



Private Bag B496  
Lilongwe 3

## REQUEST FOR QUOTATIONS (FOR GOODS)

Procurement Number: MERA 2/10/08/2024-25/Cont-Cntr-SW /ICT /28

To

Date: 08 October 2024

The Procuring Entity named above invites you to submit your quotation for the goods described herein. Partial Quotations may be rejected, and the Purchaser reserves the right to award a contract for selected items only. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

### SECTION A: QUOTATION REQUIREMENTS:

1) **Description of Supply: Contact Centre Software.**

Quotation prices should be based on goods supplied from within Malawi; – insured and delivered to MERA Offices, MERA House, Capital City, Lilongwe 3.

2) The delivery period required is **3 weeks** from date of order.

3) Quotations must be **valid** for **30 days** from the date for receipt given below.

4) The warranty/guarantee offered shall be: **12 months**.

5) Margin of preference shall be applied, and bidder is requested to provide a copy of Malawi National Identity Card.

6) Quotations and supporting documents as specified in **Section B** must be marked with the **Procurement Number** given above and indicate your acceptance of the terms and conditions.

7) Quotations must be received in sealed envelopes, not later than: **10:00 hours** on Wednesday, **16 October 2024**.

8) Quotations must be returned to:

The Chairperson  
Internal Procurement and Disposal Committee  
Malawi Energy Regulatory Authority  
Private Bag B496  
Lilongwe 3

9) The attached Schedule of Requirements at Section **C** details the items to be purchased. You are requested to quote your delivered price for these items by completing and returning Sections **B** and **C**.

Quotations that are responsive, qualified, and technically compliant will be ranked according to price. Award of contract will be made to the lowest priced quotation by item or by total through the issue of a Local Purchase Order.

Signed: .....

Name: **Costwell Longwe**

Title/Position: **Ass' Procurement Officer**

For and on behalf of the Purchaser

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Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information/certification required within this RFQ.

## SECTION B: QUOTATION SUBMISSION SHEET

- 1) Currency of Quotation: Malawi Kwacha
- 2) Delivery period offered: ..... days/weeks/months from date of Purchase Order.
- 3) The validity period of this Quotation is: ..... days from the date for receipt of Quotations.
- 4) Warranty period (where applicable)..... months.
- 5) We attach the following documents:
  - i. Section C of the Request for Quotations completed and signed.
  - ii. A copy of our Trading Licence,
  - iii. A copy of our Annual Tax Clearance Certificate (for the last Financial Year),
  - iv. A copy of our valid PPDA certificate
- 6) We confirm that our quotation is based on the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

### Authorised By:

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_  
(DD/MM/YY)

Authorised for and on behalf of:

Company: \_\_\_\_\_

Address: \_\_\_\_\_

*If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.*

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## SECTION C: SCHEDULE OF REQUIREMENTS (TO BE PRICED BY BIDDER)

Item No	Description of Goods	Unit of Measure	Quantity	Delivered Unit Price Kwacha	Delivered Total Price Kwacha
	Supply, Installation and Configuration of				
1	Contact Centre Software				
<b>Note: See attached document for details of specifications.</b>					
				<b>Total</b>	

The following attachments are appended to clarify the Description of Goods:  
[List any attachments providing additional specification of the goods required]

### Authorised By:

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

Authorised for and on behalf of: \_\_\_\_\_

Company: \_\_\_\_\_

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## Specifications for Contact Centre Solution

Item No.	Technical Specification of items required including applicable standards	Requirement Response	Compliance
<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>
<b>1. General System Requirements</b>			
1.1.	Solution integrated multiple with consumer service channels: voice, chat, messaging apps, social media, SMS, email and more to give a single view of the consumer across all channels.		<i>mandatory</i>
1.2.	System shall provide a complete platform that intelligently screens and routes all consumer interactions.		<i>mandatory</i>
1.3.	The systems shall provide a complete consumer interaction platform that is flexible, scalable and reliable.		<i>mandatory</i>
1.4.	The system shall provide for agents to positively and productively interact with consumers via any channel. The consumer interface must be intuitive and easy to navigate (drag and drop).		<i>mandatory</i>
1.5.	The systems shall be secure and provide		
1.6.	A provision shall be made for 10 licences and allow for scalability based on capacity and need.  Bidders must indicate annual software licences if any separate from cost of solution		<i>mandatory</i>
<b>2. Automatic Call Distributor (ACD) and computer/telephony integration</b>			
2.1.	<b>2.</b> The Automatic Call Distributor (ACD) needs to ensure that <b>consumer</b> requests are either resolved with self-service or routed according to specific skillsets/requirements. A tiered approach must be possible.		<i>mandatory</i>
2.2.	ACD shall seamlessly integrated interactive voice recording system (IVR). Routing strategies must be created and maintained across all channels.		<i>mandatory</i>

