



Karnatakak State Open University

Mukthagangotri, Mysuru

Admission Section

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NO: KSOU/AB/Adm-1/97 / 2022-23/01

Dated: 15.07.2022

Request for Proposal

Proposals are invited for setting up of CALL CENTRE to provide support services to the student community and need the following **equipments & services** from the certified Service providers.

The last date for submission of **Proposal** is on or before **30.07.2022** up to 16.00 hours to the Registrar, Karnataka State Open University, Mukthagangotri, Mysuru – 570 006, Karnataka.

Please quote "Proposal for Call Centre equipments & Services" on the proposal cover.

I. Cloud Based IVR System for 3 Months;

Includes following feates;

1. Centralised Phone Numbers
2. Unlimited Inbound (5 Channels)/ Outbound calls.
3. IVR Greetings.
4. Automatic Call Routing.
5. Call Recording.
6. Call Forwarding
7. After Call SMS.
8. Call Reports.

II. Call Centre Devices with Headsets (10 No's); (For outright purchase)

- Should be capable of handling both Inbound & Outbound calls.
- Headphone with Mic and Noise-cancelling, USB/PC/Laptop.
- While quoting, specify the brand name for Head Set and Devices & its features.

III. SMS & WhatsApp Messages;

1. SMS – 3 Lakh messages.
2. WhatsApp messages – 3 Lakh messages.
3. Provide facility to send Single & Bulk SMS.

The Successful Service provider should setup call centre & provide SMS & WhatsApp services.

For more details please contact: 0821-2500981 / 9844010407 during office hours.

By Order

Registrar

Mysuru Top Office Letters