**REQUEST FOR PROPOSAL  
SPECIFICATION OF WORKS**

**Procurement No:** **RFP-23-w001-23**

## Specification

### Background

As business expand and customer bases grow, there arises a pressing need to scale operations to effectively serve the increasing number of customers. The demand for product, services and support can quickly outpace the capacity of an office’s existing staff resulting in longer wait times, decreased customer satisfaction, and missed opportunities. Recognizing this challenge, organisation have turned to innovate solutions, such as customer-to-staff extension, to optimise their customer service operations. This extension leverages advanced automation and intelligent routing algorithms to streamline customer interactions, efficiently matching them with the most suitable staff members based on expertise, availability, and workload. By seamlessly connecting customers with the right resources, the customer with-staff extension enhances responsiveness, reduces wait times, and improves overall customer experiences. The transformative tools has empowered business across various sectors to meet the demands of their expanding customer base while maintaining high level of service quality and customer satisfaction.

### Requirements

All supporting documentation must be in English. All interested Contractors are required to submit the following supporting documents. Failure to provide will result in rejecting the tender

1. Certified Business Registration from MTCIC
2. Valid business license from TUC or BTC
3. Tax clearance letter from Tax office
4. The signed form of certificate for compliance form
5. A complete technical proposal in response to the specifications required
6. A complete financial proposal with a clear complete costing

### Related services

Services required include the trades in carpentry, plumbing, electrical and painting from qualified personnel.

### Project Time & Final Deliver

## Description of the Works

*Here, list all items to be Tendered*

*(This part may be replaced by a Procuring Entity or proprietary Contractor description)*

|  |  |  |  |
| --- | --- | --- | --- |
| Pos. | Description | Delivery Time (to be Tendered) | Price (to be Tendered) |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |





