

Dated: 12th September, 2018

Dear Sir/Madam,

This has reference to the organization of 62nd IIGF and 63rd IIGF scheduled to be held from 16th - 18th January, 2019 and 15th – 17th July, 2019 at India Expo Mart, Greater Noida.

IGFA is inviting quotations for **Tele-Calling service for the promotion and inviting buyers to 62nd IIGF & 63rd IIGF**. We require tele-caller for calling in 6 different languages mentioned below:

1. Arabic
2. English
3. German
4. Japanese
5. Spanish
6. French

You are requested to send your quotes to Director, F&E at rbhatnagar@aepcindia.com latest by 20th September, 2018 upto 2 PM:

The following tasks would be carried out by the agency:

1. To provide tele-callers for calling to the buyers/agents in Arabic, English, German, Japanese, Spanish and French language.
2. To provide translation of brochure & mailers in different language on complimentary basis as and when required till 31st July, 2019.
3. The tele-calling should be done in one go process and no break & no change in tele-callers would be allowed, without prior approval.
4. The callers should reach apparel house, Gurugram on the specified time on each day and leave the office at the specified time at their own.
5. No transportation and food would be provided by us.
6. In some of the countries due to the time differences, calling would be done in night for that mobile phone will be provided by the office.
7. The agency have to provide contact no. of a single person/coordinator that will be coordinating with tele-callers.
8. The coordination/team leader should call the entire team for a personal interaction with IGFA senior official.
9. The callers have to mark their daily attendance in the attendance register available with the office. The calling should be done for 8 hours per day as per the time zone.
10. The callers should be competent in giving the reply to the queries raised by buyers/agents in their respective language for which they are doing tele-calling.
11. Callers must be committed, sincere and punctual to his/her job, should be courteous, soft spoken and should not get into any argument with any buyer/agent.
12. To acquire the full information/documents related to the fair/event about which they are going to do tele-calling.
13. The caller need to do minimum **60** connected call, failing which proportionate penalty as decided by the competent authority of IGFA will be imposed and deducted from the final bill.

14. The callers need to provide remarks/feedback given by each buyers/agents.
15. To take the email ids of the buyers who are interested to visit the fair and share the same with IGFA official on daily basis.
16. The caller need to provide a daily report to the IGFA official on daily basis on prescribed format.
17. The payment would be made on the receipt of the bill along with the report of tele-callers after the conclusion of the fair.
18. IGFA reserve the right to amend/delete or modify any terms and conditions of the order as deem fit at any point of time.
19. If the service in not found satisfactory as per the terms & conditions, the proportionate penalty as decided by the competent authority of IGFA will be imposed and deducted from the final bill.
20. For any dispute, Vice Chairman, IGFA shall be the final arbitrator.

Please submit the quotation mentioning "Quotation for Tele-Calling Services during 62nd IIGF & 63rd IIGF" on the email subject latest by **20.09.2018** before 2 PM.

Warm Regards,

Jay Sen
IGFA