

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
EXAMINATION SECTION
(Schedule –A)

F.No.9-6/Exam.Sec./Sty./2011

Ansari Nagar, New Delhi – 110 029
Dated the 14th February, 2011

Sub: Purchase of Interactive Voice Response System for the Examination Section, AIIMS, New Delhi – 29.

The Examination Section on behalf of the Director, AIIMS, Ansari Nagar, New Delhi – 110 029 invites sealed rate enquiry (Two Bid Systems) for purchase of Interactive Voice Response System as per specification given below :

Sl.No.	Specification	Required Quantity
1	Supply and Installation of Interactive Voice Response System (IVRS) with 16 ports complete with Call Handling Software as required based on P.C. However, PC is not required as the same is provided by AIIMS. The System should function on direct Telephone Line/MTNL/ Intercom having the following features :	(01) One System
a.	Automatic Receive Calls and Define Menu of Choices of Caller	
b.	Play Information to Caller	
c.	Play the information stored according to choice	
d.	Transfer Calls.	
e.	Perform automated transaction proceeding without human intervention	
2	TECHNICAL DETAILS	
	The system should be able to automate the process of incoming calls from customer.	
	The System should be provide detailed MIS report.	
	The System should be upgradeable to support, TTS and UMS technologies	
	The system should be upgradeable to be interfaced with existing e-mail system for outbound mails.	
	The firm to provide 24X 7 support and 4 hours response time.	
	The system should be able to initiate a dial out based on certain logics (optional)	
	The system should be able to transfer an incoming call based on certain logics.	
	The system should be able to record conversation (optional)	
	The system should be able to work in digital PRI lines.	
	The system should have license etc. if required.	
	The IVR platform should support text to voice support	
	IVR should support XML	
	Web base, DOT net based flexible GUI to edit or make IVR call Flow.	
	The system should be built using the functionality of Dialogic Card.	
	The System should have Facility/Function for change of Data/Dates/Menu/Information from Remote/by the System personally.	

2. Tender should be addressed to the Sub-Dean (Examination), All India institute of Medical Sciences, Ansari Nagar, New Delhi – 110 029 and submitted at Examination Section, AIIMS under sealed cover failing which the tender shall be rejected. The rates may be quoted on separate sheets **(Schedule-C)** failing which the tender(s) will be rejected.

3. Mixed quotations will not be considered for acceptance.

4. The quotations (s) as per specification mentioned above should reach to the Examination Section, AIIMS, Ansari Nagar, New Delhi – 110 029 marked on or **before 11.03.2011 upto 05:00 P.M.** duly sealed due for opening at 12:00 Noon on **12.03.2011.**

5. TENDER SHOULD INVARIABLY BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW :

PART-I :- TECHNO-COMMERCIAL BID IN ONE SEALED COVER.

PART-II :- PRICE BID/FINANCIAL BID IN ONE SEALED COVER.

BOTH THE SEALED ENVELOPES SHOULD THEN BE PUT IN OUTER COVER INDICATING THEREON :-

- i) Name of the firm: _____
- ii) Due date for submission of the Tender: _____
- iii) Due date for opening of the tender: _____

NOTE:

TECHNICAL BID

- A). **TENDERS SUBMITTED WITHOUT FOLLOWING TWO – BID SYSTEM PROCEDURE AS MENTIONED ABOVE WOULD BE SUMMARILY REJECTED.**

Techo-Commerical Envelope should contains:

- 1. Profile of the Company
- 2. Tender document duly signed & stamped (Schedule –A and Schedule B)
- 3. Undertaking and certificates/documents on given at Schedule-B
- 4. Schedule – B duly signed and stamped by the tenderer.

- B. **Live Demonstration of the System** (The bidder will be required to arrange live Demo of the System as and when asked)

FINANCIAL BID

Financial Bids Envelope will contains:

- C. **Schedule-C stating the rate of Machine. (Taxes & levies if any)**

6. The quotee are also requested to be present at the time of opening of **Technical Bid** on 12th March, 2011 at 12:00 Noon in the Conference Room of the Examination Section, AIIMS, New Delhi – 110 029.

(B.K. JOSHI)
ASSTT. CONTROLLER OF (EXAMS)

Schedule - B

1. Tenderers should give, rates, showing taxes, if any, and levies, packing forwarding and insurance charges separately giving full breakup details. THE INSTITUTE IS NOT AUTHORIZED TO ISSUE 'C/D/ FORMS'.
2. THIS TENDER DOCUMENT IS NON-TRANSFERABLE.
3. The tenderers should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender rejected..
4. All quotations should be type-written or written clearly in ink. Quotation (s) written in pencil will not be entertained. All over-writing and erased entries will be deleted from the quotations.
5. The tenderer shall clarify/state whether he/they are manufactures, accredited agent or sole representative indicating principles and agent quoting on behalf of their manufacturers/principals must attach authority letter in their favour provided the manufacturer accepts responsibility for any lapses of the distributors/supplier in case they are authorized agent.
6. **Each tender should be accompanied with an EMD security amount to Rs.20,000 (Rupees twenty thousand only) in the form of bank guarantee from any nationalised bank valid for 6 months from the date of opening of tender) or by way of D.D. drawn in favour of Director, AIIMS, New Delhi failing which the tender shall not be considered for acceptance and will be out rightly rejected.**
7. In case of non-supply of material within the due date i.e. within the date of delivery, the Director, AIIMS, New Delhi will have the right to impose penalty as deemed fit to resort to risk purchased in full or part thereof at his/her discretion, his/her decision shall be final and binding.
8. The Director, AIIMS, New Delhi shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.
9. Rates should be quoted for FOB Examination Section, AIIMS including supply and installation and fitting of IVR System etc.
10. The firm will be provide training to the employee of Examination Section for handling of IVR System.
11. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No inquires verbal or, written shall be entertained in respect of acceptance or rejection of the tender.
12. The Tenderer shall furnish a **Non-Blacklisting certificate** that the firm has not been blacklisted in the past by any government/Private Institution. **The Tenderer Supplier has to give an affidavit on on-judicial stamp paper duly attested of Rs.10/-** that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Pvt. Organization.

