



लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान

तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH

(An Autonomous body under Ministry of Health and Family Welfare, Govt. of India)

Website: [www.lgbrimh.gov.in](http://www.lgbrimh.gov.in), e - Mail: [mail@lgbrimh.gov.in](mailto:mail@lgbrimh.gov.in)

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TEZPUR:: 784001 :: ASSAM

LGB/SBM-DIGITALISATION/2056/20/2399

Date: 26<sup>th</sup> April, 2022

### **NOTICE INVITING QUOTATION**

Sealed Quotations are invited for Installation, commissioning and operation of cloud based Interactive Voice Response System (IVRS) system for LGBRIMH, Tezpur as per the scope of work and on the terms and conditions mentioned in the enclosed document.

The technical and financial quotations should be submitted in the separate sealed envelopes. No quotations would be accepted by e-mail and only hard copies will be considered. Subject line and Tender Reference should be written on the Top of the envelope. Bidder can submit query at [lgbetender@gmail.com](mailto:lgbetender@gmail.com) latest within 7 days from the date of publication of the quotation.

The quotations may be submitted to the Office of the undersigned within 15 days from the date of issue of notification addressed to the Director, LGBRIMH, Tezpur, Sonitpur, Assam 784001. The rate should be quoted both in figure and words. Any corrections made should be authenticated. Use of whitener is strictly unacceptable. The quotation should be submitted in the sealed cover super scribed "Quotation for Installation, commissioning and operation of cloud based Interactive Voice Response System (IVRS) system" and addressed to: - The Director, LGBRIMH, Tezpur, Sonitpur, Assam-784001.

Sealed Quotations should reach on or before 15 days from the date of publication of the quotation.

Director  
LGBRIMH, Tezpur

### **A. Technical Quotation:**

The following documents have to be provided along with the technical quotation:

- i. Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public*. In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.
- ii. EMD of Rs. 6000.00 in the form of DD/FDR/BG in the favor of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.
- iii. Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.
- iv. Names & addresses of similar projects(at least three) in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Documentary evidence to be provided for the same.
- v. Recent non-conviction/ non-blacklisting certificate *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public* (As per annexure III) should be submitted.
- vi. Updated Income Tax return documents for the financial year 2020-21 should be submitted.
- vii. PAN Card and GST registration certificate should be submitted.
- viii. Valid Trade License or Incorporation certificate should be submitted.
- ix. Duly filled annexure IV and V should be submitted.
- x. Datasheet of the product to be quoted by the bidder about its various features, functioning, backend specifications, etc. has to be submitted.
- xi. Vendor should be OEM or Authorized Business Partner of the product quoted as per details in the Technical quotation. Attach the relevant and valid document of OEM in support of authorization.
- xii. Details of escalation matrix for any kind of troubleshooting has to be provided along with the technical quotation.

### **B. General Terms & Conditions:**

- i. Technical and Financial quotation should be submitted on company letter head and should be submitted duly signed by the authorized person.

- ii. The payment will be made after the successful supply, installation, testing and commissioning of the product quoted and on receipt of bill for the same.
- iii. This contract shall be valid for a period of initially three years which could be extended on mutually agreed terms after completion of satisfactory services for next period. Institute reserves the right to terminate the contract by giving one month notice in writing without assigning any reason whatsoever.
- iv. The quoted price shall be valid for at least 3 years. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
- v. Financial quotation of only those firms will be opened, whose Technical Quotations are eligible after Technical evaluation.
- vi. Sub-letting/Sub-contract of project and services is not allowed.
- vii. LGBRIMH, Tezpur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.
- viii. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.
- ix. 99% uptime should have to be maintained during the contract period. If the breakdown is not attended within 12 hours of call then 0.5% of total contract value per day delay will be deducted.

