

Aryavart Bank

**A-2/46, Vijay Khand. Gomti Nagar, Lucknow** [**website:www.aryavart-rrb.com**](http://www.aryavart-rrb.com/)

**Ref No: HO/IT/RKV /2024-25/21 Date: 20.06.2024**

**Request for quotation (RFQ) for implementation of IVR (Interactive Voice Response)  
 Service for Aryavart Bank.**

**Aryavart Bank**, a body corporate constituted under the Regional Rural Banks Act, 1976 (21 of 1976) having its sponsor bank as BANK OF INDIA and is a Regional Rural Bank having its Head office A-2/46, Vijay Khand, Gomti Nagar, Lucknow Pin – 226010, Uttar Pradesh.Aryavart is in process to implement **IVR** service (Interactive Voice Response) through toll free no **18001020304** only in our Bank, so that various customer related query can be resolve through IVR Service and customer call related MIS can generated through IVR System only. In this connection Aryavart Bank invites financial quotation from interested Service providers to participate in the process of selection of **L1** Service provider to implement IVR (Interactive Voice Response) service in our Bank.

**Interested Service providers can submit financial quotation in prescribed format as per Annexure – 1   
 in two ways.**

1. **Soft Copy**- should be **submitted** **only** to the mail id- Ho.Itcell@aryavartbank-rrb.com,Bid /proposal received on any other email ids would not be entertained in the prescribed format as per Annexure - 1. (Total Size of mail including attachment should not exceed 2 MB else mail would get rejected and bid will not be considered as submitted.
2. **Physical Copy-** Should be submitted to below mentioned address in the provided format. Sealed envelope should be submitted for implementation of IVR Services to the Aryavart Bank Head Office opposite to Indira Gandhi Pratisthan Gate Number: 02, Vibhuti Khand Gomti Nagar, Lucknow Pin – 226010, UP.

* For queries and clarification regarding the RFQ, please feel free to contact us on the below mentioned address, or telephone number or email id.
* Please note that all the information desired needs to be provided. Incomplete proposal will be disqualified.
* Bank reserves the right to change the dates mentioned in the RFQ, the changes will be communicated separately.

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| RFQ Issuance Date | 21/06/2024 |
| Last Date and Time for Receipt quotation  In the sealed envelope at Aryavart(Address as given below) | 26/06/2024, 5.00 P.M  At the below given address. |
| Date and time of opening of Price Bids | Will be advised separately. |
| Contact Person | Mr. Chater Singh Senior Manager |
| Address for Communication and submission of bid. | Aryavart Bank, Head Office IT Department, Opposite to Indira Gandhi Pratisthan Gate Number: 02, Vibhuti Khand Gomti Nagar, Lucknow  Pin – 226010, UP.  Email: Ho.Itcell@aryavartbank-rrb.com  Contact: 7388899702 |

**Scope of Work:-**

1. **IVR** **service: -** (Interactive Voice Response) must work through toll free no **18001020304** only, so that various customer related query can be resolve through IVR Service and customer call related MIS can generated through IVR System only.
2. **Preservation of recording of Customer calls:** - At least three moths call recoding must be preserved of from date of calls.
3. **Reports/MIS:** - Important information/MIS must be generated through IVR Services like total number of calls in a months, total no of abandon call, total no of calls resolve through IVR Services e.t.c.
4. **Pre-recorded messaging** **in IVR**: - Services/options must be work as per requirement of Bank from time to time. There must be option to change the recording message as per requirement of the Bank.
5. **Safety & Security of Data:** - Vendor must ensure to implement IVR Services in such a manner that all recordings, communication with customer and Bank’s agent, contact number of customer e.t.c., must be secure. The access of recording/communication e.t.c., must provide to Bank Official only.
6. **Security and Compliance: - A**n IVR system, priorities security and compliance measures. Ensure that the system adheres to industry standards and regulations to protect customer data and maintain confidentiality

**Eligibility Criteria:**

1. Bidder should have two year experience in supply, installation and commissioning of  
   IVR Services.
2. GST Registration
3. Photocopy of PAN
4. License under shops & Establishment Act paper
5. Complete details of the firm/company

**Term & Conditions: -** The offer must comprise of the following failing which it will be treated as non- responsive hence rejected:

1. **Price:** The Price of IVR Services implementation mentioned by the vendors/bidders should be exclusive of GST but inclusive of all other taxes, charges, levies, VAT, transportation charges, testing charges and cost of spares parts etc. Price quoted must be valid for three months from the date of bid submission.
2. **Maintenance Support/Services:** The vendor should provide a helpdesk to act as a single point contact over Phone, Email for managing all requests for onsite warranty support logged by our bank during the office hours i.e. from 10:00 AM to 05:00 PM from Monday to Saturday.
3. **Validity of the Quote:** The validity period of the offer should be clearly specified. It should be at least three months from the last date of submission of quotation.
4. **Delivery Terms**: Vendor has to implement IVR Services within 15 days from the date of purchase order.
5. **Terms of Acceptance:** The IVR Services will be treated Accepted only after Inspection for Features and Functions. This includes delivery, installation & commissioning, Inspection, demonstration, Training schedule etc. The date of delivery should be strictly adhered to failing which the purchase order is liable to be cancelled. Services should be securely, safely and adequately delivered at the risk of supplier.
6. **Payment:**  Payment of 100% of purchase cost will be released by Bank for the IRVR Services through wire transfer/ bank NEFT transfer after implementation of IVR Services **on quarterly basis**, testing, inspection, installation of the item(s) and if found satisfactory with regard to quality, and specifications ordered. The payment will be released after statutory deductions. For the payment, the firm has to submit bill(s), installation report, The payment will be released within 15 days after receiving of the bills as mentioned above and from the date of received, tested/ inspected/ commissioned and found satisfactory with regard to quality, and specifications ordered.
7. **Cancellation:** Aryavart Bank reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/ procurement.
8. **Contract period:** - Initial contract period will be for one year, however bank reserves the right to terminate the contract at any point of time, after giving one month notice period.
9. **Important Note:** Please check our website regularly for latest updates regarding this Request for Quotation (RFQ).

**(Chief Manager)**

**Annexure - 1**

**Price bid - Submission Form**

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| **SN** | **Description** | **Implementation charges One time (a)** | **Monthly rental charges (b) recurring** |
| 1 | Implementation of IVR Services |  |  |

Name of the Company/ Firm M / S.

**Declaration:** Price quoted is firm and final with Validity as per the terms of Aryavart Bank..

**Signature of the Authorized person with seal and date**