



MAHARASHTRA MEDICAL COUNCIL, MUMBAI

Established by Government of Maharashtra Under MMC Act 1965

189-A, Anand Complex, 1st Floor, Sane
Guruji Marg, Arthur Road Naka,
Chinchpokali (West), Mumbai - 400011.

Tel No.: 022-23007650

Website: www.maharashtramedicalcouncil.in

Email Id: maharashtramcouncil@gmail.com

No. MMC/Quotation/Execution IVR/2025/06101

Date:- 04/11/2025

Inviting Quotation for the Execution of the Interactive Voice Response system for Maharashtra Medical Council

The effectiveness and efficiency of the office is based on the adequate availability of adequate execution of the robust software for the Interactive Voice Response system for Maharashtra Medical Council. Therefore, sealed quotations are hereby invited for software execution for the Interactive Voice Response for Maharashtra Medical Council as per terms & conditions mentioned below. The sealed quotations along with all the required documents must reach in the office of the undersigned on or before 10/11/2025.

Terms & Conditions: -

a) Envelope should be super-scribed "QUOTATION FOR EXECUTION OF THE INTERACTIVE VOICE RESPONSE SYSTEM FOR MAHARASHTRA MEDICAL COUNCIL" Quotations need to be submitted on letter head through speed post/registered post/hand delivery in office of Maharashtra Medical Council, 189-A, Anand Complex, 1st Floor, Sane Guruji Marg, Arthur Road Naka, Chinchpokali (West), Mumbai - 400011.

b) The envelope must bear the word: - **"Inviting Quotation for Execution of the Interactive Voice Response System for Maharashtra Medical Council"**

No. _____ as above dated _____

Address: As mentioned in point no. a)

IMPORTANT: - In the absence of information as required under b) above, if an envelope is received & opened inadvertently, the Council will not be responsible, and the quotation may not be considered even if quoting the lowest rates.

c) The Maharashtra Medical Council (MMC) plays a critical role in regulating and supporting the medical profession in the state. However, like many statutory bodies, it

faces challenges in solving queries in timely manner, effective communication or clarity on procedures. Interactive Voice response offers a powerful solution to bridge the gap by providing an accessible, fast and engaging channel of communication.

- d) One of the biggest challenges MMC faces is quick turnaround time for busy professionals like Registered Medical Professionals for all their queries. Interactive Voice Response system can significantly reduce turnaround time for resolving queries. By deploying Dynamic Interactive Voice Response system MMC can instantly answer common questions, freeing up staff to handle complex issues. Dedicated communication for query resolution can ensure that medical professionals receive timely responses, reducing frustration and improving overall satisfaction.
- e) Hence, Maharashtra Medical Council desires to develop an Interactive voice response system to enhance MMC's query solving capability, and dynamic query execution capability over voice in a structured and impactful manner. The Interactive voice response system provider should be responsible for managing the hardware setup – incoming and outgoing voice and internet lines and dynamic response software for all department within MMC.
- f) The estimated quantity of items given in the annexure is tentative and shall not be considered as minimum guarantee. The actual purchase may vary as per requirement.
- g) Unsealed quotation will be rejected.
- h) Quotations must be submitted on the letter head as per in prescribed Performa.
- i) The quotations received after this deadline shall not be entertained under any circumstances. In case of postal delay this Council will not be responsible.
- j) Overwriting or cutting is not permissible, if found, the quotation shall be summarily rejected.
- k) L1 will not be the criteria for awarding of purchase order unless the rates are reasonable & justified. L1 will be decided for the overall value of quotation and not item wise.
- l) RTGS/NEFT details need to be furnished by the supplier with the quotation on the letter head of supplier/firm/agency.

m) The scope of the work should include but not limited to :- Implementation of the Interactive Voice Response (IVR) software with dedicated login instances for each MMC department, ensuring seamless management and technical scalability. The setup shall encompass the following capabilities and functionalities:

- i. Maintenance and management of 14 internet-based IVR communication lines.
- ii. Maintenance and management of 14 incoming and outgoing telephony lines.
- iii. Automated Call Distribution (ACD) based on user-selected IVR menu options, including software maintenance and performance monitoring.
- iv. Provision of individual cloud instances and login credentials for every department to enable:
 1. Call transfer between departments.
 2. Access to detailed call logs for all incoming calls received by each department.
 3. Storage and retrieval of call recordings for up to nine months across all MMC departments.
 4. Access to comprehensive call details including call duration, answered/unanswered status, and dropped calls.
 5. Execution of time-based call routing journeys to allow call flow only during official working hours.
- v. Call queuing and hold music functionality during high traffic or agent busy hours.
- vi. Capability to configure IVR journeys supporting DTMF-based user input recognition for checking application status and integrating with the existing MMC CRM system.
- vii. Capability to create IVR journeys that fetch and announce real-time information based on user input, including the setup and maintenance of APIs/Webhooks for real-time data exchange with external systems.
- viii. Provision of analytics and reporting features, enabling data segregation and insights by date and time.
- ix. Scalable architecture supporting future AI-driven functionalities, leveraging accumulated IVR interaction data

- n) The firm/agency may satisfy the following conditions and attach self-attested copy of the same with the quotation: -
- The applicant company should be a registered firm within the State of Maharashtra.
 - The Firm should have experience for executing grievance redressal system.
 - The application should enclose a Scanned copy of the original GST Registration certificate.
 - Applicant should provide a Certificate of non-inclusion in the blacklist as per given format attached in annexure “2” need to be provided on Rs.500/- stamp paper duly notarized or on firm/agency letter head.”
 - Applicant should provide a declaration on his letterhead as per the given format attached in annexure “3” stating that – “The firm is not under liquidation, court receivership, or similar proceedings and/or is declared insolvent.”
 - Self-attested copy of live PAN card.
 - The application should have a Firm registration /MSME certificate / UDYAM certificate.
 - The application should enclose the latest attested copy of the Receipt of the Income Tax Return.
- o) If Quotations found vague and indefinite expressions such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly and such a conditional quotation shall be rejected summarily.

Sd/-
(Dr. Rakesh Waghmare)
Registrar
Maharashtra Medical Council

QUOTATION FORM

To,
The Registrar,
Maharashtra Medical Council,
189-A, Anand Complex, 1st Floor,
Sane Guruji Marg, Arthur Road Naka,
Chinchpokali (West), Mumbai - 400011.

Sub:- Notice Inviting

"Quotation for Execution of the Interactive Voice Response System for
Maharashtra Medical Council"

Ref.:- No. MMC/Quotation/Execution IVR/2025/06101 Date:- 04/11/2025.

Respected Sir,

1. I/We submit the quotation for "Setup of the Interactive Voice Response system for Maharashtra Medical Council" at Maharashtra Medical Council, 189-A, Anand Complex, 1st Floor, Sane Guruji Marg, Arthur Road Naka, Chinchpokali (West), Mumbai - 400011.

2. I/We thoroughly examined and understood terms & conditions given in the enquiry document.

3. I/We hereby offer to supply at the following rates. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the validity of rate.

Sr. No.	Particulars	Rate	GST	Total Amount
1.	Software execution of the Interactive Voice Response system with the features mentioned in the point m) of above notice.			

Note :- All costs mentioned above will be subject to GST, as applicable under regulatory guidelines.

Place- _____

(Signature of Authorized Person)

Date- _____

(Name)

(Designation)

Name of Firm/Company/Agency

Contact Detail

DECLARATION

Date.....

To,
The Registrar,
Maharashtra Medical Council,
189-A, Anand Complex, 1st Floor,
Sane Guruji Marg, Arthur Road Naka,
Chinchpokali (West), Mumbai - 400011.

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Respected Sir,

I / We hereby confirm that our firm has not been
banned or blacklisted by any government organization/Financial institution/
Court/Public sector Unit / Central Government and no police/Vigilance enquiry/criminal
case is pending against us.

Place:

Signature of Authorized Person.....

Date:

Name.....

Designation.....

Seal

DECLARATION

Date.....

To,
The Registrar,
Maharashtra Medical Council,
189-A, Anand Complex, 1st Floor,
Sane Guruji Marg, Arthur Road Naka,
Chinchpokali (West), Mumbai - 400011.

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"Quotation for Execution of the Interactive Voice Response System for
Maharashtra Medical Council"

Ref.:- No. MMC/Quotation/Execution IVR/2025/06101 Date:-04/11/2025.

Respected Sir,

I / We, _____, hereby declare that the firm is not under
liquidation, court receivership, or similar proceedings and/or is declared insolvent.

Place:

Signature of Authorized Person.....

Date:

Name.....

Designation.....

Seal