13. **The Tenderer should have submit Sales Tax Registration & Latest S. T Clearance Certificate (Now called as VAT).**
14. **The Tenderer should have list of organization/Institution where the IVR System has been supplied/Installed in the past.**
15. Any action on the part of the tender to influence anyone in the said Institute , will be taken as an offence, He will not be allowed to participate in the tender inquiry and the tender will not opened.
16. **The percentage of Sales Tax (Now called as VAT) to be charged be clearly mentioned in Schedule-C along with rates.**
17. Tender by Tele-fax/telegram/fax/e-mail will not be accepted.
18. If the tenderer gives a false statements on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.
19. The Institute shall have the right to reject any tender without assigning any reason thereof. No correspondence will be entertained in this regard.
20. Rates for only one best quality of item (according to our specification should be quoted. On no account should different qualities i.e. A,B & C of items be quoted. These items that have been quoted as per different qualities (In contravention to the specifications) will not be considered at all.
21. Those tenders/quotations received without sample will be summarily rejected and no correspondence will be entertained in this regard. Before submitting the tender the list of samples submitted duly acknowledged should invariably be attached with the tender documents/quotation.
22. **AFTER OPENING OF TECHNICAL BIDS, THE SELECTED FIRM WILL MAKE LIVE DEMONSTRATION OF IVR SYSTEM IN THE EXAMINATION SECTION. BASED UPON THE DEMONSTRATION THE FIRM WILL BE SELECTED FOR OPENING OF FINANCIAL BIDS**
23. In case the firm does not fulfill the terms and condition of the rate contract subject to satisfactory services, the AIIMS reserves the right to reject the contract. In such situation the Performance Bank Guarantee of the rate contract holder will stand forfeited.
24. **THE TECHNO-COMMERCIAL BID WILL BE OPENED ON THE DATE MENTIONED IN THE PRE-QUALIFICATION NOTICE. FINANCIAL BID WILL BE OPENED OF THOSE TENDERERS WHO HAVE BEEN SELECTED BY THE COMMITTEE MEMBER AFTER EVALUATION/SCRUTINY OF DOCUMENTS AND LIVE DEMONSTRATION OF MACHINE.**
24. **ATER EXPIRY OF GUARANTEE/WARRANTY PERIOD, THE SUPPLIER FIRM WILL ALSO PROVIDE COMPREHENSIVE PERIOD. THE SPARE/PARTS NOT INCLUDED IN THE CMC MAY BE MENTIONED SEPARATELY.**

27. **IN CASE THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE :-**

The bidders may download the tender documents directly from the website available at www.aiims.ac.in and www.aiims.edu in such case, the bidder are required to submit the tender cost fee of Rs.500/- (Non-Refundable) by means of separate Demand Draft drawn in favour of Director, AIIMS, and the same should essentially be enclosed alongwith the **Techno-Commercial Bid**. The bidders should specifically superscribe, "**Downloaded from the website**" on the top left corner of the outer envelop containing Techno-Commercial bid and price bid separately. In no case, the tender cost fee should be mixed with EMD amount. The tenders not following the above procedure will be summarily rejected.

Note :

- a) If the above –mentioned certificates/documents are not submitted along with their tender, such offers will not be considered and will be out rightly rejected.
- b) Any tender/supplier giving false information shall be disqualified and removed from the rate contract. No business, henceforth, will be done with the firm/supplier.

Condt....Schedule- C

SCHEDULE - C

QUOTATION FOR SUPPLY OF INTERACTIVE VOICE RESPONSE SYSTEMS FOR THE EXAMINATION SECTION, AIIMS, NEW DELHI – 110 029.

1. Name and address of the firm :

2. Telephone No. /Fax No. & E-mail Address :

3. Minimum Rates:

Sl.No.	Specification	Required Quantity	Rate per unit (without tax) (Rs/Ps.)	VAT @ as extra (Rs./Ps.)
1	Supply and Installation of Interactive Voice Response System (IVRS) with 16 ports complete with Call Handling Software as required based on P.C. However PC is not required with IVR System.. The System should function on direct Telephone Line/MNTL/ Intercom having the following features :	(01) One System		
a.	Automatic Receive Calls and Define Menu of Choices of Caller			
b.	Play Information to Caller			
c.	Play the information stored according to choice			
d.	Transfer Calls.			
e.	Perform automated transaction proceeding without human intervention			
2.	<i>TECHNICAL DETAILS</i>			
a.	As given on Page 1 of the tender document			
3a	Maintenance Charges for a period of Two years. (Applicable after expiry of Guarantee/Warranty period.			
b	The rate of parts will be given on Separate sheet duly signed and stamped			

TERMS AND CONDITIONS:

All terms and conditions as mentioned in the tender are acceptable to the firm.

Signature_____

Seal

Encl: 1.

Note:

1. Sales tax (VAT) should be quoted as extra in the above column of Schedule-C