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2.3.	The IVR and ACD to be integrated and built into the Contact Centre platform so that agents won't need to repeatedly request a caller's phone number.		<i>mandatory</i>
2.4.	ACD shall be able to read the caller's number then pull call history for the same number.		<i>mandatory</i>
<b>3. Computer Telephony Integration (CTI)</b>			
3.1.	CTI shall display the relevant caller details on the contact centre agent desktop when it delivers a call, and such a display shall be customisable.		<i>mandatory</i>
3.2.	CTI shall create Reference numbers for calls to be retrieved/referenced with a call history that shall include voice recording.		<i>mandatory</i>
<b>4. Interactive Voice Recordings (IVR)</b>			
4.1.	The configuration of IVR shall be easy and user-friendly based on drag-and-drop or What-You-See-Is-What-You-Get principle. No technician or specialized skill should be needed.		<i>mandatory</i>
4.2.	It shall be possible to change the flow and interactive voice responses within a short period of time if required.		<i>mandatory</i>
4.3.	Shall be able to override or amend routing strategies when emergencies or other unexpected situations occur.		<i>mandatory</i>
4.4.	IVR shall make provision for choice for self-service by consumer (voice portals for self-service applications, including speech enabled self-service), or speaking to an agent.		<i>mandatory</i>
<b>5. Text to speech (TTS)</b>			
5.1.	A program shall be available to convert text into spoken voice output, to assist with recording of IVR messages (English).		<i>mandatory</i>
5.2.	TTS shall provide a human-like and personalized user experience.		<i>mandatory</i>
<b>6. Analytics</b>			
6.1.	The system needs to provide Interaction analytics		<i>Desired</i>

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	to assist with extracting all possible insight from within the contact centre. This includes phone calls, web chat, social media and/or WhatsApp. The purpose is to get to the root cause of repeat calls, giving insight into problem areas, streamlining business processes and improve consumer services.		
<b>7. Recording of calls</b>			
7.1.	All calls shall be recorded.		<i>mandatory</i>
7.2.	Contact centre management shall be able to retrieve the required call recording based on different search criteria like call reference number, date, time of call, number from which call was received, agent name to etc.		<i>mandatory</i>
<b>8. Quality Management</b>			
8.1.	Users shall have an option to rate the quality of the service provided at the end of the call.		<i>mandatory</i>
8.2.	The system shall monitor calls that take too long and alert team leader for assistance, if any needed.		<i>mandatory</i>
8.3.	Evaluation form - Score sheet/coaching forms to be completed online by supervisors based on specific calls and routed to contact centre agents.		<i>mandatory</i>
8.4.	Agent self-evaluations		<i>mandatory</i>
8.5.	Performance Management. System linked to reports and quality management to enable easy performance management of agents based on quantitative and qualitative performance		<i>mandatory</i>
8.6.	There shall be provision for monitoring, whispering and barging functionalities available for supervisors and the manager.		<i>mandatory</i>
8.7.	Managers shall be able to monitor contact centre performance at any time from a mobile device or desktop.		<i>mandatory</i>
<b>9. Omnichannel Experience</b>			
9.1.	The contact centre platform shall allow		<i>mandatory</i>

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	activation/deactivation of different channels as needed.		
9.2.	All channels shall be accessible on one dashboard.		<i>mandatory</i>
9.3.	The complete interaction journey shall be tracked, including interactions across multiple channels.		<i>mandatory</i>
9.4.	The omnichannel experience shall support and store all records of calls, voicemails, email, WhatsApp, SMS, web chats, social media information and all other data and notes in a single system.		<i>mandatory</i>
9.5.	<p>Social Media Tool – to route all interactions which require responses from specific staff and manage all social media interaction.</p> <ul style="list-style-type: none"> <li>• Social media like Facebook and X shall be included. Others shall be able to “plug in” as per new social media developments.</li> <li>• It shall be possible to draw statistics of when requests were received, when they were responded to, who responded, how long it took to respond, status of requests etc.</li> </ul>		<i>mandatory</i>
<b>10. Webchat facility</b>			
10.1.	Functionality to set up according to specific categories.		<i>mandatory</i>
10.2.	Reports and analytics required.		<i>mandatory</i>
10.3.	Moderators to review responses.		<i>mandatory</i>
10.4.	Ability to attach picture of file to the chat.		<i>mandatory</i>
10.5.	The web chat shall have an intelligent chat bot – it should come with the facility or as a plug-in and the cost shall be borne to the service provider.		<i>mandatory</i>
10.6.	Visitor monitoring and pro-active chat		<i>mandatory</i>

