



**‘MTML Square’, 63, Ebene, Cyber City, Mauritius**  
**Tel +230 52943333 Fax: +230 52940606**

**No: MTML/CC/02/2019**

**Dated 08th August 2019**

**NOTICE**  
**Request for Quote for**  
**Running Customer Care & Call Center**

Mahanagar Telephone (Mauritius) Limited (MTML), carrying out the business of providing Telecom Services, intends to appoint reputed service bureau/agencies for Running Customer Care Center (MTML shops) and Call Center (Help Desk) for a period of one year further extendable for one more year.

MTML has 8 Customer Care Centers across the island which are to be managed by 19 executives, who would be responsible for sales of various products and providing after sales services during normal working hours (in cases where MTML Customer Care Centres are located in a shopping mall the working hours will be as per the timings of the mall). The Call Centre will be a 3 position help desk (in each shift) in MTML building Ebene, where executives will have to attend customer's complaints/ calls and make outbound calling. The help desk would be operational between 07.00hrs to 22.00hrs on 7 days a week throughout the year. If required, MTML may extend the operation of some position for 24 hrs as well. The interested party (bidder) has to provide manpower for managing and supervising all the shops and help-desk.

**Eligibility criteria:**

- 1) The Vendor should have experience of not less than 2 years of running a BPO/Call Centre or of Supplying Manpower to a BPO/Call Centre. The claim for experience shall be supported by documentary evidence.
- 2) The bidder should be registered with NPF/MRA for Tax and VAT purposes.
- 3) The vendor shall have a minimum turnover of Rs. 5million p.a. for the last 2 years

The detailed RFQ Documents can be purchased from MTML Office, 63, cyber City Ebene for Rs. 2000 (Non-refundable) and is also available in our website 'www.chili.mu' and the same can be downloaded. The downloaded application shall be submitted alongwith the cost of Rs. 2000. The Request for quote (bid), in the prescribed proforma, need to be duly authenticated & sent in a Wax-Sealed/Tape-Sealed Cover clearly superscribed as "Request for quote for Running Customer Care Centers and Call center", and addressed by name to Mr. Rajesh Rai, Chief Technical Officer, Mahanagar Telephone Mauritius Ltd, 'MTML Tower', 63, Ebene, Cyber City **to reach not later than 1400 hrs on 6<sup>th</sup> September 2019**. The bid would be evaluated based on the techno-commercial details submitted and the best offer would be considered for awarding the work.

All the cost related to this bidding process is to be borne by the bidder. MTML reserves its right to cancel the further course of action without assigning any reason.



‘MTML Square’, 63, Cyber City, Ebene  
Ph- 52943333, Fax – 52940606, web: www.chili.mu

**REQUEST FOR QUOTES**

**SECTION - I**

**GENERAL CONDITIONS**

1. Your quote should be in the enclosed proforma for ‘Price Bid’ given in Annexure-II and the details about the company should be duly filled up in Annexure-I. The quote is to be duly authenticated & sent in a Wax-Sealed/Tape-Sealed Cover clearly superscribed as **“Request for quote for Running Customer Care Centers and Call center”**, and addressed by name to **Mr. Rajesh Rai, Chief Technical Officer, Mahanagar Telephone Mauritius Ltd, ‘MTML Square’, 63, Ebene, Cyber City to reach not later than 1400 hrs on 06<sup>th</sup> September 2019.**
2. The purchaser does not bind himself to accept lowest or any other bid. The purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all the bids at any time prior to award of contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the purchaser’s action.
3. The issue of a Letter of Intent (LOI) shall constitute the purchaser’s intent to place the work order with the successful bidder if he fulfils clause 4 below.
4. The issue of work order on the receipt of acceptance of LOI along with performance security shall constitute the award of contract to the bidder.
5. The effective date from which the service should be started will be mentioned in the work order.
6. **The price fixed by MTML shall remain valid throughout the contract period. Any increase in duties and taxes will be borne by bidder. However in case any decrease in duties and taxes ,benefit has to be passed on to MTML.**
7. The vendor shall be required to accept all terms and conditions of this document clause by clause. Part compliance is not permissible and will render the bid liable for rejection.
8. **Qualifying Criteria:**
  - 8.1 The vendor should be registered with NPF and MRA.
  - 8.2 The Vendor should have experience of not less than 2 years of running a BPO/Call Centre or of Supplying Manpower to a BPO/Call Centre. The claim for experience shall be supported by documentary evidence.
  - 8.3 The vendor shall have a minimum turnover of Rs. 5million p.a. for the last 2 years.
9. **Performance Bank Guarantee:**

