

Tender Ref No. IFIN/IT/SR/2025/04



IFCI Financial Services Limited

Chennai

Request For Proposal

Notice Inviting Tender for Cloud Voice Logger

Corporate Office: Kamak Towers, 4th Floor, Plot No. 12-A (SP) Thiru -Vi-Ka Industrial Estate,

Ekkatuthangal, Guindy, Chennai 600032

- i) Date of issue/opening/publish of Tender document : 14th July, 4.00 pm
- ii) Last date of receipt of Tender : 04th August, 5.30 pm

Disclaimer

The information provided by the bidders in response to this RFP Document will become the property of the IFIN and will not be returned. IFIN reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. IFIN also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by IFCI Financial Services Limited for its requirement of Cloud Voice Logger. It should not be reused or copied or used either partially or fully in any form.

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by IFIN or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by IFIN, but an invitation for service provider's responses. No contractual obligation on behalf of IFIN, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of IFIN and the Bidder.

TABLE OF CONTENTS

Chapter No.	Contents	Page No.
1	Preface	4

2	Name and address of the authority	4
3	Website link for downloading the tender document	4
4	Contact person(s) for any queries related to the tender	4
5	Submission of the tender	4
6	Schedule for invitation for bids	4
7	Period for validity of the tender document	5
8	Type of bidding process	5
9	Procedure for Submission:	5
10	Technical Bid – Eligibility Conditions	5
11	Technical Specifications	5
	Scope of Work	8
12	Terms & Conditions	8
13	Payment of bills	9
14	Force Majeure	10

1. Preface

Sealed Tenders are invited by the IFCI Financial Services Ltd (IFIN) under two sealed Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies for **Cloud Voice Logger at Chennai office** located at the address mentioned below for three months onsite services on the terms and conditions mentioned in the tender document.

2. Name and address of IFIN office

Office Address:

IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.
Email: it@ifintld.in

3. Website link for downloading tender document

<https://www.ifinltd.in>

4. Contact person(s) for any queries related to tender:

Tender related clarification may be obtained from:

Mr. M. Ramachandran, Head-IT / S. Muthukumarasamy, Deputy Head-IT
Written queries can be sent by email at: ramachandran@ifinltd.in / muthukumarasamy@ifinltd.in
Telephone: 044-69298401

5. Submission of the tender

This Tender is limited tender. So, offers will be accepted in hard copy.

6. Schedule for invitation for bids:

I. Date of issue/opening/publish of Tender document	14 th July, 4.00 pm
II. Last date of receipt of Tender	04 th August 2025, 5.30 PM
III. Date and time of opening of Tender (Technical Bid)	05 th August 2025, 11.00 AM
IV. Date and time of opening of Tender (Financial Bid)2025	07 th August 2025, 11.00 AM

The submitted bid will be opened at NO 12A KAMAK TOWER, 4th floor, SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI TAMILNADU - 600032. The opening time of the bid will be communicated to the respective bidders and bidders are requested to participate in the bid opening through offline or online (link will be communicated for separately for participation).

7. Tender Validity:

21 Days from the date of floating the tender

8. Type of bidding process:

Two sealed cover separately for Technical & Financial bid

9. Procedure for Submission:

Technical Bid: Bidders are requested to drop (Sealed cover) at IFIN's corporate office Tender Box kept in reception.

Financial Bid: Bidders are requested to drop (Sealed cover) at IFIN's Corporate Office Tender Box kept in reception. (The financial bid should also include GST and/or applicable taxes)

Original documents of Technical & Financial bid should be dropped in the tender box kept in the reception of NO 12A KAMAK TOWER, 4th floor, SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI TAMILNADU - 600032 on or before 4th August 2025, 5.30 PM.

10. Technical Bid – Eligibility Conditions

- This invitation for bids is open to all reputed Cloud Voice Logger who have vast experience.
- The Company should have minimum turnover of Rs.50 lakhs per annum for each of the last three years. (ANNEXURE – I)
- The service provider Office should be located in **Chennai**.
- The service provider should be registered with the Income Tax and Service/GST Tax Department. (ANNEXURE-II)
- The service provider should not be blacklisted in any Government / Government undertaking / public sector companies. (ANNEXURE–III)
- The Bidder should have an experience of supplying, installing, configuring and implementing for minimum 3 years (ANNEXURE–IV)

Note: Please furnish the annexure duly signed by the bidder.

