffing schedules provided above: Providing training for 8 persons in April, 7 in May and 15 in July 2010.</p>	
3	<p>Toll Free Number: To provide the following:</p> <ol style="list-style-type: none"> 1. Set-up of Toll Free number on Network switches; Toll Free number to be 190. 2. Testing with other Non- Home Networks to ensure forwarding to Home Network. (Home network tests that short code works on Non-network switch and forwards to Home Network). 3. Provide computer software to allow recording of all conversations. 	
4	<p>Call centre requirements: The Call Center must be able to provide the following call capabilities:</p> <ul style="list-style-type: none"> - For all Home Network mobile received (in-coming) at Call centre - For all non- Home network (i.e. Non-network mobile and Land Line) received (in-coming) at Home Network Call Centre - For all calls answered by a pre-recorded announcement installed on Home Network switches. Call charge to be the same regardless of originating network. - For all out-going to Home Network mobile numbers. - For all out-going from Home network to non networks mobile and land line numbers. 	

Clarifications to Requirements

POD had the following problems with Call Centers in the past and therefore, please be clear that the services provided will only be paid for it if they adhere to the following:

1. Proper transportation must be given to the operators and supervisors. The senior supervisor needs a separate car with no specific schedule to monitor the 3 shifts and attend the meetings in POD. The hired vehicles must provide a door to door service, even if staff live on rough roads.

2. The first and second shifts must both be provided with lunch as they meet at around 1:00pm. Most of operators are coming from different places not having access to lunch.
3. Tea, coffee, sugar, milk and bottled water is be provided at in all times.
4. Computers and headphones that enable IEC staff to function effectively must be provided, preferably new computers.
5. All the computers must be networked.
6. Separate headphones for supervisors to be able to intervene and control the operators.
7. An E-mail facility must be provided for supervisors and senior supervisor.
8. The company must give options on reducing disturbing calls. One person must not be able to call more than once a day. In addition, the calls must automatically be disconnected after 5 minutes.
9. Sufficient ports must be opened to other mobile companies, so that it is equally possible to conduct the EC from a phone operating on another company's network or from a rural area.
10. The record of the calls must be available to senior supervisor for monitoring.
11. The paperwork for authorization of using a certain number for the center must be the responsibility of the contractor and there must be a deadline for it.
12. Technical problems must be fixed ASAP. There must be a technical team available during all holidays.
13. A message must be given to the waiting calls to inform the public that the lines are busy and must give basic election information.

For each service listed above, if there are no deviations to the description of Scope of Services above, the bidder must state 'no deviations'.

Name of Bidder: _____
Authorized signature: _____
Name of authorized signatory: _____
Functional Title: _____
Date: _____

PS: This form must be signed and stamped.

7. Communication

All communication with IFES with regards to this request for quotation must, until otherwise notified, be directed to Jaime Acosta (+1 202 350 6816, jacosta@ifes.org), and Ed Morgan (0700 021 056, emorgan@ifes.org).

This request and any following dealing on this matter are confidential and shall not be disclosed to any third party.

IFES reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected companies or any obligation to inform the affected companies of the grounds for such action.

End of Request