- 9.1 Within 10 days after the receipt of the LOI, the supplier shall furnish performance bank guarantee (PBG) to the purchaser for an amount of 5% of contract value unless stated otherwise in LOI.
- 9.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the suppliers failure to complete his obligation under the contract.
- 9.3 The PBG(Performance Bank Guarantee) shall be in the form of a bank guarantee issued by a first class commercial bank and in the form provided in this document (annexure – III) and valid to cover the contract period plus three months.
- 9.4 The PBG will be discharged by the purchaser after completion of the supplier's performance obligations.
- 9.5 MTML shall not be liable to pay any interest on security money deposit
- 9.6 The security deposit shall be adjusted against any other penalty or liquidated damages which may arise out of the contract.
- 9.7. The supplier shall warrant the services to be rendered shall be of the highest grade and consistent with the established and generally accepted standards for the services of the type ordered and shall perform in full conformity with the specifications. The supplier shall be responsible for any loss that may arise from inefficient services.
- 9.8 The supplier shall indemnify MTML and keep MTML indemnified against any loss, damages and other costs that MTML may be put into or incurred by reason of any error in service provided by the vendor.
- 9.9 The supplier cannot assign/transfer and sub-contract his interest/obligations under the contract without the permission of the purchaser.

## **10 Liquidated Damage/ Penalty**

Should the Supplier fails to deliver the manpower thereof within the period prescribed for delivery, the Purchaser shall be entitled to recover 1.5 times the cost of the manpower not provided.

It will be binding on the persons manning the Customer care/Call center not to possess and divulge internal and system information to any outsider. If any such activities are observed, then it will be obligatory on the part of the supplier to remove the person from the customer call center and penalty at the rate of one month payment of that person will be imposed.

The persons manning the Customer care Call center will have to update themselves about all the activities/services of MTML. If service of any person is not found suitable, the supplier shall replace the person without any extra cost.

All the penalty clauses shall be independent of arbitration clause.

## **11 Termination of contract**

11.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part,

- a) if the Supplier fails to deliver any or all of the goods/services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser
- b) if the Supplier fails to perform any obligation(s) under the Contract; and

- c) if the Supplier, in either of the above circumstances, does not remedy his failure within a period of 10 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

11.2. In the event that the Purchaser terminates the contract in whole or in part, pursuant to clause 11.1, the Purchaser may engage, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar services. This liability shall be without prejudice to any other claim which the Purchaser shall be entitled to make against the Supplier. However, the Supplier shall continue performance of the contract to the extent not terminated. The Purchaser may, without prejudice, on the happening of any of circumstances, to its other rights under law or the contract provided elsewhere, engage others for the balance quantity of the services at the risk and cost of the Supplier and look to him for the payments thereof and can also claim a set off of any dues payable under the contract to the Supplier against his any dues under the contract or any previous contract.

11.3 The purchaser may terminate the contract fully or partly, at any time, without assigning any reason, by giving written notice of not less than 3 months.

## **12. Termination for Insolvency**

The Purchaser may at any time terminate the contract by giving written notice to the Supplier, without compensation, if the Supplier becomes unwilling, bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

## **13. Arbitration & Conciliation**

Any dispute, which remains to be resolved through amicable and good faith discussions between the parties within 180 days of the beginning of such discussion, shall be resolved in accordance with the Arbitration and Conciliation Act. The venue of arbitration shall be Mauritius. The laws of the Republic of Mauritius shall be applicable in arbitration. The language used in arbitration proceedings shall be in English. Each party shall bear its own cost for making submission to the Arbitration. The Arbitrator shall be appointed by the common consent of both parties, failing which by the Judge in Chambers of the Honourable Supreme Court of Mauritius on the application of either or both parties.