### **C. EMD/ PERFORMANCE SECURITY**

- a) Bidder should submit EMD of Rs. 6000.00 in the form of DD/FDR drawn in favor of Director, LGBRIMH, Tezpur, Assam, payable at Tezpur, Sonitpur, Assam failing which the tender shall not be considered for acceptance and will be summarily rejected. Cash, cheque or any other mode of payment will not be accepted at all. The EMD deposited against previous tender cannot be adjusted or considered for this tender. No interest will be payable on the EMD/QUOTATION security. The EMD of the approved bidder will be released only after the concerned firm deposits necessary performance security. **The DD/FDR/BG of EMD should reach LGBRIMH before the last date of opening of technical quotation.** EMD of unsuccessful bidders will be returned in due time.
- b) **PERFORMANCE SECURITY:-** Performance Security, equivalent to 3% of the total cost of the items approved shall have to be deposited by the successful bidder in the form of DD/FDR drawn in favor of Director LGBRIMH, payable at Tezpur. Performance security should remain valid for

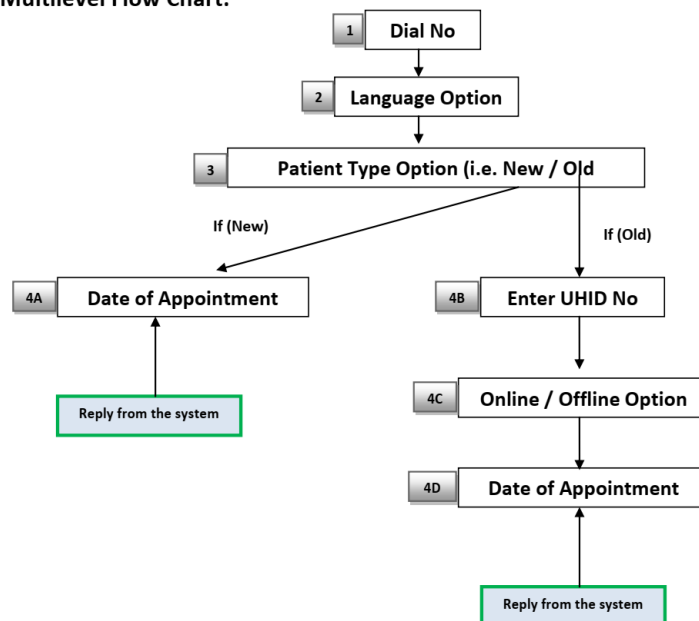
a period of 38 months from the date of Award of contract. The same amount will be released after fulfillment of contractual obligations and no interest shall be payable thereof.

**D. Scope of Work:**

The IVRS system should provide the following basic features:

1. The system must consist of 10-Digit Virtual Mobile Number with IVR.
2. The system must be capable of Customize IVR as per Flow Chart mentioned below.
3. The IVRS system should provide unlimited number of Multilevel IVR.
4. The system should be capable of IVR with input like Registration Number, Date of appointment etc.
5. Call Hunting (if one agent is busy then calls automatically goes to second agent).
6. The system should provide Live call monitoring facilities.
7. The system must provide Channel Lines for 5 Simultaneous calls.
8. Agents (Call forwarding numbers = Unlimited).
9. Web and App logins for the user must be provided.
10. The system should allow multiple login Accesses.
11. Call Recording feature must be provided.
12. The system must be capable of providing daily, weekly and monthly reports.
13. Real-time Call Database over the Portal.
14. The system must provide Voicemail service.
15. The system must provide unlimited calling minutes.
16. The system should have the capability to produce clear, intelligible and natural sounding speech output.

**Multilevel Flow Chart:**



**E. Purchasers Rights :-**

- a. Institute reserves the right to accept/reject any or all the Quotations in whole or in part and annul the quotation process without assigning any reason whatsoever.
- b. Institute reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- c. Institute reserves the right to black list a bidder for a suitable period in case the firm fails to honour its quotation without sufficient grounds.
- d. If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited.
- e. It shall in no way be binding on the Institute to purchase the exact number of quantities as indicated in the Tender Document. The actual quantities that may be purchased by the Institute may vary in each case.

