P.O. Box 779

Lilongwe

NATIONAL ECONOMIC EMPOWERMENT FUND LTD

REQUEST FOR QUOTATIONS (GOODS)

Procurement Number: NEEF/CALL CENTRE SYSTEM/06474/2025-2026

To:

Date: 26th February, 2026

The Procuring Entity named above invites you to submit your quotation for the goods described herein. Partial Quotations may be rejected, and the Purchaser reserves the right to award a contract for selected items only. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

SECTION A: QUOTATION REQUIREMENTS: GOODS

1) **Description: installation of a fully-fledged call centre system and supply of call centre headsets**

2) Quotation prices should be based on: EXW

3) The delivery period required is **14 days** from date of order.

4) Quotations must be valid for **30** days from the date for receipt given below.

5) The warranty/guarantee offered shall be: **12 Months**

6) Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above, **and indicate your acceptance of the terms and conditions**.

7) Quotations must be received, in sealed envelopes**, or email procurement@neef.mw, no later than: 12:00 hrs on 5th March, 2026**

8) Quotations must be returned to:

The Chairperson

Internal Procurement & Disposal Committee

National Economic Empowerment Fund (NEEF)

CITY CENTRE, MERCANTILE HOUSE OPPOSITE GOLDEN PEAKOCK

P.O. Box 779

Lilongwe

MALAWI

Email;procurement@neef.mw

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9) The attached Schedule of Requirements at Section C, details the items to be purchased. You are requested to quote your delivered price for these items by completing and returning Sections B and C.

Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest priced quotation by item or by total through the issue of a Local Purchase Order.

Signed: …………………Name: Bernard Msowoya

Title/Position: **Procurement & Assets Disposal Officer**

For and on behalf of the Purchaser

Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information/certification required within this RFQ.

SECTION B: QUOTATION SUBMISSION SHEET

1) Currency of Quotation: Malawi Kwacha

2) Delivery period offered: ………… days/weeks/months from date of Purchase Order.

3) The validity period of this Quotation is: …… days from the date for receipt of Quotations.

4) Warranty period (where applicable):……………. months.

5) We attach the following documents:

   i.   **Section C of the Request for Quotations completed and signed;**

   ii. **A copy of Business Registration Certificate,**

   iii. **A copy of valid PPDA Registration Certificate**

   iv. **A copy of valid MRA Tax Clearance**

   v.   **Withholding Tax Exemption Certificate (indicate if not available)**

   vi. **Attach three copies of contract similar in nature**

6) We confirm that our quotation is based on the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders.

7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____   Name: _____

Position: _____   Date: _____
                                                          (DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: …………………………………………………………………………………….

………………………………………………………………………………………….........

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If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.

Item No	Description of Goods (Attach detailed specification if necessary)	Unit of Measure	QTY	Delivered Unit Price *Kwacha*	Delivered Total Price *Kwacha*
	Supply and delivery of call center headsets and Installation of fully-fledged call center system				
1	**Call Center Headsets**				
	Wired USB Headset with Noise-Cancellation ➢ Microphone type: Unidirectional ➢ Microphone sensitivity: -52±3dB ➢ Sensitivity difference: 500 Hz to 4000 Hz > 8dB ➢ Microphone frequency: 100-12000Hz ➢ Impedance: Max. 2.2KΩ 1KHz (RL=2.2KΩ) ➢ Maximum sound pressure level: 115dB S.P.L ➢ Speaker impedance: 32Ω ➢ Frequency response: 210Hz ~ 20KHz(±10dB) ➢ Sound pressure level: 129dB ± 3dB at 1000Hz ➢ Microphone boom: 270 degrees rotating boom ➢ Acoustic shock protection: protects users ears from sudden peak noises	Each	10		
2	**Fully-fledged call centre system** **note:** Quote based on the attached TORs				

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	Sub total				
	V.A.T 17.5 %				
			Total		

The following attachments are appended to clarify the Description of goods:

[*List any attachments providing additional specification of the goods required*]

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

SUPPLY INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CALL CENTER SYSTEM

TERMS OF REFERENCE

FEBRUARY 2026

1. INTRODUCTION

The National Economic Empowerment Fund ("NEEF") is a statutory institution established by the Government of Malawi with the mandate to provide affordable financial services to Micro, Small, and Medium Enterprises (MSMEs), cooperatives, and youth across the country. NEEF plays a critical role in promoting economic empowerment, financial inclusion, and sustainable development through the provision of accessible loan facilities and related support services.