## **14. Subject Laws and Jurisdiction**

The contract shall be governed by Laws and the Honourable Courts at Mauritius will have jurisdiction to entertain any dispute or claim arising on the contract.

## **15 Set Off**

Any sum of money due and payable to the Supplier (including security deposit refundable to him) under this contract may be appropriated by the Purchaser or the Govt. or any other person or persons contracting through the Purchaser and set off the same against any

claim of the Purchaser or Govt. or such other person or persons for payment of a sum of money arising out of this contract or under any other contract made by the Supplier with the Purchaser i.e. the Purchaser or Govt. or such other person or persons contracting through the Purchaser or Govt.

It is an agreed term of the contract that the sum of money so appropriated under this clause by the Purchaser or Government will be kept withheld as such by the Purchaser or Government till his claim arising out of the same contract or any other contract is either mutually settled or determined by the competent court and that the Supplier shall have no claim for interest or damages whatsoever on this account or on any other ground in respect of any sum of money withheld under this clause and duly notified as such to the Supplier.

## **16 Notices**

Any notice given by one party to the other pursuant to the contract shall be sent in writing or by FAX or cable and confirmed in writing, by registered post. For the purposes of this Clause, the contact details of the Purchaser shall be as follows:

CHIEF TECHNICAL OFFICER  
Mahanagar Telephone (Mauritius) Ltd  
'MTML Square', 63 Cyber City, Ebene  
Mauritius  
Fax : 4678092

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

## **17. Confidentiality**

The Supplier agrees that the terms of the contract shall remain confidential. The Supplier and its agents, employees and/or representatives may not disclose any term or condition of the agreement without the prior written authorization of the Purchaser.

## SECTION – II

### SCHEDULE OF REQUIREMENTS

#### 1. Description

The Requirements shall be as detailed below and is planned to be taken as from 1<sup>st</sup> October 2019:

#### A. Call Center

The Call Center will be normally operational from 07.00 hrs to 22.00hrs 7 days a week throughout the year. Working hour of some positions may be changed depending upon traffic pattern. If required, MTML may make the call centre operational for 24 hrs in which case additional 2 positions would be required in night shift also. Initially the call center will be requiring 3 positions each to be manned in two shifts of 8 hours each (total 6 persons every day). Additional requirement of manpower (8 hrs duty position) will be requisitioned by MTML depending upon traffic & business requirement with 14 days' notice, if necessary.

SN	Details of Requirements	No of Position to be manned(07.00 hrs – 22.00 hrs all the 7 days)	Remarks
A.1	Call Center - Executives	3 (morning shift) + 3 (evening shift) 2 (night shift – optional)	Night shift positions are optional only and may not be actually taken but would be considered in bid evaluation.
A.2	Additional manpower on notice	4	MTML is not bound to take this requirement. However, for evaluation purpose this cost would be included.

## **B.MTML Customer Care Centers**

The tentative details of MTML's Customer Care Centers and the staff requirement for each center is given below:

### **B.1 Basic Requirements**

SN	Shop Name	No of Persons required (0900 – 1700 hrs on Monday – Wednesday, Friday and Saturday) and on Thursdays (09-00 - 15.00hrs) Sundays & Public Holidays closed*	
1	Port Louis - opp Winners	2	
2	Quatre Bornes – Osman Avenue	2	
3	Curepipe – Royal Road	2	
4	Good Lands – Mosque Road	2	
5	Flacq – Coeur de ville	3	
6	Rose Belle – Plaisance Shopping Village	4	
7	Chemem Grainer – Royal Road	2	
8	Ebene – MTML Square	2	
B.2	Additional Requirements – on notice	4	MTML is not bound to take this requirement. However for evaluation purposes this will be taken.

