



RFQ No.: AGL/0534/MANUAL RFQ/CLOUD BASED IVRS
IMPLEMENTATION/05-2026
IMPLEMENTATION OF CLOUD BASED IVRS SYSTEM



AAVANTIKA GAS LIMITED

(A JOINT VENTURE COMPANY OF GAIL & HPCL)

CITY GAS DISTRIBUTION PROJECT IN INDORE,
UJJAIN, PITHAMPUR & GWALIOR

REQUEST FOR QUOTATION (MANUAL SUBMISSION)

IMPLEMENTATION OF CLOUD BASED IVRS SYSTEM

RFQ No.: AGL/0534/MANUAL RFQ/CLOUD BASED IVRS
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OPEN COMPETITIVE BIDDING

ISSUE DATE: 19.05.2026

Important Dates

Pre-Bid Meeting Date & Time	27/05/2026 at 11:00 Hrs
Last Date & Time of Submission of RFQ (Physical Bid)	01/06/2026 up to 16.00 Hrs
Date & Time of Opening of Priced Bid at AGL HO	01/06/2026 up to 16.30 Hrs

CONTACT PERSON at Aavantika Gas Limited:

- 1) Mr. Varender Sharma, Ch Mngr: Mobile – 98889 25792 / Email: varender.sharma@aglonline.net
- 2) Mr. Himanshu Shrivastava, Mngr, Mobile – 9131099726 / Email: himanshu.s@aglonline.net
- 3) Mr. Anurag Singh, Engineer: Mobile – 86006 90470 / Email: anurag@aglonline.net
- 4) cp@aglonline.net 0731-4222520

Initiated By :

Reviewed By:

Verified By:

Approved By:

Aavantika Gas Ltd. (AGL) is a Joint venture of GAIL & HPCL for implementation of City Gas projects in Indore, Ujjain, Pithampur & Gwalior for CNG in transportation sector and PNG supply to Industrial, Commercial and Domestic consumers.

1. **SCOPE OF WORK:**

1. **System Design & Requirement Analysis**

- Gather business requirements and call flow expectations
- Design IVR call flow (multi-level menu options)
- Define user journeys (inbound, outbound, escalation paths)
- Prepare system architecture (cloud deployment)

2. **IVRS Setup & Configuration**

- Installation and configuration of IVR platform
- Setup of DID/PRI/SIP trunk integration
- Creation of IVR menus (Press 1, Press 2 options, caller tune setup)
- Time-based routing (working hours / non-working hours)
- Multi-language support configuration (if required)

3. **Call Routing & Management**

- Intelligent call routing
- Call queue management with hold music
- Call transfer (manual and automatic)
- Missed call alert system
- Failover routing in case of downtime
- Call routing to emergency mobile numbers for field staff

4. **Integration Services**

- Integration with CRM/ERP systems
- SMS/Email gateway integration for alerts and notifications

5. **Voice & Prompt Management**

- Recording and uploading of IVR voice prompts
- Text-to-Speech (TTS) configuration
- Custom greetings and announcements
- Periodic update of IVR messages

6. **Reporting & Analytics**

- Call detail records (CDR) reporting
- Real-time dashboard for monitoring calls
- Reports on call volume, duration, missed calls, etc.
- Agent performance tracking (if applicable)
- Any other reports as per required of AGL Business.

7. **Security & Compliance**

- Role-based access control
- Data encryption and secure storage
- Compliance with telecom regulations (like TRAI guidelines)
- Audit logs and monitoring

8. **Training & Documentation**

- Training sessions for administrators and users
- Preparation of user manuals.

- Technical documentation for maintenance (if applicable)

9. Support & Maintenance

- Post-implementation support (L1, L2, L3)
- Regular system health monitoring
- Software updates and patches
- SLA-based issue resolution (Priority based support)

Optional Features (If required)

- Outbound IVR campaigns (alerts, surveys)
- Speech recognition-based IVR
- Call recording and storage
- AI-based virtual assistant integration
- WhatsApp/Chatbot integration via platforms like WhatsApp

Note :- Vendor has to check and understand the existing IVRS system & configuration also vendor has to ensure that all such functionalities should be enable in new IVRS setup.

2. TECHNICAL BIDDER QUALIFICATION CRITERIA (BQC):

Bidder should have executed at least One work having value Rs. 2.97 Lakhs pertaining to provide IVRS/Cloud Telephony solutions to any Government/PSU/company in India within (5) years reckoned from the bid due date.

