

HITES/IT/22-23/66

21<sup>st</sup> April'2022

**LIMITED TENDER NOTICE**

**Sub: Supply & Configuration of IVRS ( Interactive Voice Response System) for HLL INFRA TECH SERVICES LIMITED ( HITES ) at Noida Office.**

Competitive Offers are invited from Reputed Vendors located within Delhi / NCR for the following scope of work as given below on Monthly Hire Basis.

Under the scheme , Hired Services , the Bidder / Service Provider would own the Hardware & Software and would install the same at Client’s location for it’s use on Rental Basis till the designated contract period, including It’s CAMC & allied Services. **HITES would provide it’s own Linux Server for mapping the Software for IVRS.**

Please see the details on URL: <http://hllhites.com/tenders>

**Location :-**

Sl.No	Entity	Location
1	HITES-Noida	B-14A, Sec-62, Noida-201307

S. No	Description
2	Supply of 4 Port ISDN PRI Card ( IN / OUT ) compatible with existing EPABX ., Make-Matrix –Eternity( ME- 16 S)  Configuration of the Advance Communication System Software ( Licensed Version)  Message Recording  Installation & Commissioning
3	Price Format (As per Annex-1)

**Bids should be sent in Sealed Cover Super scribed “Tender Ref. No HITES/IT/22-23/66 , IVRS ( Interactive Voice Response System)**

addressed to :-

**Dy. Vice President–IT  
 HLL INFRA TECH SERVICES LIMITED  
 B-14 A, Sec-62 , Noida-201307 (UP)**

Event	Date & Time
Bid Start Date	21 st April'2022 , 03:00 PM
Closing Date & Time Bid Submission	05 <sup>th</sup> May'2022 , 02:00 PM
Date and time of opening of bids	Post Closing of Bid Submission

**The Hard copy of the Bid should be stamped , signed & kept in envelope mentioning the Tender Ref. No HITES/IT/22-23/66 , IVRS ( Interactive Voice Response System)**

The clarifications can be sought by the participating bidders on or before closing date & time of submission of bids by contacting thru'e-mail [itnoida@hllhites.com](mailto:itnoida@hllhites.com) or Calling during Office Hours (excl. Sat & Sunday & Holidays) between 11 a.m to 04 p.m on **0120-2975114**

**ELIGIBILITY CRITERIA:**

The Bidder's should submit the Hard Copies of the following Documents , duly signed & stamped as given below under Sealed Cover.

- 1> Name, full address, telephone, email contact person of the bidder( On Letter Head)
- 2> GST Registration Certificate.
- 3> Price Bid/ Offer / Quotation as per Annex-1

**Period Of Contract :-**

**18 Months ( Minimum) from the Date of Commissioning & further extendable for an additional period of 18 months upon satisfactory performance adjudged by HITES.**

**Payment :-**

**Quarterly ( Three Month's Rental Bill) upon submission of valid GST Invoice ( In Duplicate)**

The GST # of HLL INFRA TECH SERVICES LIMITED is **AADCH4882R1ZP**

**Dy. Vice President-IT  
HLL INFRA TECH SERVICES LIMITED  
B-14 A, Sec-62 , Noida-201307 (UP)**

## Annex-I

### PRICE BID FORMAT

Sl. No	listofitems	Qty.	Rental Charges Per Month ( Rs)	GST Rate (%)
1	Supply of 4 Port ISDN PRI Card ( In / OUT ) compatible with existing EPABX ., Make-Matrix –Eternity( ME- 16 S)  Configuration of the Advance Communication System Software ( Licensed Version)  Message Recording  Installation & Commissioning Complete.	ONE AU		
	<b>Grand Total ( INR)</b>			

**IN Words :-** \_Rs.-----

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**Signature & Stamp of the Bidder.**

**Place:-**

**Date :-**