11. Technical Specifications:

(To be submitted along with technical bid on Company letterhead)

Sr. No.	Feature	Description
1	IVR Capabilities	Multi-level IVR, CRM integration, extension-based routing, API integration
2	Voice Logging & Call Analytics	Call recording, voice-to-text, keyword mapping, sentiment analysis
3	Inbound & Outbound Call Management	Click to Call, number masking, missed call services, outbound DTMF campaigns
4	Call Routing	Intelligent routing, sticky agent, skill-based distribution
5	User Interface	Web-based admin/user portal, status toggle, live call monitoring

6	Mobile Application	Agent mobile app access, low bandwidth optimized, Click to Call support
7	API Integration	RESTful APIs, Plug-n-Play with major CRMs
8	Security	99.5% uptime, encrypted communication, dual authentication
9	Reports	Real-time dashboard, call details, campaign insights, email integration
10	Scalability	On-demand channel-based scaling

Number of (Voice Logger) Connection Required: 48 (Terminals – Different Location)

1. System Description & Functionality:

- **Cloud Voice Logger Functionality:**

Clearly state that the system should be a cloud-based voice logger, capable of recording, storing, and retrieving phone conversations. Detailing the specific features like call recording (both inbound and outbound), on-demand and scheduled recording, search and retrieval of recordings, and playback options.

- **Integration Capabilities:**

Specify how the voice logger will integrate with existing phone systems (e.g., VoIP, PBX), and any specific APIs or protocols required for seamless integration.

- **Security & Encryption:**

Submit the detailed security measures to protect sensitive call recordings. This includes encryption of data both in transit and at rest, access control mechanisms, user authentication, and adherence to relevant data privacy management (e.g., GDPR, CCPA).

- **Storage & Retention:**

Specify the required storage capacity for recorded calls and the duration for which recordings will be maintained by the service provider. Required complete process outline for data backup and recovery. If cloud storage is used, mention the specific cloud service provider and service level agreements (SLAs) related to storage and uptime.

2. Technical Specifications:

- **Scalability & Performance:**

Specify the expected call volume, number of concurrent users, and performance metrics such as call recording quality, latency, and retrieval speed. Detail how the system will scale to accommodate on future enhancement.

- **Monitoring & Reporting:**

Submit the outline about the monitoring tools and dashboards that will be provided to track system performance, resource utilization, and SLA compliance. Specify the types of reports that will be generated, including call detail records (CDRs), usage statistics, and error logs.

- **Accessibility & User Interface:**

Submit the detailed user interface for accessing and managing the voice logger. This includes the search and playback features, user roles and permissions, and the ability to customize the interface.

3. Service Requirements:

- **Installation & Configuration:**

Specify the process for installation, configuration, and deployment of the cloud voice logger, including required on-site support or training. Detail the responsibilities of the vendor and the customer during the setup process.

- **Maintenance & Support:**

Specify the vendor's responsibilities in maintaining the voice logger, troubleshooting, and support functions. This includes the availability of technical support, response times for support requests, and the process for handling system errors or issues.

- **Service Level Agreements (SLAs):**

Clearly define the Service Level Agreement for system uptime, call recording quality, data storage, and support response times. Specify the penalties or remedies for failing to meet the defined SLAs.

4. Documentation:

- **Technical Documentation:**

Include comprehensive technical documentation for the voice logger, including installation guides, user manuals, API documentation, and troubleshooting procedures.

- **Training Materials:**

Provide training materials and Standard Operating Procedures (SOP) for users and administrators, including user guides, video tutorials, and FAQs.

- **Technical Manual:** In-depth guide on system architecture, setup, configuration, and troubleshooting.
- **Operations Manual:** Instructions for maintaining the Cloud Voice Logger system,

including data backups, log management, and server health monitoring.

- **Administrator Manual:** Guidelines for administrators on managing user permissions, system configuration, and troubleshooting.
- **End-User Manual:** Easy-to-understand guide for non-technical users to access, searching, and reviewing call recordings.
- **Training Materials:** Step-by-step instructions and video tutorials to help both endusers and administrators to understand the system usage and functionality.

Scope of Work

- End-to-end deployment of Cloud Voice Logger
- Integration with IFIN's infrastructure
- Installation, training, and ongoing support
- Compliance with data security and retention policies

12. Terms & Conditions:

1. Tenders without proper details, Annexure, and a signature with company seal on each page will be rejected.
2. The tenders should be submitted in the prescribed manner as mentioned in Para 7 above regarding the Procedure for Submission.
3. For any clarification regarding the technical details of the Cloud Voice Logger, you may contact our office IT team during working days between 10 a.m. to 5 p.m. within the tender invited period.
4. Financial bid shall remain valid for a minimum of 7 days from the date of opening of the financial bid.
5. The prices quoted by the bidder shall remain valid for a period of 7 days from the date of opening of the financial bid.
6. IFIN's reserves the right to accept/reject any quotation without assigning any reason.