To strengthen its revenue collection mechanisms and enhance customer engagement, NEEF intends to engage a qualified and reputable firm to supply, install, configure, and commission a fully-fledged Call Centre System integrated with a Customer Relationship Management (CRM) platform. The system will support both outbound and inbound communications, enabling NEEF to proactively contact customers for loan repayment reminders and recovery follow-ups, while also allowing customers to call NEEF to enquire about loan balances, repayment status, and other related services.

NEEF hereby invites sealed bids from reputable Firms or Companies for the supply, installation, configuration, integration, and commissioning of a Call Centre System with CRM. The bidder must demonstrate proven experience in implementing enterprise call centre solutions, including SIP trunk integration with Mobile Network Operators, CRM deployment, system integration with third-party applications, user training, and provision of ongoing technical support and maintenance services.

2. PURPOSE

The purpose of this procurement is to engage a qualified and experienced firm to supply, install, configure, integrate, and commission a fully-fledged Call Centre System with Customer Relationship Management (CRM) capabilities for the National Economic Empowerment Fund (NEEF).

The system is intended to strengthen revenue collection efforts by enabling structured outbound calls for loan repayment reminders and recovery follow-ups, while also facilitating efficient handling of inbound customer enquiries related to loan balances, repayment status, and other services.

This initiative aims to improve customer engagement, enhance operational efficiency, reduce loan default rates, provide centralized customer data management, and support data-driven decision-making through reporting and analytics. The Call Centre System will complement existing SMS and USSD initiatives, forming an integrated multi-channel communication framework to support NEEF's mandate of promoting financial inclusion and sustainable economic empowerment.

3. SCOPE OVERVIEW

The system will have Minimum of 5 Call center Agents (1 Supervisor and 4 Agents)
At minimum system should have the functionalities below.

- Automatic call distribution
- Interactive voice response
- Voice logger
- Voice blasting
- Hosted dialer
- CRM & SMS integration
- WhatsApp integration
- Chat integration
- Multi language support
- Live/current agent monitoring
- Report and campaign statistics
- Voicemail to email
- Missed call alert on agent screen
- Call history search and dial option
- Feedback IVR
- Sticky agent and account-based call routing
- Mobile App - Monitor your agent activities in your phone anytime anywhere
- GSM predictive dialer
- Auto change of the campaign according to time zone
- Automatic agent account lock
- IVR database retrieval
- Click to call from website
- Dial-in/dial out multiparty conference

The service provider shall undertake the following tasks:

1. **Software Maintenance**:
   - Routine maintenance of the Call Center software to ensure smooth operations.
   - Troubleshooting and resolving software-related issues promptly.
   - Updating the software to address security vulnerabilities and ensure compliance with best practices.
2. **Configure PBX Using FreePBX 17 or any Similar**:
   - Provide an engineer to assist in configuration of the PBX to for connection with SIP lines (The PBX will be installed on a virtual Server).
3. **Training and Documentation**:

- Provide training to NEEF staff on new features and upgrades.
- Deliver comprehensive documentation, including maintenance and troubleshooting guides.

1. **Technical Requirement**

   The upgraded or alternative software solution should meet the following requirements:

   1. **System Features**:
      - Automatic Call Distribution (ACD).
      - Interactive Voice Response (IVR) with multilingual support.
      - Call recording and detailed reporting capabilities.
      - Integration with IP-PBX systems, media gateways, and CRM.
      - Real-time dashboards for performance monitoring and call tracking.
   2. **Scalability and Compatibility**:
      - Ability to handle a minimum of 40 concurrent calls with scalability for future growth.
      - Compatibility with existing infrastructure and software.
   3. **Security and Compliance**:
      - Adherence to data security and confidentiality standards.
      - Robust access control mechanisms with audit trail capabilities.

4. **Deliverables**

   The service provider shall deliver:

   1. Methodology and workplan.
   2. Implementation of software upgrades or a new solution.
   3. Training program for NEEF staff.
   4. Maintenance Plan – SLA after Warranty Period
   5. Comprehensive documentation, including user and maintenance manuals.

