



## **MAHARASHTRA MEDICAL COUNCIL, MUMBAI**

Established by Government of Maharashtra Under MMC Act 1965

189-A, Anand Complex, 1<sup>st</sup> 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/IVR/2025/05674**

**Date:- 26/09/2025**

### **Inviting Quotation for the setup of the Interactive Voice Response system for Maharashtra Medical Council**

The effectiveness and efficiency of the office is based on the adequate availability of robust hardware for the Interactive Voice Response system for Maharashtra Medical Council. hardware setup 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 03/10/2025.

#### **Terms & Conditions: -**

a) Envelope should be super-scribed "QUOTATION FOR SETUP 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, 1<sup>st</sup> Floor, Sane Guruji Marg, Arthur Road Naka, Chinchpokali (West), Mumbai - 400011.

b) The envelope must bear the word: - "Inviting quotation for setup 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: -

- 1) Hardware Setup: -** Setup the dedicated line for all departments in MMC with high-speed voice and internet functionality – incoming and outgoing. End to end installation including wiring from the hosting box with the following functionality:
  - i.** The Automatic call distribution based on the interactive voice response menu options selected by the user.
  - ii.** Multi-level menu options support
  - iii.** DTMP based input recognition
  - iv.** CRM / ERP integration capability of fetching the details in real time based on user input and announcing the output
  - v.** API/ Webhook support for real time data push/pull with external system
  - vi.** Call Queuing and hold music functionality
  - vii.** Interactive voice response system should be able to create a group of co-workers and assignment to them sequentially
  - viii.** Should prove the sticky agent functionality – the user should be able to connect again to same agent previously discussed
  - ix.** Should have functionality to limit the ringing duration and limit the conversation duration
  - x.** Call logs/ recording storage functionality for audit purpose
  - xi.** The Interactive voice response system should have capability to send sms or email basis the call interaction
  - xii.** The Interactive voice response system should prove the analytics report segregated by the date and time
  - xiii.** Capability to build AI driven feature for future purpose based on the data gathered
  - xiv.** Detailed reports on call duration, department wise call logs, user details, others.
- 2)** The interactive voice response system on top of the hardware to answer the query in timely manner.

**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 with a minimum of five (5) years of duration up to the date of quotation.
- The Firm should have experience of at least 1 year.

- 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, 1<sup>st</sup> Floor,  
Sane Guruji Marg, Arthur Road Naka,  
Chinchpokali (West), Mumbai - 400011.

**Sub:-** Notice Inviting

"Quotation for the setup of the Interactive Voice Response system for Maharashtra Medical Council."

**Ref.:-** No. MMC/Quotation/IVR/2025/05674 Date:- 26/09/2025.

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, 1<sup>st</sup> 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.	Setup of end-to-end hardware and software required for 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, 1<sup>st</sup> Floor,  
Sane Guruji Marg, Arthur Road Naka,  
Chinchpokali (West), Mumbai - 400011.

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**Ref.:-** No. MMC/Quotation/IVR/2025/05674 Date:- 26/09/2025.

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, 1<sup>st</sup> Floor,  
Sane Guruji Marg, Arthur Road Naka,  
Chinchpokali (West), Mumbai - 400011.

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Maharashtra Medical Council."

**Ref.:-** No. MMC/Quotation/IVR/2025/05674 Date:- 26/09/2025.

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