Proposal for Call Center Software Solution for NPOLY
Date: 28-01-2025

COMPANY NAME

National Polymer Group

Submitted By:

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Date: 28-01-2025

To,
Mr, Rakib Hassan
HOD, Marketing

Subject: Proposal for Call Center Software Solution

Dear Concern,

Thank you for giving us the opportunity to submit the Proposal for Call Center Software Solution for **National Polymer Group**. As per our discussions, we are submitting this proposal for your kind consideration. The cost estimates provided in this proposal are valid for 30 days. We look forward to working with you and providing your organization the competitive edge. Please feel free to contact us for any query.

Sincerely,

PRANAB KUMAR
CEO
PKGROUP

Scope of Work

1. **Application Design and Development**
   - o Requirement gathering and analysis.
   - o Design of user interfaces
   - o Backend development for **CALL CENTER**.
   - o Integration of database (MariaDB/MySQL/Asterisk as required).
2. **Features and Functionalities**
   - o User authentication and role management.
   - o Dynamic dashboards for data visualization.
   - o CRUD (Create, Read, Update, Delete) operations for key modules.
   - o Search, filter, and pagination for data handling.
   - o Reporting and data export functionality (e.g., Excel, PDF).
3. **Testing and Debugging**
   - o Unit and integration testing.
   - o Bug fixing and performance optimization.
4. **Deployment and Support**
   - o Deployment on the server (Client-provided server).
   - o Post-deployment support for 2 months.

Timeline

Milestone	Timeline
Requirement Analysis & Design	[1 weeks]
Development Phase (Frontend & Backend)	[4 weeks]
Testing and Debugging	[2 weeks]
Deployment and Handover	[1 week]

Total Duration: [8 weeks/ 2 months]

SRS (Software requirement specification)

Introducing new version of call center software: i-Dialer v: 7.1

1.Ticketing Post Call Management System	Post Call Management application which will be tightly integrated with the Contact Center Solution.
	 a) Request or complain is logged by agents to the system a ticket will be send to the admin to assign the ticket.
	b) After assign the ticket a mail will be send to the assignee and then assignee will complete the job and update the ticket.
	 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.
	1.Agent
	   a. Categorized &prioritized ticketing
	   b. Ticketing history
	   c. Auto generated email/SMS to customer acknowledging his complain
	   d. Forward option with specific group/individual/department with email notification
	   e. Integration with call center and CRM
	
	2. Admin
	   a. ID creation/editing/deletion
	   b. Password policy setup
	   c. Associates access on ticketing
	   d. Closing access determination

2. Supervisor Features	# Supervisor will be able to use call tap feature to snoop on live call # Barge in feature - Tri party call conference can be initiated between agents, caller and supervisor # Whisper feature - Through whisper feature supervisor can intervene within the live call and direct the agent but such conversation will not be heard by the customer/caller # Able to check Live/real time status of call center (waiting/queue, abandoned calls, land calls, on conversation calls) # Able to view current status of Agents (login, call, break, wrap up, hold) # Queue Prioritization per customer type and inbound agent group assigned # Call History # Supervisors can make themselves available to receive ACD calls during busy periods
3. Agent Feature/Activities	# Agent window providing 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) # IVR transfer from call # Call Transfer # Call Hold # Call History of respective agent # Customer short profile will appear in the screen during incoming call # CRM integration with agent interface # Ability to send/reply notification to admin/supervisor # Customer call and its relevant will be popped up at agent desktop in parallel # During the live call agent can keep the clients request and complain
4. Reports	# Nos. of calls waiting # Nos. of available agents # Nos. of ACD calls answered # Nos. of Abandoned calls # Average talk time # Average after call work state # Contact Center Service level (overall)
5. Combined Performance Report	# Agent status (individual or group or segment etc.), daily, hourly, monthly or any given fractional time (time between two)
6. Break time Report	# How agent time is spent based upon assigned reason codes for unavailable noncall 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.
7. Call Handling Time Report	# Display 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
8. Sample report	# The sample default format for the contact center enclosed in the PDF file. (Abandoned call report, agent list, agent productivity, skill CDR - inbound, skill report daily, skill report by interval, spectrum report of skill, call disposition details, and many more)
9. Soft Phone	# Calling number display # Hold # call mute # Call Hang up Customer end or agent end # Copy-and- paste dialing # High-quality audio
10. Call Recording	# Call records required and accessible from anywhere