4.MANDATORY REQUIREMENTS

i. The selected bidder must provide a team of qualified professionals with:
   - ✓ Proven experience in Call Centre software maintenance and upgrades.
   - ✓ Expertise in integrating CRM systems and telecommunication technologies.
   - ✓ Certification in relevant software technologies.

ii. Provide at least one client where the bidder has successfully installed, configured Call Centre System in the last 2 years. Attach evidence of successful completion including Completion certificates, LPOs/ Contracts/ Reference

iii. Proposed Service Level Agreement (SLA)

iv. The financial proposal should include
   - Once Off Cost of the Software
   - Annual Maintenance – SLA

MINIMUM CALL CENTER REQUIREMENTS

Ite m No.	Features and Minimum specifications	Mandatory	Bidders Response

1	**Call Center System**
	• Configure and customize the system to program Interactive voice response solution
	• Configure and customize the system to cluster different calls into different categories, eg registration, complaints, training, payments etc
	• Configure and customize an IVR queue point,
	• Configure and customize a custom call treatment
	• Configure and customize an arbitrarily deep voice menus,
	• Configure and customize a voice prompts,
	• Provide pre-recorded messages or text-to-speech audio that meets user requirements for the IVR menus
	• Configure and customize an easy to use design to help improve the performance of customer care representatives, enabling quality customer service.
	• Configure and customize Call waiting to meet user requirements
	• Configure, customize and train on how to change the call waiting message
	• Configure and customize unique user logins for users of the system to track usage and quality control
	• Configure customize IMP (softphones)
	• Configure and customize a system to categorize calls for call tracking and Call recording.
	• Configure and customize system to generate reports on command, that is;
	    o number of calls,
	    o category of calls,
	    o calls picked after how many rings,
	    o calls dropped
	    o duration of calls
	• Configure and customize supervisors to manage queues, business hours, prompts, to overall optimize call center efficiencies.
	• Configure and customize supervisors to view active call details of an agent call in progress.
	• Configure agent status, i.e active, on break, offline, lunch
		M	

	• Configure agent active hours, i.e from 8.00am to 1pm, 2pm to 5pm • Configure and customize supervisors to silently monitor inbound and outbound calls to listen for coaching opportunities. • Configure and customize supervisors to remove an agent from a call using the Intercept feature, so the supervisor and caller can complete the call on their own while the agent handles another customer request. • Configure and customize log out feature for missing agents or make unintentionally idle agents ready to take calls. • Configure and customize supervisors to change an agent's skill profile in real time, so they can manage their agent teams and support contact center management objectives. • Configure and customize Unique user logins for users of the system to track usage and quality control • Configure and customize a single Sign-on: Allow administrator, reporting user, supervisors, or agents to sign on only once with a username and password to gain access to all of their browser-based applications and services within a single browser instance. • Configure and customize Administrators to manage all users from a common directory and enforce password policies for all users consistently. • Configure and customize Backup and recovery		
2	Call Management • Call management System to Should support MGCP, H323, SIP & SCCP control protocol • Connections to IP-PBX systems, media gateways, voice gateways, switches, and phones. • System configured to handle a minimum of 40 concurrent calls and must be scalable to handle more lines as needed without a major upgrade. • Configure and customize easy access to the applications and information as required by the Faults Management System. • Configure and customize Call Transfer i.e Call transfer to office extensions, departments, regional and liaison offices	M		

	• Configure, customize and train on how to change the call waiting message • Configure and customize a system to categorize calls for call tracking and call recording. • Configure and customize call waiting ability as per user requirements. • Configure and customize Direct Inward Dialing as well as Caller-ID for all incoming calls. • Configure and customize pre-recorded messages and music at each site while a customer is on hold. • Configure and customize Soft Phone technology		
3	Wall Board: The wallboard should be able to display visual tool displaying essential real-time performance and call center activity metrics to agents and supervisors through graphs, pie charts, notifications, and key statistics etc.	M	

