

## NOTICE INVITING QUOTATIONS

**Sealed quotations** superscribed as “**Quotation for installation of IVRS**” are invited by the Project Director, Goa State AIDS Control Society, so as to reach this office on **30/05/2011 upto 3.00 pm** for installation of **Interactive Voice Recording System (IVRS - 1097 helpline)** in the office of Goa State AIDS Control Society as described below. Quotations will be opened on the same date at 4 pm in the office of GSACS. The parties or their authorized representatives can attend the opening of the quotations on the date and time mentioned above.

### **Description**

- 1) Hardware : IVRS Professional Card
  - Capable to handle 4 Phone lines simultaneously.
- 2) Software & features
  - Basic IVR Software platform (unrestricted and full featured version, capable to handle 4 phone lines simultaneously)
  - Key Response Menus.
  - Standard AIDS Helpline matter consisting 7 topics in 3 languages (Konkani, Hindi and English) - Drafting & Editing of Text, Voice over charges, plus Recording and editing of voice plus Mixing into software.
  - Voice mailboxes.
    - Questions of Feedbacks recording
    - Reference tracking
  - Call logs generation for report making.  
Authorized allotment of reference no. for the question or feedback recorded by caller.
  - User-friendly way to record an answer for the recorded question.  
Auto-House Feature (for automated forward to mailbox in non-office house)
  - Live Monitoring of Calls, making Outboard Calls, Caller ID detection, Linking the IVR system with the PBX (optional)
  - Remote Access to mailbox (optional)
  - Automated Forwarding of feedbacks/ questions to another phone no. (optional)

### **Terms and conditions**

- 1) Project Director GSACS reserves the right to accept or reject any or all the quotations without assigning any reason.
- 2) The rates quoted shall be inclusive of all taxes for hardware & software including PC and excluding PC.
- 3) The features of hardware & software shall be clearly mentioned.
- 4) The warranty of the hardware, software shall be specifically mentioned.
- 5) The service Backup/ AMC after warranty period shall be assured and annual cost of AMC shall also be mentioned
- 6) The successful party shall furnish Bank guarantee of a Nationalised Bank, under the jurisdiction of Goa State equal to the amount of 10% of estimated cost.
- 7) Any complaint should be attended within 24 hours of intimation.
- 8) Any other additional information regarding specification /features may also be furnished alongwith the quotations.

The quotations must be delivered to the below address:



**Goa State AIDS Control Society**  
**1<sup>st</sup> Floor Dayanand Smruti Building,**  
**Swami Vivekanand Road,**  
**Panaji - Goa**

Tel: 2427286/2421381/2422519 Fax☎(0832)-2422518

E mail: goaids@dataone.in, [goaids@gmail.com](mailto:goaids@gmail.com)

Website: [www.goasacs.nic.in](http://www.goasacs.nic.in)

Project Director, Goa SACS