

**NATIONAL AGENCY FOR THE CONTROL OF AIDS (NACA)/UNICEF  
RE: EXPRESSION OF INTEREST (EOI) FOR CALL CENTER TECHNICAL UPGRADE  
ADDENDUM**

This is to draw the attention of the general public to the Closing Date in our prior publication in respect of the “**Call Centre Technical Upgrade**”

**The advertisement is hereby amended as follows:**

**Closing Date:** All Expression of Interests must be delivered on or before **1200hours local time on Monday June 19, 2017.**

**ALL OTHER DETAILS EARLIER PUBLISHED REMAIN VALID.**

**For further information, please contact: 0809 -183 – 6222, 0809 -184- 6222.**

**Signed**

**DG. NACA**

**THE ADVERT REFERRED TO ABOVE IS SHOWN BELOW:-**

**NATIONAL AGENCY FOR THE CONTROL OF AIDS (NACA) IN COLLABORATION WITH  
UNICEF**

**EXPRESSION OF INTEREST (EOI) FOR CALL CENTRE TECHNICAL UPGRADE**

**(1.) Background**

UNICEF Nigeria with support from HQ commissioned Praekelt Foundation to assess the National Call Centre on HIV/AIDS & Related Diseases to revamp its existing capacity and services – that will complement existing programmes and interventions – inducing HTS, ART and Prevention for adolescent girls and key populations. Following the development of the blue print, key components of the recommendations were prioritized for operationalization.

Based on this recommendations, the National Agency for the Control of AIDS (NACA) with support from the UNICEF is working on a comprehensive technical upgrade of the National Call Centre on HV/AIDS and Related Diseases to a fully functional Multichannel Contact Call Centre with primary focus on the transformation of processes, technology and human capabilities to further enhance current operations, increase operational efficiencies and improve quality of services offered to its clients. Therefore, NACA wishes to solicit for expression of interest for providing a multi-channel contact call centre technology solution as upgrade for the existing call centre.

**(2) Purpose of the Assignment:**

The Goal is to harness all existing platforms in Nigeria to improve the reach, impact, mentoring, linkage to services, expand role, and improve awareness, engagement and demand of services provided by the National call centre.

### **Scope of Work**

Service providers/vendors with expertise in call centre technical upgrade are invited to express interest in the following;

- Design and integrate with other channels: Increase services from voice only based to a multichannel platform – e.g. SMS Gateway, WhatsApp, IVR, Chatbox Facebook Messenger, USSD, web based Chat Engine and Bulk Email Dissemination Portal available to agents and clients for interaction. Adapt call centre content for different channels.
- Provide integration service of the MTV SUGA IVR Server to allow call recording during off-hours and pre-recorded responses.
- Human Resource Capacity: Develop training modules and one year training support services for the upgraded centre. Develop NACA approved training manuals for technical support staff and also training of agents, supervisors and IT personnel on the deployed technology

**Improve Monitoring:** The national call centre should serve as a hub for collating and analysing all mobile based services provided for adolescents and young people disaggregated by age, sex and geographical location on a dash board.

**Improve awareness, engagement and demand:** Design and implement a national campaign to increase awareness, engagement and demand for services provided by the national call centre using multiple enameles. This shall include establishing linkages and networks with other existing service providers.

**Expand Role:** The National call centre database should be designed to be a potential platform to host the DHIS and other sectoral data.

### **(3.) Major Tasks to be accomplished:**

**The major tasks to be performed by the organization will include:**

- Development of a HIV interactive platform central information management system for improved reach, monitoring, impact and linkage to services.
- Upgrade of the current call centre operating system from 2.0 to 6.0 maximizing use of existing infrastructure
- Provide integration to the existing call centre solution with CRM and back-end systems with flexible reporting system and adaptation to various platforms and demographics
- Integrate with other channels (e.g. SMS Gateway, Facebook Messenger, USSD, web based chat engine and bulk email dissemination portal) available to agents and clients for interaction.
- Provide integration service if the MTV SUGA IVR Server to allow call recording during off-hours and pre-recorded responses
- Provide required networking connectivity to achieve above.
- Provide Computer Telephony Integration (CD) functionality and configuration
- Procurement of soft and hard ware technology upgrade to provide a platform for programming
- Process alignment and definition for all the various software integration