4	**TECHNICAL ARCHITECTURE**
	o The proposed solution should be dynamic, robust, scalable call handling software that will serve customers in the fastest time possible.
	o The proposed solution should allow agents to interact at multiple points and should provide a better service with a simple interface to interact.
	o The proposed solution should allow customers to choose their preferred language and type of service which the customer wants.
	o The proposed solution should allow production of comprehensive and detailed reports. Among these are
	    o Agent Performance Reports
	    o Queue Performance Reports
	    o Dropped Call Reports
	    o Total Minutes for both inbound and outbound calls per Network (TNM/Airtel)
	    o Agent activity report
	    o Agent availability report
	    o Call abandon report
	    o Call detail report
	    o Call direction reports
	    o Inbound call summary report
	    o Queue activity report
	    o SLA (service level agreement) report
	o The proposed solution should allow the storing of Voice logs.
		M	

	o The proposed solution should have an Automatic Call Distributor facility to allow for the routing of inbound call to available agents.
	o The proposed solution should allow customer information to be displayed to the agent prior to the call connection through screen popups so that the agent services the customer in the fastest time possible.
	o Key features of the call center system.
	    o Automatic Call Distribution
	    o Administrator Interface
	    o Agent Interface
	    o Computer Telephony Integration
	    o Predictive Dialing
	    o Reporting Tool
	    o Supervisor Interface
	    o Voice Log
	    o Welcome Message
	    o Call Barging
	    o Call snooping
	    o Interactive Voice Response
	    o License Management
	    o Remote Access
	    o Ticketing System
	Wall Board Functionality		

5	**CALL CENTRE FEATURES**
	
	A. Automatic Call Distribution (ACD)
	This is a prerequisite of every call centre as it helps in systematic handling of customer calls. This will ensure calls are automatically routed to the right agent which will ensure reduction of waiting time of customers.
	ACD varies from simple push-button virtual operators to those that use caller ID or voice recognition. Ways in which calls can be routed include:
	    o Performance based routing
	    o Location based routing
	    o Routing calls to idle system
	    o Least occupied routing
	
	B. Call Tracking & Monitoring Dashboard
		M	

		This feature keeps track on all business calls 24/7, which includes tracking if all the calls are being answered. It also enables scrutiny of call durations, costs and other useful metrics that can help supervisors and managers make informed decisions on issues such as employee performance and staffing, and training needs. **C. Call Recording** This feature enables recording of all incoming and outgoing calls. It helps monitor call quality, train new agents and set a benchmark for call quality. Also if any dispute arises between a customer and an agent, call recording can help resolve the issue easily while also serving concrete proofing. **D. Contact Management** This feature enables different calls to be tagged and stored with relevant information attached to the call file. This permits better management of customers, as it provides historical records of all calls by an individual account holder. **E. Live Call Coaching** This allows a third person to interact with an operator without the caller hearing, thereby enabling training and mentoring.		

6	**Training And Capacity Building**
	
	 Knowledge Transfer: As part of the implementation process, existing information systems personnel will gain significant expertise in both the technology used by the applications as well as the inner workings of the faults management System. Thus, the successful bidder will provide for:
	 • Training of;
	     ✓ 3 system administrators: ICT staff
	     ✓ 5 + Call Center Agents ,
	
	 • The training should provide NEEF staff with the expertise required for properly configuring, maintaining and effective use of the faults management solution.
		M	

	• Bidders to indicate in detail, where necessary the specific training program, cost, location and certification to be earned for NEEF to assess its adequacy The successful bidder shall be required to train at least 3 ICT staff to provide the expertise required for proper configuration and maintenance of the faults management System. The expected outcome of the proficiency levels to be such that external support assistance is used only for difficult problem resolutions or complex tasks. The Successful bidder will cater for travel and accommodation during the period of stay for training.		
7	**Documentation**: Provide for Full documentation of the project by way of a manual that should include but not limited to; • The setup, configuration, • Maintenance, Upgrade and troubleshooting guides • Backup and recovery	**M**	
8	**Software Warranty:** • Bidders must provide documentation or a clear statement of undertaking, committing the bidder to provide the warranty, must be included in the proposal. • Bidders must include a sample Warranty Agreement that describes the warranty terms and conditions. During the warranty period, the contractor will be required to work after hours to fix problems that would negatively impact normal operations of the System.	**M**	
9	**Annual Maintenance and Support:** • Bidder must effectively render the as per the Service Levels in this SLA. • Bidder must provide a single mechanism for Fault reporting and management, inclusive of a call based escalation management mechanism based on SLA times. • Diagnose the causes of Outages and Faults. • Resolve Outages and Faults caused by factors within the scope of this SLA. • If the Service Provider diagnoses any problem that is affecting the application but is not caused by any component of the Infrastructure, then the Service Provider shall notify the appropriate party (ies) that	**M**	

