

No.KR/TVM/EDP/IVRS/2010

Dated:4.2.10

QUOTATION NOTICE

To improve our service to subscribers, we propose to introduce IVRS using E1 digital card and SMS service in our Kochi Office. The system proposed is as below:

When a EPF subscriber calls to the specified telephone numbers, the call is picked up and a voice menu is passed on to the caller and he has to select the required action with the help of telephone keypad. The member who submitted an application should be able to hear the status of his application by entering the Establishment Code and Employee Number using the keypad on his telephone.

The caller should be able to opt for a SMS regarding the status of Application on to his mobile phone using which he made the call to IVRS or to another mobile number of his choice.

The quotation should indicate the cost of components, involved in the system seperately, such as (1) E1 digital Voice card (30 channels) (2) IVRS software/telephony software (3) EPFO specific database interface software and (4) installation charges . Like wise for SMS system, the cost for (1) SMS device and (2) SMS software should also to be mentioned. The cost mentioned should be all inclusive.

One PC with Windows XP OS, 4 telephone line connection, 1 GSM SIM card and data will be provided by the Office.

The vendor should operationalise the IVRS/SMS system with in 2 weeks time from the date of the work order.

Those who are interested may quote their lowest rate, including tax with details and submit the quotation duly superscribing 'Quotation for IVRS/SMS' over the envelop by name to Smt.Kavitha N George, Regional Provident Fund Commissioner on the above mentioned Office address. The quotation should reach in this Office on or before 15/02/2010,2.00 P.M. The quotation will be opened on same day at 4.00 PM in the presence of vendors, if there any.

Please note that the quotation sent in unsealed cover will not be entertained.

Yours faithfully,
sd/-

(Kavitha N George)
Regional PF Commissioner