3. DOCUMENTS TO BE SUBMITTED IN SUPPORT OF TECHNICAL BQC:

Bidder has to submit the order of award along with the supply confirmation OR completion certificate, duly issued by the owner having cross reference to the order of award

4. BID EVALUATION:

- Evaluation shall be done on overall lowest cost basis.
- If quoted amount of two or more L-1 ranked bidders are same, then contract will be awarded to that L-1 bidder whose Turnover as per Last Audited Balance Sheet will be higher.

5. CONTRACT PERIOD:

Contract period shall be 02 years from the date of award of work it may be extended for 06 month to 01 years on mutual understanding basis and Support of the intended items delivery time shall be 2-3 days from the instruction issued by EIC in writing.

6. PAYMENT TERMS:

- 100% payment towards one-time implementation (Supply, Installation, Testing and Commissioning works) within 15 working days from the date of successful delivery and commissioning of services.
- GST-compliant invoice value, including all applicable taxes and duties, shall be paid by AGL within 15 days of submission of invoice on quarterly basis, duly certified by the concerned EIC.
- Payments for services shall be made through normal banking channels on a quarterly basis, subject to the services.
- Deduction at source
Purchaser will release the payment after off-setting all dues to the Purchaser payable by the seller under the contract. Deduction will be made at the source as per the law in force.

7. PRICE REDUCTION SCHEDULE (PRS):

In case, the vendor fails to complete the work/services within stipulated period then unless such failure is due to force majeure, there will be reduction in contract price @ ½% for each week of delay or part thereof subject to maximum of 5% of Work Order Value (Excluding Taxes and Duties).



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In case of delay, the invoices shall be submitted after deducting the price, as above, due to delay. However, PRS shall not be applicable, in case the delay is for the reasons beyond Contractor's control, to be established by OIC/HOD.

8. PERFORMANCE BANK GUARANTEE:

Within 15 days from the date of award of Order, the Bidder shall furnish Performance Guarantee in the form of Bank Guarantee to the PURCHASER, for an amount equivalent to 10% of the Order value (Excluding taxes & duties). Performance Bank guarantee shall be valid for a period of 3 months beyond the expiry of the Contract period

9. SUBMISSION OF QUOTATION:

PLEASE SUBMIT YOUR MOST COMPETITIVE QUOTATION IN SEALED ENVELOPE COMPLETE WITH ABOVE DETAILS IN SCHEDULES OF RATES(SOR) LATEST BY 01.06.2026 UPTO 16:00 HRS AT AGL HO.

Bid should be submitted in a Two envelope containing below:

1st Envelope Contain:

- i. The Original copy of SOR marked as "Quoted".
- ii. Documents pertaining to Serial No. 2 & 3 above.
- iii. Bidder has to submit No Deviation Confirmation in their Letter head as per Form-1.
- iv. In case bidder is not covered under GST, then a declaration has to be submitted stating the same.
- v. Last Financial Year Audited Balance Sheet duly certified by Chartered Accountant.

2nd Envelope Contain:

Price Bid in SOR Format shall be submitted in a sealed envelope duly super scribed with 'DO NOT OPEN'."

All the above are to be enclosed in a Sealed Envelope super scribed as – "QUOTATION – NOT TO BE OPENED"–

To,

Contracts and Procurement Department
Aavantika Gas Limited
202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010, Contact No. 0731-4222520

NOTE:

- a. Bidders should fill their rates in the prescribed Schedule of Rates (SOR) format as per defined Schedule of Rates (SOR), no other format is acceptable and liable for rejection.
- b. Bid shall be accepted only after complying the Technical BQC as per Serial No. 2 & 3 above.

10. APPLICABILITY OF LAW & JURISDICTION:

The RFQ shall be governed and interpreted in accordance with the applicable laws of India and Courts at Indore (Madhya Pradesh) shall be exclusive Jurisdiction.