\*For shops at Flacq and Rose Belle which are in Shopping Malls the opening and closing hours will be as per the timings of the Mall concerned and the staff requirement is calculated keeping it in mind. In such cases the staff will be required to work in shifts and as per duty roster as the shops will be open 7days a week for longer duration than te normal working hours. For staff working in such shops the transport from office to their home will have to be arranged by the bidder, where the duty ends after 19:00 hrs.

## SECTION – III

### **Special conditions of contract:**

1.
  - (a) A penalty of Rs.500/- per man day will be levied for position found to be not manned. This would be in addition to the payment of that position for that day.
  - (b) The delay in supply for additional manpower requirements (minimum requirement being one manday within a notice of 14 days, a penalty of 1.5 times the cost of the position will be levied.
  - (c) Further the penalty will also be imposed if the customer complains to MTML officers regarding un-attending the calls or poor response from the agents. If it is found after investigation that there was a fault of operator then each such incidence shall invite a penalty of Rs.500/-.
  - (d) It will be binding on the persons manning the Customer care Call centers not to possess and divulge internal and system information to any outsider. If any such activities are observed then it will be obligatory on the part of the supplier to remove the person from the call center / customer care and penalty at the rate of one month payment of that person will be imposed.
  - (e) If during the inspection any of the positions is found vacant or receiver of the telephone off-hook, penalty of Rs.500/- per position may be imposed.
  - (f) The persons manning the Customer care / Call center will have to update themselves about all the activities / services of MTML. If service of any person is not found suitable the supplier shall replace the person immediately, without any obligation on part of MTML.
2. Any appointment of staff for the purpose of this contract shall be with intimation to and approval of MTML. Any staff found unsuitable by MTML shall not be allowed to be considered for appointment, and the decision of MTML in this regard shall be final and binding.
3. Any person who has worked at MTML Call Centre or Customer Care Centres earlier and whose services were terminated for any reason whatsoever, shall not be eligible to be considered for any position.
4. The supplied staff will be required to work either at MTML customer care centers or at MTML shops depending upon MTML requirements. They may also be used for direct sales/sales promotion activities. In such cases where staff are required for direct sales / promotional activities, it shall be ensured by the supplier that the desired staff is provided.
5. All the penalty clauses shall be independent of arbitration clause.



**6. The agreement period will be initially for a period of one year and may be extended further up to twelve months at the rate as quoted by the bidder in this bid with normal inflation rate as notified by Government.**

6. The payment will be released on monthly basis within 30 days of the receipt of the bill for the previous month on the basis of the invoice duly accompanied by the attendance sheet certified by MTML designated officer, submitted by the supplier to the Call center In-charge.

**SECTION – IV**  
**OTHER REQUIRMENTS**

**A. GENERAL:**

1. The candidate should be of minimum age of 18 years and preferably below 30 years.
2. **It is mandatory that the Operators / executives being put on job should have completed SC with proficiency in computers having fluency in French and English both spoken and written. In call centre, at least one executive in each shift must be proficient in Hindi as well.**

**Or**

**should have proficiency in computers with fluency in French and English both spoken and written and should have at least one year working experience in Call center/BPO/ customer care.**

3. The candidates selected shall have to undergo interview conducted by MTML team and to be approved by MTML before putting on job.
4. Any appointment of staff for the purpose of this contract shall be with intimation to and approval of MTML. Any staff found unsuitable by MTML shall not be considered for appointment, and the decision of MTML in this regard shall be final and binding.
5. The candidates should be well mannered and neatly dressed.
6. The staff appointed at the Shops will have to wear MTML approved uniform. It will be responsibility of the supplier to ensure that all staff at the shops wear the uniform. The uniform will be provided by MTML.
7. There should not be frequent change of the candidates/operators supplied and they should work at least for a minimum period of three months.
8. Regular training and motivational program should be done for the candidates to upgrade their skills & performance.