- Develop NACA approved training manuals for technical support staff and also training of call centre agents, supervisors and IT personnel on the deployed technology (HIP technical administration, application usage and customer service)
- Support for implementation and management of marketing (Demand creation/branding) of the call centre.
- Design and implement a national campaign to increase awareness, engagement and demand for services provided by the national call centre using multiple channels.
- One year technical Support for 25 staff and maintenance of the equipment

#### **(4.) TECHNICAL FUNCTIONAL REQUIREMENTS**

**The contact Centre solution must have features and capacities as described below:**

- The proposed solution must have minimal recurrent costs
- Service Oriented Architecture (SOA) of the solution is an advantage.
- The proposed solution must be easily scalable.
- Multiple CODECs should be supported. Recording should be accessible MP3/WAV file format for playback purposes.
- Call quality monitoring facilities must be provided.

#### **(5.) Time Frame: 6 Months**

#### **(6.) Eligibility Criteria**

Prospective Applicants are requested to submit their Expression of Interest that demonstrate capacity and capability to undertake this assignment detailing the following information as basis for shortlisting for further evaluation in a subsequent procurement process in which technical and financial proposals will be requested and reviewed accordingly. The Prospective Service Providers may be single entity or consortium but not individual consultants and must also comply with the following eligibility criteria:

- (i.) Evidence of Registration with Corporate Affairs Commission (CAC);
- (ii.) Evidence of Tax payment for the past 3 consecutive years (2014 – 2016);
- (iii.) Evidence of VAT registration & proof of past remittances, where applicable;
- (iv.) Audited Accounts for the past three (3) consecutive years (2014 – 2016);
- (v.) Evidence of compliance with the provision of the Pension Reform Act 2004 as contained in Section 16 (6d) of the Public Procurement Act 2007, where applicable;
- (vi.) Evidence of compliance with the provisioned Section 6(1) (3) of the amended Industrial Training Fund (ITF) Act No. 19 of 2011/NSITF where applicable;
- (vii.) Evidence of recommendation from prospective Consultant Bankers indicating the financial capacity and capability to undertake the assignment, if awarded;

(viii.) For Joint Venture (JVs), include Memorandum of Understanding (indicating the responsibilities and duties of the individual firms consulting the JV;

(ix.) Experience in Call Centre upgrade or services of similar nature;

(x.) Firms involved in the design of the blue print are not eligible to submit an expression of interest

#### **(7.) GENERAL TERMS & CONDITIONS**

Expression of Interest must be in English Language only and submitted in the Tender Box provided, in duplicates (one original & one copy) in a sealed envelope clearly marked "EXPRESSION OF INTEREST FOR CALL CENTER TECHNICAL UPGRADE" with acknowledgement to NACA office at the address below. The Agency reserves the right to reject any or all of the Expression of Interest

Interested Service Providers may obtain further information at the address below from 9.00am to 3.30pm local time, Mondays to Fridays. EOI must be delivered to the address below **on or before 1200noon local time on Thursday June 8<sup>th</sup>, 2017**. No EOI shall be received after the closing date and time. The EOI proposals shall be opened on the same day immediately after close of bids at the Conference Room NACA.

Please note that at this stage no technical and financial proposals are required. Based on the information submitted in response to this request for EOIs, NACA will prepare a shortlist of qualified organisations that would be later issued Tender documents.

#### **(8.) ADDRESS FOR CONTACT INFORMATION:**

**Head, Public – Private Partnerships**

**Department of Resource Mobilization, NACA, Abuja.**

#### **ADDRESS FOR SUBMISSION OF BIDS:**

**Head of Procurement**

**National Agency for the Control of AIDS (NACA),**

**Plot 823, Ralph Shodeinde Street,**

**Central Business District, Abuja.**

**Email: +234(9)461-3724-29; Fax +234(9)461-3700**

**Signed**

**Director-General**