11. OTHER TERMS & CONDITIONS:

- a) The offer should remain valid for 2 months from the bid due date / extended due date of tender.
- b) The prices once quoted shall not be changed whether resulting or arising out of any subsequent technical / commercial clarifications sought regarding the bid and even if any deviation or exclusion may be specifically stated in the bid.
- c) Bidder is advised to quote strictly as per scope & terms and conditions of bid document and not to stipulate any deviation / exceptions.
- d) Purchaser reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reason, whatsoever.
- e) Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Fax / Telegraphic/ E-Mail bids shall be rejected.
- f) The bid shall be liable for rejection in case of change of the proposed manufacturer after submission of bid.
- g) In absence of requisite documents requested by AGL in this Tender, AGL reserves the right to reject the bid without making any reference, what so ever, to the bidder.
- h) The bidder is advised to visit and examine the site of works and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing of the bid and entering into contract. The cost of visiting the site shall be at bidder's own expenses.
- i) At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bid documents, by issuing corrigendum.
- j) Any corrigendum thus issued shall be part of the Bid documents and shall be notified in writing by email to all prospective bidders, who have received the Bid documents. Prospective bidders shall promptly acknowledge receipt of each corrigendum by email to the Purchaser.
- k) The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the amendments issued.
- l) The bid shall remain valid for 2 months from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.
- m) Any bid received by the Purchaser after the deadline for submission of bid will be declared "Late" and rejected and may be returned unopened to the bidder at the sole discretion of the Purchaser.
- n) The Purchaser will open all bids in the presence of Bidders' representatives who choose to attend, at the time, on the date and place (as specified in IFB). The Bidders' representatives, who are present, shall sign a register evidencing their attendance, if so required by the Purchaser.
- o) During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
- p) The Bidder whose bid is found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidders' representatives who are present shall sign a register evidencing their attendance.
- q) **ARITHMETIC CORRECTIONS**
 - I. The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:
 - II. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;

- III. If there is a discrepancy between words and figures, the amount in words will prevail;
- IV. If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.
- r) Quotation received after the due date and time, are liable to be rejected. Quotations through Email / Telex / Fax / Photocopied are not acceptable.
- s) Bidders must abide to follow all statutory norms and regulations & labor laws and comply with all as applicable.
- t) Guaranty / Warranty certificate for all supplied items to be provided by the bidder.
- u) After verification of the received final product, if any item found faulty or defective than the same will have to be replaced by the bidder without any additional cost implications.
- v) **Please send your queries regarding RFQ on cp@aglonline.net.**

12. SCHEDULE OF RATES (SOR):

Sl.	Scope of Work	Unit	Quantity	Unit Rates Excluding GST in Rs.	Total Amount Excluding GST in Rs.
LOT 1 (Scope of work on Monthly basis)					
1	Cloud services Dialler with support Min 10 User	Months	24		
2	VPN Services	Months	24		
3	PRI Card/services	Nos	1		
4	Supply, Installation, Testing and Commissioning works	Lumpsum	1		
Total Amount Excluding GST in Rs.					
Total Amount Including GST @ 18% in Rs.					

Please submit your most competitive Quotation in Sealed Envelope complete with above details in Schedule of Rates (SOR) latest by 01.06.2026 upto 16:00 Hrs.



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FORM - 1

NO DEVIATION CONFIRMATION
(ON BIDDER'S LETTERHEAD)

To,
Aavantika Gas Limited
202 – B, 2ndFloor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010

Dear Sir,

We understand that any deviation / exception in any form may result in rejection of bid. We, therefore, certify that we have not taken any exceptions/deviations anywhere in the bid and we agree that if any deviation / exception is mentioned or noticed, our bid may be rejected.

SEAL AND SIGNATURE OF BIDDER



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FORM – 2

**DECLARATION
(ON BIDDER'S LETTER HEAD)**

No.

Date:

Aavantika Gas Limited,
Indore (M.P.)

We hereby confirm that we have not been banned /Holiday listed by any CGD Company for the similar requisite works.

SEAL AND SIGNATURE OF BIDDER



FORM – 3

BIDDER GENERAL INFORMATION

No.

Date:

Aavantika Gas Limited,
Indore (M.P.)

1. **Bidder Name :**
2. **Name of Owner/ MD of Organization :**
3. **Address of Registered Office :**
4. **Mobile Number :**
5. **E-mail Address :**
6. **Website :**
7. **Banker's Name :**
8. **Branch :**
9. **Branch Code :**
10. **Bank Account Number :**
11. **GSTN No. :**
12. **PAN No. :**
13. **MSME No.**

SEAL AND SIGNATURE OF BIDDER