

## Tender Notice

### **SIC/DPU/20/Call - Centre**

Sealed Quotations are invited in the prescribed format for Annual Maintenance Contract for the following Items of Call Centre.

| <b>S.N.</b> | <b>REQUIRED ITEM</b>  | <b>QTY</b> |
|-------------|---|------------|
| 1           | IP Office Unit consisting 8 digital extension ports, 8 port Ethernet switch and VPN support for secure site-to-site communication | 1          |
| 2           | PRI CARD (Interface for PRI Circuit)  | 1          |
| 3           | Phone Manager Pro Software – Dialing through PC (outlook Contacts, contact popup, agent mode-log on / log off/busy status.        | 5          |
| 4           | Compact Contact Center – Advance Call distribution, Real time system management   | 1          |
| 5           | Digital Phones (5X29 display with fully duplex speaker phone expansion unit port avl.)  | 2          |
| 6           | Headset Items (VXI USA make Galaxy Binaural Noise canceling headset)  | 5          |
| 7           | ANLG 4 (Trunk interface card providing 4 X loop start analog trunks)  | 1          |
| 8           | Phone 8 (Adds an additional 8 plain ordinary telephone ports)   | 1          |
| 9           | IP hone (IP soft phone license per user)  | 5          |
| 10          | VCM4 (4-channel voice compression module required for IP Trunking and IP Extensions)  | 1          |
|             | Licences  |            |
| 1           | License to provide 4 port voice mail  | 1          |
| 2           | License to enable integration between IP Office and call recording library.   | 1          |
| 3           | License to enable CTI link Pro  | 1          |

The Quotations should be submitted separately for Technical bid and financial bid. The envelopes should be addressed to Anju Kapoor, Dy. Manger, TISDC and should reach by 14:00 hrs on 19<sup>th</sup> April, 2010. The Tenders will be opened on 20<sup>th</sup> April , 2010 at 14:00 hrs in the presence of authorized representatives of the firms who wish to participate.

The NSIC reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s) on the grounds of NSIC's action.

**(Anju Kapoor)**  
**Dy. Manager (TISDC)**