



EMPLOYEES' PROVIDENT FUND ORGANISATION
(MINISTRY OF LABOUR, GOVT. OF INDIA)
REGIONAL OFFICE, "BHAVISHYANIDHI BHAVAN"
PATTOM P.O., THIRUVANANTHAPURAM-695004
Phone : 0471 2446286 E-Mail ID : ro.tvm@epfindia.gov.in

No.KR/TVM/RO/EDP/2011-2012

QUOTATION NOTICE

Sealed quotations are invited for providing Annual Maintenance Contract (AMC) for the Interactive Voice Response System (IVRS) and linked SMS facility installed in our following 6 Offices :

1. Regional Office, Thiruvananthapuram
2. Sub-Regional Office, Kollam
3. Sub Regional Office, Kottayam
4. Sub Regional Office, Kochi
5. Sub Regional Office, Kozhikode
6. Sub Regional Office, Kannur.

In Kochi office, the IVRS system is based on E1 digital card with 30 digital lines. In all other 5 offices, the system is based on analog Dialogic Card with 4 telephone lines.

The AMC should be all inclusive of the following items and the vendor should be responsible for making the IVRS system up throughout the contract period.

1. Dialogic Card or E1 Card and its drivers
2. Telephony Software / IVRS software
3. SMS device
4. SMS software
5. EPFO specific IVRS software
6. Exclusive PC on which the IVRS and SMS facility is installed.

Preference will be given to the agency who is willing to provide AMC for the Personal Computer System (Intel Dual core E2200 @ 2.20GHz, 2GB, 150HDD, LCD 17 inch monitor with windows XP) used exclusively for the IVRS purpose. Separate amount should be quoted for maintaining the PC.

If the system is not working properly for more than 3 days, a penalty will be imposed on the agency @ Rs.400/- per day.

Those who are interested may quote their lowest rate, including tax in a sealed cover super scribing '**Quotation for AMC of IVRS**' over envelope and submit by name to Smt. Kavitha N George, Regional PF Commissioner on the above mentioned address latest by **19.08.2011 2.00 PM**. The quotations will be opened on the same day at 4.00 PM.