**Technical Quotation**

Installation, commissioning and operation of cloud based Interactive Voice Response System  
(IVRS) system for LGBRIMH, Tezpur

Sl. No.	Description	Company Response	Remarks
1.	Profile of firm/company Year of establishment Number of employees a. Technical b. Non Technical Annual turnover for the last 3 Years. (Provide details & relevant documents.) Attached separate sheet.		
2.	Names & addresses of similar projects(at least 3) in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contactpersons of the clients to whom similar services provided by your company. Documentary evidences to be provided.		
3.	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :		
4.	IVRS services up time:		
5.	Resolution time to rectify problem in IVRS.		
6.	Authorized Business partner of the above IVRS, attached the valid certificate.	Yes/No	
7.	Training for Administrator (Technical)	Yes/No	
8.	Name of the product quoted		
9.	Tentative project plan for the installation of the IVRS.( Attached separate sheet , if required)		
10.	Any other Information from the Vendor		
11.	Escalation matrix for troubleshooting		
12.	Deviation of specifications (if any)		

Date :

(Signature)

**CRIMINAL LIABILITY UNDERTAKING**

***(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)***

I.....S/o.....

..... Resident of

.....

.....

..... Do solemnly pledge and affirm:

1. That I am the proprietor /partner/authorized signatory of

M/s. ....

.....

1. No police case is pending against the Proprietor / partner of the Company (Agency).  
Indicate any convictions if any against the Company/firm/partner.
2. I/We have not quoted the price higher than previously supplied to any Government  
Institute / Organisation / reputed Private Organisation in recent past.
3. (Proprietor/firm) has never blacklisted by any organization.

**Name & Signature**  
**Seal of the participating Bidder Company**  
**Affirmation/Verification**

**UNDERTAKING**

**The Director,  
LGBRIMH, Tezpur**

**Sir,**

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I/we have no objection for any of the content of the tender document and I/we undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/ We enclose herewith the bank DD/FDR/BG No. Dated.....For Rs. .... (For Rupees.....) drawn in favor of the Director LGBRIMH, Tezpur towards EMD.
3. I/We undersigned hereby bind myself/ourselves to LGB Regional Institute of Mental Health, Tezpur, Assam -784001 to supply the approved product in the approved prices to **LGBRIMH, Tezpur**. The product shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Director, **LGBRIMH, Tezpur**, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/we undertake to arrange for a demonstration of the product, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the quotation. Cost of such demonstration shall be borne by me/ us.
5. Performance security 3% of the cost of the product approved shall be deposited by me/us in the form of DD/FDR/Bank Guarantee in the name of Director, **LGBRIMH, Tezpur** on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director **LGBRIMH, Tezpur** till the validity of the Contract period plus two month (i.e. for 14 months).
6. I/We declare that no legal/financial irregularities are pending against the proprietor Partner of the tendering firm or manufacturer.
7. I/We undertake that the product supplied are as per Make/Model /Catalogue/ technical literature description.
8. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to supply the product at the prices and rates not exceeding those mentioned in the Financial Quotation.
9. I pledge and solemnly affirm that the information submitted in quotation documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the



validity of tender period, the Director, **LGBRIMH, Tezpur** (India) will have full authority to take appropriate action as he/she may deem fit.

**Signature of bidder**

With seal of firm (**Name of bidder**)

Place .....

Date.....

## Organization's contact details

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
TIN Number	
PAN Number	
GST Number	
Bank details	

**Financial Quotation**

Installation, commissioning and operation of cloud based Interactive Voice Response System (IVRS) system for LGBRIMH, Tezpur

## Format of Financial Quotation

Sl. No.	Rate Description	Rate without GST	GST	Total
1	Recurring Cost per Year			
2	Development Cost (If any)			
3	Other Hidden Cost (if any)			

Date :

(Signature)  
Name of Vendor