



Ref: AICF/RFP/2024/02

Date: 06th Jan 2024

**Subject:** Request for Proposal to setup Helpline for AICF.

The All India Chess Federation (AICF) invites qualified and experienced vendors to submit proposals for the establishment of a comprehensive helpline infrastructure, including phone, email, chatbot, WhatsApp, and ticketing software. The goal is to enhance communication and support for stakeholders within the chess community.

### **Objectives:**

- Implement a multi-channel helpline system accessible via phone, email, chatbot, and WhatsApp.
- Provide efficient ticketing software to manage and track support requests.
- Ensure seamless integration of all communication channels for a unified user experience.
- Enhance responsiveness and effectiveness in addressing queries and concerns.
- Facilitate data analytics and reporting for continuous improvement.

### **Scope of Work:**

#### **1. Helpline Infrastructure:**

##### 1.1 Phone Support:

- Set up a dedicated helpline with IVR options for efficient call routing.
- Implement call recording and monitoring features.

##### 1.2 Email Support:

- Configure a centralized email system for managing support requests.
- Enable automated email responses and ticket creation.

##### 1.3 Chatbot Integration:

- Develop and integrate an intelligent chatbot for real-time assistance.
- Customize the chatbot to address common queries and escalate complex issues.

#### 1.4 WhatsApp Support:

- Establish a WhatsApp business account for communication with stakeholders.
- Enable automated responses and integrate with ticketing system.

## 2. Ticketing Software:

#### 2.1 Ticket Creation and Management:

- Provide a robust ticketing system for logging, tracking, and resolving support requests.
- Include features for priority assignment, status tracking, and escalations.

#### 2.2 Integration with Communication Channels:

- Ensure seamless integration with phone, email, chatbot, and WhatsApp channels.
- Allow agents to create tickets directly from each communication platform.

#### 2.3 Reporting and Analytics:

- Implement reporting tools for analyzing support trends and performance.
- Provide insights into response times, ticket resolution rates, and user satisfaction.

### **Evaluation Criteria:**

Proposals will be evaluated based on the following criteria:

- Technical expertise and experience in implementing helpline infrastructure.
- Cost-effectiveness and transparency in pricing.
- Ability to meet project timelines.
- Demonstrated success in integrating communication channels and ticketing systems.

Quotations along with credentials can be sent to the below address on or before 6th Jan 2024 by 1600 hrs IST.

**Proposal Submission:**

Interested vendors are requested to submit a detailed proposal outlining their technical approach, experience, timeline, and cost estimates. The proposal should be sent to the below address by 10th Jan 2024.

**Address:**

All India Chess Federation, 101, A Block, Naurang House, 21 Kasturba Gandhi Marg,  
New Delhi 110001.

For any inquires, you may contact via email on [indianchessfed@gmail.com](mailto:indianchessfed@gmail.com).

Sincerely,  
All India Chess Federation