

All India Institute of Medical Sciences (AIIMS) Bhopal Saket Nagar, Bhopal 462020

No.: Stores/LPC Proposal/2016-17/.....

Dated: 17/12/2016

Department: Tele Medicine
Ref : AIIMS/Tele/2016/OCT/149, dated :19/10/2016

Subject: Quotation for Supply of IPPBX EQUIPMENT

Dear Sir,

Sealed quotations are invited for supply of IPPBX as shown in enclosed bid form so as to reach the stores Officer, Central Store, 1st Floor-Medical College Building AIIMS Bhopal by **14:00 Hrs of Date 24/12/2016**

Call Center Equipment and Software:

- a) Interactive Voice Response System(IVRS)
- b) Voice logger to record, store and analysis in bound and out bound and inbound calls
- c) Customer Relationship Manager (CRM) for entering patient demographic and medical data, platform for SMS and digital prescription, sharing information between primary responder and specialist.
- d) MIS for generating reports various formats.
- e) Support Telephony Interface card (30 ports PRI card) for T1/E1 and ISDN connection.

Technically Specifications:

Sr.No	Item Name	Description	Req Qty .
01	IPPBX (50 Ext. approx. + IVRS + Voice Logger +CRM + MIS+ OS Open Sources standard)	<p>The Communication Control System should support 2x Ethernet interface along with minimum recommended hardware configuration or better :</p> <ul style="list-style-type: none"> Processor – Dual Core or better Network Interface – 2x Ethernet (10/100/1000Base-TX) Should support E1 (ISDN PRI) module onboard scalable up to 2 E1 on the same system. The communication control System should support VoIP, SIP, H.323, MGCP protocols as per industry standard. Memory- 2GB or better Internal Storage- Min 500 GB or better Support Codec-ADPCM, G.711, G.722, G.731, G.726, G.729, GSM, T1/E1 port with optimum interface. OS-Open Source Standard The communication control system should support the following features from day one. <ul style="list-style-type: none"> Follow me. Voice conference. Automatic Call Distribution(ACD) Inbuilt Call Recording(voice logging) 	01

	<ul style="list-style-type: none"> • Inbuilt IVRS System configurable through web graphical user system. • Inbuilt CRM facility and CRM logins as per requirement. • Intelligent routing selection with multiple routing strategies. • Inbuilt Call conference. • Voice messaging. • Auto-attendant. • Inbuilt CDR (Call Detail Record) Notification with Screen Popup. • Should support MIS Integration. • Should Support CTI Integration. • Should support SMS gateway Integration and SMS API integration along with the facility to send a link which contain in SMS for downloading digitally sign prescription. • Should Support Soft IP Phones and hard IP phones • Reception Assistance. • Call whisper, Park & Barge. • Call log. • The Communication Control System should be managed through the Console, Secure Shell and Web Interface on administrator's pc. 	
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Other Services Required:

- **Service Support:** Should have a facility to provide the 24 x 7 on site & off site tech support.
- **The bidder should provide Inbuilt CRM facility and CRM logins as per requirement and Inbuilt CDR (Call Detail Record) Notification with Screen Popup.**
- **Should support SMS gateway Integration and SMS API integration along with the facility to send a link which contain in SMS for downloading digitally sign prescription.**
- The successful bidder would configure and manage the IPPBX as per the requirement or in coordination with user department.
- **The Successful bidder would Install, configure and manage the IPPBX, Customized inbuilt CRM software, Designed IVRS Levels, Activate the voice logging, Management information system for various reporting format and integrations of various API as per the actual requirement, discussed with the concern Department (No installation charges and extra charges would be made).**
- **MIS for generating report in various formats.**
- The Call centre should have the facility of handling telephone lines by hard phone and soft phone both.
- CRM software should have the facility to record the name, address, contact, details, queries details, disease type, reply to query, escalation detail etc in suitable format and has to be developed under the guidance of the concern department.
- **The call centre facility should design into 2 tier architecture system. 1st tier would be compromise of 3 seated systems where the call landed first and the same call would be transferred to super-specialist at OPD area along with**

screen popup at the super specialist desk. Where 15 specialists from different department would be available.

- In case of repeat call from the same callers, the name and other personal detail of callers shall be retrieved from the database automatically.
- The IPPBX should have voice logging facility for recording and playing back against consultation so that it can be used to monitor or review on regular basis.
- The IPPBX should be connected to a LAN connection for the execution of application software and the transfers of the calls.
- **The IPPBX should receive the incoming calls from the PRI lines through the State of Art IPPBX technology.**
- The Call Centre and IPPBX should have the IVRS system which would be designed in coordination with concerned department.
- The IPPBX and the call centre should be able to take calls, answer in chosen language i.e. Hindi, English or may be user defined or as per requirement of concern department.
- **Installation/Test Run Report : Installer will provide the Successful installation/ Test Run report after the Final acceptance by the consignee(User Department).In case of out station installation, transportation and accommodation charges extra will be borne by the successful Bidder**

General Terms & Conditions:

1. The quotation is to be submitted only in the format enclosed. Not acceptable in any other form.
2. The quotation must be **submitted in sealed envelope to the office of the Store officer (Central Stores Medical College) AIIMS Bhopal.**
3. **Each page of the quotation must be printed on letter head of the participants duly numbered.**
4. Failure to comply with any of these conditions will lead to rejection of the quotations and the responsibility for the same will lie with the company submitting the quotations.
5. **F.O.R.:** Rate quoted shall be fixed and on FOR destination Basis.
6. **Tax:** (1) Quotation must contain VAT/TAN/PAN number otherwise it will not be considered.
7. (2) **Rate of applicable Tax should be shown separately.**
8. **Delivery Period:** Supply is required immediately from ready stock but maximum within a period of 21 Days.
9. **Payment:** Payment will be made within reasonable time from the date of acceptance of supply.
10. **Penalty:** If the supply is not received within the scheduled delivery period, a penalty @ 0.5% per week or part thereof subject t a maximum of 5% shall be imposed which will be deducted from the Invoice.

11. **Right of rejection:** The Competent authority reserves all rights to reject any or all quotation without assigning any reason.

Stores Officer
Central Store

(On Printed Letter head)

Financial Bids

Name of the Bidder:
Full Address of the Company:
E Mail Id:
Quotation Ref No :

Date:../...../.....

Sr.No	Description/Specification	Req Qty.	Brand /Make	Model No	MRP	Unit Rate in Rs.	Total Cost in Rs.
1	2	3	4	5	7	8	9
1	<p>IPPBX(50 Ext. approx. + IVRs + Voice Logger +CRM + MIS+ OS Open Sources standard</p> <p>The Communication Control System should support 2x Ethernet interface along with minimum recommended hardware configuration or better :</p> <ul style="list-style-type: none"> • Processor – Dual Core or better • Network Interface – 2x Ethernet (10/100/1000Base-TX) • Should support E1 (ISDN PRI) module onboard scalable up to 2 E1 on the same system. • The communication control System should support VoIP, SIP, H.323, MGCP protocols as per industry standard. • Memory- 2GB or better • Internal Storage- Min 500 GB or better • Support Codec-ADPCM, G.711, G.722, G.731, G.726, G.729, GSM, T1/E1 port with optimum interface. • OS-Open Source Standard • The communication control system should support the following features from day one. • Follow me. • Voice conference. 	1					

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Sub Total (A)						
VAT/CST Extra @Rs.						
Total (Inclusive of all Taxes) in Rs.						

Signature with Stamp

Date:

Place: