

NATIONAL INSTITUTE OF SECURITIES MARKETS (NISM)

Plot No. IS-1 & IS-2, Patalganga Industrial Area, Mohopada, Rasayani, Near Navi
Mumbai, Dist. Raigad, Maharashtra 410 222

Notice Inviting Expression of Interest (EOI) –

**Empanelment of Call Centre / BPO Agency for Communication and
Support Services**

Applications are invited from eligible Agencies to provide BPO/ call center services for the National Institute of Securities Markets (NISM) to counsel potential NISM program students and guide them to register for those programs; thus enabling capacity building via human resource creation in Securities Markets domain. The estimated cost of work is Rs.1,00,00,000/- (Rupees One Crore only) for a period of one year.

Eligibility Criteria

Interested agencies must satisfy the following minimum eligibility criteria as on the date of submission:

- A. The Agency should have satisfactorily completed at least any of the following work(s) during the last 5 years as on March 31, 2026:
 - a. One similar work* costing not less than Rs. 80,00,000 /- (Rs Eighty Lakhs only).

OR

- b. Two similar works* each costing not less than Rs. 50,00,000 /- (Rs Fifty Lakhs only).

OR

- c. Three similar works* each costing not less than Rs. 40,00,000 /- (Rs Forty Lakhs only).

The period of 5 years for the purpose of having completed similar work(s) shall be from (01.03.2021 to 31.03.2026).

and

- B. The annual average turnover of the agency should not be less than Rs. 90,00,000 /- (Rupees Ninety Lakhs only) during the last 3 years ending March 31, 2026.

and

- C. The agency should have valid GST registration.

and

- D. Minimum 3 (three) years of demonstrated experience in setting up and operating IVR (Interactive Voice Response) systems and AI-based calling/voice-bot solutions.

* Similar work done in providing call centre / helpdesk / customer support services to EdTech/similar education-sector or BFSI Sector clients with minimum scale of 15+ seats.

Process for submission of the application form

The interested agency may submit its application form in **online mode**. The process is as follows:

Application forms can be downloaded from the portal <https://www.tenderwizard.com/NISM>. The duly filled-in application form as per the prescribed format, along with necessary enclosures, will be uploaded on <https://www.tenderwizard.com/NISM>. The last date for submission of applications is September 2, 2026.

The interested agency must register itself on <https://www.tenderwizard.com/NISM> by paying a registration fee of Rs. 2,000/- (Exclusive of GST) to participate in the process. However, applying for shortlisting is free of cost. A Class-3 Digital Signature Certificate (DSC) is a must to participate in the process.

For queries relating to the Tender Wizard website (online mode), please contact on the details provided under the **Contact Us** section of the portal <https://www.tenderwizard.com/NISM>

The last date of submission of applications is up to September 2, 2026.

For further details, please contact Mr. Deepankar Behera / Ms. Pooja Pawar, Landline No. 022-66735163 / 022-66735117, email ID – partnership@nism.ac.in