Prequalification Notice for Supply and Installation of Call Centre System

WASAC Development Ltd has received funds from Arab Bank for Economic Development in Africa **(BADEA),** the part of this financing is intended to cover eligible payments for Supply and Installation of modern Call Centre in order to improve customer interactions, boost operational efficiency, and integrate advanced communication technologies. In this context, WASAC Development Ltd seeks the qualified firms **from Arab, African or Arab African** countries to provide their technical expertise.

WASAC DEVELOPMENT Ltd now invites eligible and experienced firms that are registered and based in **Arab, African or Arab African** country. Interested firms must provide information indicating that they are qualified to perform the services.

The detailed scope of the services can be found in the Terms of Reference (ToR). Interested companies may request for ToR from WASAC DEVELOPMENT Ltd email **dprocurement@wasac.rw.**

Eligibility criteria, establishment of the pre-qualification and the selection procedures shall be in accordance with BADEA's Guidelines for the procurement of goods and contracting for the execution of works first edition 2001.

Interested companies are requested to submit their Expression of Interest via WASAC Development Ltd email. WASAC DEVELOPMENT Ltd is under no obligation to shortlist any company who expresses interest.

The prequalification criteria will focus on:

Companies must submit documentation providing clear evidence and justification for meeting the requirements outlined. This includes, but is not limited to:

- Certified copy of Trade Register or equivalent.
- Based in **Arab, African or Arab African countries** (registration evidence).
- Proven experience in delivering and supporting similar solutions.
- Relevant certification/authorization to implement the proposed modern call center solution.

All pre-qualification and supporting documentation listed shall be prepared in accordance with the instructions provided and sent to dprocurement@wasac.rw. The deadline for response to this request for pre-qualification notice is 24/10/2025 at 5:00 pm local time.

A compulsory site visit and a pre-bid meeting is scheduled on 14/10/2025 at WASAC Development Ltd Head office Kigali-Rwanda; KN Av8, CENTENARY HOUSE, Nyarugenge District, Kigali City; Email: info@wasac.rw, at 11:00 am local time.

Sincerely,

Dr Asaph KABAASHA
Chief Executive Officer
WASAC GROUP

TERMS OF REFERENCE FOR SUPPLY AND INSTALLATION OF MODERN CALL CENTER SYSTEM FOR WASAC Group Ltd.

1. Introduction & Background

WASAC Group Ltd is responsible for managing water and sanitation services in Rwanda, operating through two subsidiaries: WASAC Utility and WASAC Development. It provides safe and reliable water and sanitation services nationwide. In line with its customer service and digital transformation strategy, WASAC Group Ltd seeks to establish a modern call center to improve customer interactions, boost operational efficiency, and integrate advanced communication technologies.

2. Objectives

The proposed modern call center will aim to:

- Handle customer inquiries about water and sanitation services.
- Log and resolve complaints efficiently.
- Act as the first point of contact during water emergencies.
- Coordinate with field teams to dispatch crews for urgent issues.
- Record and track customer issues and feedback.
- Promote online services and digital engagement platforms alongside conventional voice channels enhanced by VoIP.
- Enhance customer satisfaction and retention.
- Provide data-driven insights to support decision-making.

3. Scope of Work

WASAC Group Ltd invites expression of interest from qualified vendors for the implementation of a secure, reliable, and scalable modern call center solution. The shortlisted vendors will be responsible to provide a technical proposal to address below critical aspects of the project:

- Modern call center solution components, architecture, functional and non-functional capabilities
- Required system hardware and software for a fully functional call center solution capable of handling more than 500 inbound calls per day, managed by ten (10) call center agents and supervised by two (2) supervisors.
- Required system installation hardware accessories and ancillaries with comprehensive technical specifications.
- Installation and configuration architecture at the selected WASAC Group office Third party integration approach with existing digital systems (CRM, ERP, Billing system, etc.).
- User training and after sales maintenance and technical support mechanism

- Solution warranty period of 2 years starting from the Go-Live date
- Documentation and user manuals mechanism
- Post-installation maintenance and support
- Compliance with applicable standards and regulations.

4. Minimum Functional Requirements

The call center solution must include, but not be limited to, the following functional capabilities:

A. Omnichannel Engagement
- Unified handling of voice calls, emails, live chat, SMS, and social media (Facebook, Twitter, WhatsApp).
- Maintenance of a single interaction history across channels.

B. Intelligent Routing & IVR
- Automatic Call Distribution (ACD) based on skill, language, or location.
- Personalized IVR with self-service options and voice recognition.

C. CRM & Third-party Integration
- Real-time customer profile access with caller information screen pops.
- Seamless integration with CRM, ERP, and workforce management tools.

D. Case Management & Escalations
- End-to-end ticket lifecycle management (creation, assignment, escalation, resolution).
- SLA tracking and automated escalation workflows.

E. Agent Tools & Supervision
- Live call monitoring, whisper, and barge-in modes.
- Real-time agent dashboards showing availability, call queues, and KPIs.

F. Analytics & Reporting
- Real-time dashboards, historical reports, CSAT/NPS metrics.
- Predictive analytics for call volumes and workforce planning.

G. Automation & Self-Service
- AI-powered chatbots and voice bots for routine queries.
- Customer self-service portals and mobile app integration.

H. Security & Compliance
- Role-based access control, encryption at rest and in transit.
- GDPR, ISO 27001, HIPAA compliance where applicable.

I. Disaster Recovery & Business Continuity
- Geo-redundant systems and automatic failover to ensure 99.99% uptime.

5. Minimum Non-Functional Requirements

- High availability (99.99% uptime during working hours).
- Scalability to handle increased transaction volumes without degradation.

- Audit trail for all system activities and interactions.
- Data archival and recovery capabilities.
- Cloud or hybrid deployment options.
- Standards-based integration (REST APIs, Webhooks, SIP, WebRTC).

6. Implementation Approach

The tender process will be implemented in two phases:

- Phase 1: Prequalification stage
- Phase 2: Final tender document

Disclaimer:

- The provided functional and non-functional minimum requirements serve as a baseline for the solution proposal preparations, hence the potential vendors are encouraged to provide modern and advanced solution in their expression of interest.
- After phase 1, most responsive bids will be shortlisted for phase 2.

9. Qualifications

Vendors must provide:

- Proven experience in delivering and supporting similar solutions.
- Relevant certification/authorization to implement the proposed modern call center solution.