	such problems may be promptly resolved by the appropriate party (ies).		
10	**SYSTEM ADMINISTRATION** • The system shall provide a facility to set and maintain authorization access for data entry, validation, update, inquiry and report generation. • The system shall enable the assigning of rights and privileges for users based on their roles for example Call center Agents, supervisors, Managers.	**M**	
11	**WEB TECHNOLOGY** • The system shall be web based in design • The vendor shall indicate the minimum browser requirements for the proposed system (include browser name, version, vendor and security options) and the standards that are supported • System design shall provide an optimal viewing and interaction across a wide range of devices; desktop computer monitors, mobile phones, tablets (preferably presentation layer scripted in HTML5)	**M**	
12	**AUDIT TRAIL** • The system shall provide comprehensive audit logs detailing master file changes, transactions, system maintenance activities showing system activity by: User ID; Application/Module; Terminal; Date/Time; Any other necessary detail. • The system shall provide transaction audit trail facility to track critical changes and log them. A unique user identifier shall be used for tracking and auditing purposes. • The system shall provide a facility to archive transaction details to history files	**M**	
13	**ACCESS CONTROL** • The system shall allow only authorized user access and prevent unwarranted user access or intrusion. Authentication of users shall be done at the application level • The system shall support secure password authentication and management.	**M**	

	• The system shall enable users to have profiles that allow access only to the modules, areas, information and functions that are appropriate for them.
	• The system shall enable Logon access with the following features as per the company password policy;
	   • Password-controlled access;
	   • A unique password generated and sent to the user at first setup with the first login forcing the user to change and set a new password;
	   • Users are automatically prompted to change their passwords after a predefined period (For example - 30 days); failure of which it will prompt change of password. The same password can't be utilized again for a specified period of time.
	The system shall enable the setting of lock-out conditions e.g. 5 minutes for multiple wrong password tries.		

14	**DATABASE SECURITY** The System shall maintain critical data and confidential data and documents in an encrypted form in the database	M	
15	**SYSTEM INTEGRATION** The system shall be able to integrate with the existing Faults Management System.	M	

NOTE:
1. Bidders **must** indicate Meeting all the mandatory technical requirements to qualify for technical evaluation.
2. Any response that will ONLY include (YES/COMPLY) will be regarded as not meeting the requirement and will lead to automatic disqualification.

EXPECTED DELIVERABLE
The consultant shall provide the following deliverable:
 (a) A Technical Proposal ably demonstrating proven practical experience
 (b) Supply, install and operationalize the Call Center System
 (c) Training and developing Standard Operating Procedures
 (d) Commissioning (Going Live) of the call center System
 (e) Documentation (User manuals, Administration Manual)

REQUIRED QUALIFICATION AND EXPERIENCE

The selected bidder should provide a team of highly competent professionals as per the requirement and qualifications stated below:

1. **Team Leader** should have a Degree in Information Technology or equivalent and demonstrated evidence of over 1 year in similar assignment in Call Center Setup or IT Project Management. Relevant experience in the setting up of a call center system withing the banks or microfinance sector shall have an added advantage. *Attach copies of certificates*

2. **Call Center System Engineers**: Academic Qualification: Degree in computer science, Telecommunication or related field. Professional qualification: certification in a relevant field with 5 years' experience or more in telecommunication and knowledge of Linux/windows and PBX SIP configuration. Number of Personnel: 1 - *Attach copies of certificates*

3. **Software Quality Assurance:** Academic Qualification: Bachelor's degree in computer science or related field, with 2 years' experience in the software quality assurance field. Number of Personnel: 1 - *Attach copies of certificates*

TIME FRAME AND WORK PLAN

The selected bidder is expected to provide an implementation work plan that shall not exceed 14 days. NEEF expects the call centre system to go live before 31st March 2026