

## Pre-qualification Criteria(revised)

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

S.No	Pre – Qualification Criteria	Supporting Documents
1.	Company should be a registered company duly incorporated in India under Companies’ Act of 1956	<b><i>Certificate of Incorporation</i></b>
2.	Company should be registered in India for providing BPO/Call Center/ Contact Center/ ITeS related Services and shall have valid license for domestic Call Center operations. Consortium approach is not allowed	<b><i>License documents</i></b>
3.	Company should have a turnover greater than Rs. 150 Crores in FY 2008 –09 and FY 2009 –10 from Call Center operations business	<b><i>Audited financial statement for the FY 08-09 and FY 09-10.</i></b>
4.	Company should have positive net worth in the last 2 financial years (2008-09, 2009-10)	<b><i>Same as above</i></b>
5.	Company should have filed Return of Income under Indian Income-tax Act for the Financial years 2008-09 & 2009-10	<b><i>IT Returns for FY 08-09 and FY -09-10</i></b>
6.	Company should have at least 3 years of experience in servicing Outsourced Call Center for inbound & outbound customer care	<b><i>List of customers in India to which the Company is currently providing Call Center services.</i></b>
7.	Company should have at least 200 operational seats (at the time of responding to the RFP) engaged in providing customer service to a single domestic Client	<b><i>Details of the domestic client(s) in India along with the in-bound Call Center seats in each location.</i></b>
8.	Company shall have handled at least 100,000 in-bound calls per month during the financial year 2009-10	<b><i>List of Clients with in-bound calls handled per month for the FY 2009-10</i></b>

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9.	Company should have demonstrated capability of serving customers in Hindi and English and at least three regional languages of India	<b><i>List of Clients with details of languages supported and number of seats for each language</i></b>
10.	Company should have proven experience in installation and management of Call Center hardware and software	<b><i>Provide Details of at least 2 projects</i></b>
11.	Company should be ISO 9001:2000 certified for quality management and ISO 27001 for data/information security	<b><i>Provide certifications</i></b>
12.	Company should not have been blacklisted by Central/any state Governments/PSUs	<b><i>Self- declaration</i></b>