**B. CALL CENTER:**

1. Call center positions should be manned as specified in Schedule of Requirements (Section II).
2. The candidates will work in the premises of MTML.
3. The supplier should be able to provide operators to meet any additional manpower requirement as and when required by MTML within 14 days of demand at the same approved rate & terms and conditions.
4. These positions are expected to handle queries of the customers over phone and solve the customer's problem with maximum satisfaction of the customers. For various reasons, some of these positions may be used for tele-calling to the subscribers as per requirements of MTML.
5. While listening to the customers over phone, operator has to navigate screen of MTML Billing & Customer Care System to answer the queries of customers.
6. The brief description of all such queries and action thereon is to be recorded. Daily reports (in English) in MTML approved format are to be prepared and compliance thereof from respective units to be logged for comprehensive compliance statement.
7. If a complaint is received against any of the operator's performance or the particular operator is found to be lacking in the opinion of MTML then the supplier concerned will be informed about the complaint and performance deficiency and he would be required to take necessary remedial action immediately to avert recurrence of such an event including replacement of the reported

operator if necessary. Repeated complaints of same nature may attract penal provisions or termination of contract.

8. It is expected that the supplier with his trained staff will be able to run the Customer Care Help-desks / Call centers efficiently. However, MTML shall provide the supplier and his staff / operators orientation program for a day or two as may be required before start of the assignment. Subsequently, for new operators, the supplier shall arrange training through his supervisors/trainers.
9. The supplier will adhere to labour laws of the country as may be applicable now and in future. Any violation in this regard will empower MTML to terminate the contract forthwith. The Supplier should take care of all legal requirements like end of year gratuity, transport allowances, Provident Fund, Training fees, yearly increase etc and other statutory dues into account and quote accordingly. MTML will not be liable to pay directly any of these dues to the staff and it will be the responsibility of the supplier to pay the same from the total payment payable by MTML under the contract.
10. For all practical purpose the persons deployed will be responsibility of the supplier alone and under no circumstances they would claim to be the employees of MTML. The supplier will nominate one of the persons who will take care of the persons deployed for MTML Call Centers / Customer care for their duties.

**C. MTML Customer Care Centers / Shops:**

MTML is operating its Customer care Centers / Shops all over the island. These are presently situated at Port Louis, Curepipe, Quatre Bornes, Ebene, Chemin Grenier, Rose Belle, Goodlands and Flacq. Further MTML may open some more shops wherever found feasible or regroup and relocate/ close any shop.

- (i) The shops normally are operational from 9:00 to 17:00 hrs on Monday to Wednesday and Friday to Saturday and from 9:00 to 15:00hrs on Thursdays. On Sundays and Public holidays, these centers / shops will remain closed.
- (ii) For shops at Flacq and Rose Belle which are in Shopping Malls the opening and closing hours will be as per the timings of the Mall concerned and the staff requirement is calculated keeping it in mind. In such cases the staff will be required to work in shifts and as per duty roster as the shops will be open 7days a week for longer duration than te normal working hours. For staff working in such shops the transport from office to their home will have to be arranged by the bidder, where the duty ends after 19:00 hrs.)
- (iii) The requirement for the shops in each area is given in Annexure-II Schedule of requirements.
- (iv) The manpower supplied will work under the supervision of MTML officers/employee.
- (v) The persons shall be efficient enough to explain about the various products and services of MTML and attend to the problems reported by the customers.
- (vi) The persons shall be responsible for collection of cash and remitting the same into bank specified by MTML. The supplier shall arrange for necessary insurance (Rs. 100,000/- per person) at his cost to cover any possible misappropriation of the cash by the staff supplied by him. Proof of insurance is to be shown to MTML. In case of any misappropriation by the staff, the loss of cash is to be paid to MTML by the supplier, without waiting for the claim from the insurance company.
- (vii) The staff should prepare the daily /weekly/monthly reports and maintain the inventory and shall be responsible for the inventory.
- (viii) The staff should keep the shop and environment neat and tidy.
- (ix) The staff should put efforts to increase the sales turnover by suggesting innovative ideas.

