

Pre-qualification Criteria

This invitation to bid is open to all organizations meeting the following minimum eligibility criteria:

S.No	Pre – Qualification Criteria	Supporting Documents
1.	Company is duly registered in India & has valid license for domestic Call Center operations.	<i>Certificate of Incorporation</i>
2.	Company has valid licence for providing BPO/IT related services in India.	<i>License documents</i>
3.	Average annual turnover of at least Rs 150 Crores from servicing Outsourced Domestic (India) Call Centre for inbound & outbound customer care during the previous two financial years (2008-09 and 2009-10).	<i>Audited financial statement for the FY 08-09 and FY 09-10.</i>
4.	Company has positive net worth in the last two financial years.	<i>Same as above</i>
5.	Company shall have filed Return of Income under Indian Income-tax Act for the Financial years 2008-09 & 2009-10.	<i>IT Returns for FY 08-09 and FY -09-10</i>
6.	Company shall have at least 3 years of experience in servicing Outsourced Call Center for inbound & outbound customer care.	<i>List of customers in India to which the Tenderer is currently providing Call Center services.</i>
7.	Company shall have at least 200 seats operational for a single domestic client.	<i>Details of the domestic client(s) in India along with the in-bound Call Center seats in each location.</i>
8.	Company shall have handled at least 100,000 in-bound calls per month during the financial year 2009-10.	<i>List of Clients with in-bound calls handled per month for the FY 2009-10</i>
9.	Company shall have a demonstrated capability of Serving the customers in Hindi, English and at least 3 regional languages of India	<i>List of Clients with details of languages supported and number of seats for each language</i>

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10.	Company has a past experience in installation and management of Call Center hardware and software.	<i>Provide Details of at least 2 projects</i>
11.	Company is certified with ISO 9001:2000 for quality management and ISO 27001 for data/information security.	<i>Provide certifications</i>
12.	Company is not blacklisted by Central / any State Government/ PSUs.	<i>Self- declaration</i>