

AS-CFMS
(A Registered Society under Finance Department)
Assam Society for Comprehensive Financial Management System
F-228, F Block, Assam Secretariat, Dispur, Guwahati-781006 (Assam, India)

NOTICE INVITING SHORT QUOTATIONS

No. ASPIRe. 02/2019/1

Dated Dispur, the 16th February, 2019.

Sealed quotations affixing court fee stamp of Rs. 8.25 (Rupees eight and paise twenty five) only are invited for providing services for Cloud Telephony in the office of AS-CFMS and the PIUs and other offices. The technical specification can be seen in Annexure- I .

The quotations will be received during scheduled office hours on or before 27.02.2019. The quotations will be opened on 28.02.2019 at 11 A.M in presence of quotationers or their authorized representatives, if any. Financial proposal to be submitted in sealed envelope as per the template provided in Annexure II.

The under-signed reserves the right to reject all or any of the quotation without assigning any reason thereof.

Sd/-(Shyam Jagannathan, IAS)
Project Director, AS-CFMS

Memo No. ASPIRe 02/2019/1-A
Copy to:-

Dated Dispur, the 16th February, 2019.

1. Notice Board.
2. Copy to concerned file.
3. Website

Project Director, AS-CFMS

IVRS Working Process (An Overview)

Following are the features to be provisioned in the proposed system

1. Welcome Message
2. Advance call Routing - Distribute Calls equally to each agent with call hunting features (concurrent calls)
3. Multiple Department Configuration - Multi-Level IVR
4. Dashboard to access call/missed call report
5. User-friendly Call/User/Agent Management Tool
6. Custom Music on Hold
7. Free SMS Alert to Callers (Share Coupon/Deal/Offers/Tips)
8. E-mail Alerts
9. Free Your Brand Sender ID for SMS Alert
10. Call Recording
11. Voice Mail
12. Caller Location
13. Download Report
14. Free IVR Number
15. Holiday Mapping
16. Sender-ID

Also other Features & Benefits

1. Real Time Advance Analytic Report on Multiple Parameter
2. Agent Login
3. Mini CRM for Agent to manage call report (- Add Notes - Manage task & reminder etc)
4. Caller details categorization like hot, cold opportunity, junk etc
5. Send SMS to Caller
6. Send Group SMS by selecting multiple numbers

Price Bid

Items	Unit Rate	Total
Charges/Per Month(for 3 Agents)		
Charges/per Month(for each additional Agents)		
One time setup cost		
Toll Free number		
Total		
Taxes		