Call Center Solution

Components	QTY	Unit Price	Total BDT	Module Descriptions
i-Dialer Call Center Software	1		1,00,000.00	Integrated Calling Solution
Auto-recording all successful call only	1		Free	less then 30 s Avoid Unsuccessful Call
Smart/Advance IVR	1		Free	Easily configurable multi-level IVR to ensure each caller is directed to the right agent
CRM Integration	1		Free	Customer & Product Information
Faster Data Reporting	1		Free	Reporting Panel
User Management	1		Free	User Manage Panel (CRM & Ticket)
On- call options	1		Free	such as hold, mute, transfer ,call conferencing
Phone Number Black list	1		Free	Avoid the unnecessary call
Information Center for support	1		Free	Stock, Product Price ,After sales service, Show Room location & Delivery
Peak-hour Control	1		Free	peak hours by ensuring agents are available to take calls
SMS Service with tracking	1		Free	SMS panel
Call Forward to Phone	1		Free	Call Transfer option system to phone or system agent, supervisor
Ticket Integration	1		Free	Ticket Information
Agent Anywhere	1		Free	Access from Home Or Office
Supervisor & Admin Module	1	Free	Free	Cost of 1 Admin and 2 supervisors License Fee
Live Call Monitoring & Listening Service	1		Free	Agent Monitoring
Email Integration	1		Free	Email Template
KPI Management	1		Free	Agent Performance
Real-time and historical reporting	1		Free	Different call status understanding, Drop call Reporting, & Others Realted Reports
QC Management	1		Free	System generate with supervisor activity
Ticket Time Duration	1		Free	Ticket solve duration time fixed when ticket create. such as 8 h no solve notification to admi
Live Dashboard	1		Free	
Agent user License	30	Free		
Total Software Costing			**1,00,000.00**	**BDT**

In word: One Lakh taka Only

Requirement List :

Sl No	Name	Type	Requirement
1	Hardware (Server)	Physical or Cloud	1. Storage : Min 300 GM
			2. RAM : Min 16 GM
			3. Processor : Min 8 Core
			4. Platform : Linux (Own OS)
2	Software	Backend	Asterisk DB, MongoDB, Mysql
			Vicibox - (Calling system: Package of VOIP)
		Frontend	Customized of Frontend (PHP, Ajax, Javascript, Bootstrap)
3	Manpower	Agent workload Capacity	100 agents can perform smoothly and efficiently, ensuring seamless operations
4	Technology	VOIP Use Update Technology	Compact Package (Vicibox, Asterisk, Linux)
5	SIP	session initiation protocol	SIP provider offers IPS services, which we purchase from them for our call center operations.
			Package : SIP Number, User id, Password, SIP Server IP
			Incoming call Free, outgoing call charge payable

2. Server & Headset (Recommended)			
Application Server	Brand: Client Standard		Client will provide the Server
	Brand PC Dell / HP		
Agent PC and Headphone	Brand: Client Standard		Client will provide the Agent PC and
	Plantronics		

Payment Milestone: 10% Advance with PO

	Milestone 01	Milestone 02
Payment Milestone	**In advance along with PO Within 7 Days After UAT 10% of total cost**	**Within 7 Days After UAT 90% of total Cost**
Software (One Time)	**BDT 10,000.00**	**BDT 90,000.00**
Service Charge (MRC)	**BDT 10,000.00**	

Service (Manpower)

One Agent	Full Time	**BDT 20,000.00**
Service Duration	**8 Hours**	

FINANCIAL TERMS & CONDITIONS

1. Payment Mode: Client will provide A/C payable cheek to the vendor. A/C Pay to: PKGIT.

2. Additional Cost should make payable as per vendors compliance.

3. 10% of total cost should be paid in advance.

4. VAT and Tax are not included with the software price

Approval

Client Signature: _____
Date: _____