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10.7.	The chatbot shall interface with CIPC systems using tracking numbers, entity registration number or consumer code to retrieve application information etcetera.		<i>mandatory</i>
10.8.	The web chat shall allow monitoring, whispering and barging by the supervisor		<i>mandatory</i>
<b>11. Wallboards/Dashboards</b>			
11.1.	Visibility on all agents and activity shall be available from one screen ( <i>“virtual” contact centre view</i> )		<i>mandatory</i>
11.2.	Monitoring of the Contact Centre using wallboards, shall be possible;		<i>mandatory</i>
11.3.	Dashboard for each agent with individual agent statistics. Dashboards on each agent desktop shall be available to enable them to view their individual progress and statistics (e.g. number of calls offered, answered, received, calls waiting, waiting time etc. per agent). Agent self-management is important		<i>mandatory</i>
<b>12. Surveys</b>			
12.1.	After session surveys (for all channels). The purpose is to gain insight, optimize the experience at the interaction and big picture level.		<i>mandatory</i>
12.2.	After session surveys shall be easy to set up, draw reports from and to upload revised surveys.		<i>mandatory</i>
12.3.	Option to ask consumer if they would like to participate in the survey – either all consumers, or option to choose a random percentage of consumers.		<i>mandatory</i>
12.4.	Analytics and report required based on surveys – per agent.		<i>mandatory</i>
12.5.	Multi-channel surveys		<i>mandatory</i>
<b>13. Reports/Statistics</b>			
13.1.	The system shall generate reports in tabular, graphical, pdf, word and excel or csv format		<i>mandatory</i>
13.2.	Reports need to include agent performance,		<i>mandatory</i>



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	service levels, application and skillset performance.		
13.3.	Real-time reporting, as well as historical reporting.		<i>mandatory</i>
13.4.	Call detail records – reports to indicate where callers hang up (or abandoned calls).		<i>mandatory</i>
13.5.	Contact centre agent quality reports		<i>mandatory</i>
13.6.	Custom reporting. Shall be able to customize reports according to business needs.		<i>mandatory</i>
13.7.	Reporting shall also include call tracking and analytics to link calls and web chats and other channels like social media with the consumer’s website visits, to be able to measure and report on contact centre efficiency.		<i>mandatory</i>
<b>14. General Hardware Requirements</b>			
<p>MERA is currently using the CISCO ISR 4351 router that serves as a router and an IP PABX for the CISCO IP Phones, 7861, 7841, 7821 and 7811. MERA has SIP trunks with Airtel and MTL, and calls from TNM number are routed through MTL SIP trunk. MERA currently has toll free line 4259.</p> <p>MERA has HP ProLiant DL380 Gen 9 Servers that shall be used to deploy the application.</p>			
14.1.	The provider shall provide headsets compatible with the IP Phones used by MERA		<i>mandatory</i>
14.2.	The providers shall specify the need for specialized workstations if need be and quote for the same		<i>mandatory</i>
<b>15. Training</b>			
15.1.	<p>The supplier shall provide training for four different levels.</p> <ul style="list-style-type: none"> <li>• Administration training for ICT staff.</li> <li>• Training for Contact Centre Supervisors</li> <li>• Training for Contact Centre Staff</li> </ul>		<i>mandatory</i>
<b>16. Support</b>			
16.1.	The bidder shall indicate what support levels offered are		<i>mandatory</i>

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	MERA prefers a Tiered Service Support Matrix with a dedicated assigned Support Staff. Bidders must specify this.		
<b>17. Warranty</b>			
17.1.	MERA requires at least 12 months warranty for any equipment and software supplied. Bidders to indicate warranty period		<i>mandatory</i>