- (x) The staff may be employed in direct / door to door sales and marketing and be involved in road shows as and when required by MTML and for that the conveyance allowance shall be provided by MTML additionally.

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**ANNEXURE – I**

**No: MTML/CC/02/2019**

**Dated 8<sup>th</sup> Aug 2019**

1. Name of the Company:
2. Profile of the Company:
3. Turn over of the Company
4. Current Clients
5. Experience
6. Qualification & Experience of the personnel who will be in charge of the job:
7. Any other information you would like to mention.

**Annexure - II**  
**(PRICE SCHEDULE)**

**FQ MTML/CC/02/2019 Dated 8<sup>th</sup> Aug 2019**

S. No	Items	No of positions	UNIT Rate Including all charges (Rs.)	VAT	UNIT Price all Inclusive (Rs.)
A	Call Center				
A.1	Charges per position per day inclusive of all charges a. Morning Shift b. Evening Shift c. Night Shift (optional)	a. 3 b. 3 c. 2			
A.2	Charges for additional manpower requirements for duty of 8 hrs*	4			
B	MTML Customer Care Centers/Shops				
B.1	Basic requirements	19			
B.2	Additional Manpower requirements	4			
C	% increase required in the unit price if the contract is extended for one more year after initial period of 12 months. Evaluation of bids will be done by taking total cost for 2 years.				

- Note:
1. For call center duties (A), the day comprises duty from 07.00 hrs to 22.00 hrs on all days including Saturdays, Sundays and public holidays. The vendor will work out the required resources to manage the positions ordered, by planning and deploying the necessary manpower.
  2. At no point of time, the position should be left unmanned. Lunch hour break (if required any) should be managed by rotation so that no calls remain unattended.
  3. \* The period of 8 hrs will be decided by MTML depending upon its requirements and will be intimated to the vendor in the Work Order for additional requirements.
  4. Shops will be operational from 0900 hrs to 1700 hrs on Monday-Friday and 0900- 1500 hrs on Saturday. Will remain closed on Sundays and public holidays. Shop/s situated in Mall/s will have to observe timings directed by Mall authorities.
  5. Additional manpower requirement mentioned above is for evaluation purposes only. Actual number of persons would be taken depending on the requirement.

It is certified that we comply fully to all Terms & Conditions of the requirements specified in the request letter dated MTML/CC/02/2019 dated 08/08/2019 and will abide by it once selected for the work.

**Signature of bidder**  
**Seal of the Company**

**Performance Guarantee Form**

**RFP No. MTML/CC/02/2019**

**Dated 08<sup>th</sup> Aug 2019**

**Ref No. :.....**

**Date :.....**

**To**

Mahanagar Telephone (Mauritius) Limited  
'MTML Square', 63 Cybercity, Ebene

Whereas [Name of bidder] hereinafter called "The BIDDER" has agreed for the Running Customer Care Center and Call Center(Help Desk)" by supplying manpower ( hereinafter called "The Services".) as per the conditions of Letter of Intent (Lol) issued to the BIDDER by Mahanagar Telephone (Mauritius) Limited, hereinafter called "The MTML"

AND WHEREAS it has been stipulated by you in the said Letter of Intent that the BIDDER shall furnish you with a bank guarantee by a reputed first class commercial bank located in Mauritius specified therein as security for compliance with the BIDDER's performance obligations.

AND WHEREAS we have agreed to give the appointed BIDDER a guarantee:

THEREFORE, we hereby affirm that we are guarantors and responsible to you on behalf of the BIDDER up to a total of MUR ..... {Amount of the Guarantee in Words}. We undertake to pay you, upon your first written demand declaring the BIDDER to be in default of its obligations and without cavil or argument, any sum or sums within the limits of [Amount of Guarantee] as aforesaid, without your needing to provide or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the 31<sup>st</sup> December 2020.

**Signature of Bank**

**Seal of Bank**