

REQUEST FOR INFORMATION (RFI)

RFI Reference: RFI LY24-06		Date: 03 July 2024
Title of the RFI	Establish a Dedicated Call Center System Line for IOM Libya	
UNSPSC code(s)	N/A	
Closing date for receipt of the RFI	10th July 2024 If any doubt exists as to the time zone, refer to http://www.timeanddate.com/worldclock/ .	
Address RFI response by e-mail to the attention of:	IOM Libya Procurement	
E-mail address:	iomlibyaproposal@iom.int	
OBJECTIVES OF RFI		
<p>The International Organization for Migration (IOM) in Libya seeks to establish a dedicated call center system line to enhance communication and provide timely assistance to its beneficiaries and stakeholders. This call center system will serve as a central point for receiving inquiries, providing information, and facilitating communication with various IOM VHR Programmes.</p> <p>The main objectives of establishing the call center are:</p> <ul style="list-style-type: none"> • To provide a reliable and accessible communication channel for beneficiaries and stakeholders. • To enhance the efficiency and effectiveness of IOM Libya’s operations. • To ensure timely responses to inquiries and requests for information. • To facilitate better coordination between IOM departments and external partners. 		
DESCRIPTION OF REQUIREMENTS		
<p align="center">Call Centre specification including:</p> <ul style="list-style-type: none"> - Line Type - Call Routing Features - Concurrent Calls - Pricing Structure - Technical Support - Integration with Existing Systems <p align="center">Scope of Works:</p> <ul style="list-style-type: none"> • Designing and implementing a call center system that meets IOM Libya's requirements. • Providing a user-friendly interface for call center system • Ensuring the system is capable of handling high call volumes. • Integrating the call center system with existing IOM communication and data management systems. • Providing training for call center staff on the use of the system. • Offering ongoing technical support and maintenance for the call center system. 		
SPECIFIC INFORMATION IOM IS EXPECTING TO RECEIVE		

- **Detailed description of the call center line options offered:** This should include the type of lines (inbound, outbound, blended), number of lines available, and any additional features included (call routing, IVR, etc.).
- **Scalability options:** Indicate if the proposed solution can be easily scaled up or down based on future needs.
- **Integration capabilities:** Specify if the call center lines can integrate with existing IOM systems (CRM, case management software).
- **Network specifications:** Request details about the underlying network infrastructure, including bandwidth capacity and redundancy measures.
- **Security protocols:** Inquire about the security measures in place to protect call data and client confidentiality.
- **Uptime guarantees and Service Level Agreements (SLAs):** Specify the level of network uptime and service availability guaranteed by the telecom company.

Technical Requirements

The call center system should include, but not be limited to, the following features:

- Multi-language support (including Arabic and English).
- Call queuing and routing capabilities.
- Call recording and logging.
- Real-time monitoring and reporting.
- Integration with CRM and other data management systems.
- High availability and disaster recovery options.
- Secure data handling and compliance with data protection regulations.

Deliverables

The service provider will deliver the following:

- A fully functional call center system.
- A detailed user manual for the call center operators.
- Training sessions for call center staff.
- A maintenance and support plan for the call center system.
- Regular progress reports during the implementation phase.

Submission of Proposals

Interested service providers should submit their proposals **by 08 July 2024 to iomlibyaproposal@iom.int**
The proposal should include the following:

- A detailed technical proposal outlining the approach and methodology.
- A financial proposal with a detailed cost breakdown.
- References and case studies of similar projects completed.

NOTE

Please revert with Subject RFI with Technical Proposal