7. The Bidder shall quote every item as mentioned in the tender documents. The total bid price should include all applicable taxes, levies, and duties. The amount of taxes, levies, duties, or any other charges included in the price should be indicated clearly.
8. In case if the bidder has failed to comply on any of the terms & conditions, IFIN has the right to terminate the contract by giving 7 days' notice in writing to the bidder.
9. The Courts in Chennai alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.
10. Bidder should not lease/transfer/sublet/appoint sub-contractor or care taker to render the services under the Contract. The charges spent to put the units under running conditions will be recovered from the firm against the payments due to them.
11. The final acceptance of the tender would be entirely vested with the discretion of IFIN, which reserves the right to accept or reject the tender at any stage of the tender been conducted. The decision of the IFIN in this regard will be final and no disputes in this regard will be accepted.
12. IFIN shall not be responsible for death, injury, or accident to the Bidder's employee also the Bidder should provide all the safety equipment for their employees. Which may arise out of and in the course of their duties at IFIN's premises. Bidder cannot claim any financial liabilities from IFIN in this regard.
13. The service provider shall provide a minimum one-year service warranty, including free technical support, bug fixes, and system maintenance. Any service outages or failures shall be addressed within SLA timelines. Warranty will commence post GoLive.

13. Payment of bills:

The total amount of Cloud Voice Logger will be paid in a phased manner based on the milestone achievements and as per the bidding agreement.

- Payment shall be made **on a monthly basis** for the services rendered, over the duration of the **one-year contract period**.
- The bidder shall raise monthly invoices at the **end of each month**, based on actual services provided during that period.
- All invoices must include applicable **GST**, and payments shall be made **after deduction of TDS** or any other applicable statutory deductions.

Note: No advance payment will be made. IFIN reserves the right to deduct payment for any non-compliance with service levels or agreed deliverables.

14. Bid Evaluation Methodology (L1 Determination)

The scores for all technically qualified bidders shall be calculated using the following formula:

Final Score = (Technical Score / Highest Technical Score) × 70 + (Lowest Financial Quote / Financial Quote of the Bidder) × 30

- The technical evaluation will carry a 70% weightage
- The financial evaluation will carry a 30% weightage

The bidder securing the highest composite score as per the above formula shall be declared as L1 (Lowest Evaluated Bidder).

15. Force Majeure:

Neither party shall be liable for non-performance of any obligation under this contract if it is unable to perform that obligation in whole or in part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event, along with a written explanation. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, terminate this contract by giving fifteen days prior written notice.

"APPLICATIONS RECEIVED AFTER THE DUE DATE WILL NOT BE ENTERTAINED"

Annexure-1

Profile of vendor organization (To be submitted on letterhead)

1	Name of Company	
2	Date of Incorporation	
3	Company full address	
4	Contact details: Name, phone, fax, and e-mail	
5	Number of years in business	

6	Authorized Account Representative	
7	Please confirm if you have all regulatory registrations in place to undertake this line of business activity	

Authorized Signatory

Company Seal:

Date:

ANNEXURE – I Declaration regarding Bidder Company/SERVICE PROVIDER/Dealer/Integrator having a financial turnover of at least Rs. 50 lakhs per annum for each of the last three years.

(To be given on Company Letter Head)

To,

**IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.**

Sub: Declaration regarding Bidder Company/SERVICE PROVIDER/Dealer/Integrator is having a financial turnover of at least Rs. 50 lakhs per annum for each of the last three years.

Dear Sir,

I / We hereby certify that _____ (Company Name) is having financial turnover as mentioned below on the date of submission of a bid.

Sr.No.	Financial Year	Turnover Rs. In Lakhs
1	2022-2023	
2	2023-2024	
3	2024-2025	

Signature:

**Name of the Authorized Person:
(Authorized for this RFP)**

Designation:

Date:

ANNEXURE–II: Declaration regarding bidder Company/SERVICE PROVIDER/Dealer/Integrator shall have been registered with the Income Tax and Service/GST Tax Department.

(To be given on Company Letter Head)

To,

**IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.**

Sub: Declaration regarding bidder Company/SERVICE

**PROVIDER/Dealer/Integrator shall have been registered with the
Income Tax and Service/GST Tax Department.**

Dear Sir,

I / We hereby certify that _____ (Company Name) is
registered with the Income Tax and Service/GST Tax Department on the date of submission
of a bid.

Signature:

**Name of the Authorized Person:
(Authorized for this RFP)**

Designation:

Date:

ANNEXURE–III: Declaration regarding Bidder's not has been blacklisted in any
Government / Government undertaking / public sector companies.

(To be given on Company Letter Head)

To,

**IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.**

Sub: Declaration regarding Bidder's not has been blacklisted in any Government / Government undertaking / public sector companies.

Dear Sir,

I / We hereby certify that _____ (Company Name) is not have been blacklisted in any Government / Government undertaking / Public sector companies on the date of submission of bid.

Signature:

**Name of the Authorized Person:
(Authorized for this RFP)**

Designation:

Date:

ANNEXURE–IV: Declaration of being in business for more than 3 years consecutive experience as on 24th March 2025.

(To be given on Company Letter Head)

To,

**IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.**

Sub: Declaration of being in business for more than 3 years consecutive experience as on 17th March 2025.

Dear Sir,

I/We hereby certify that _____ (Company Name) is a reputed and **established** entity in the business with a _____ **years** of consecutive experience as on 24th March 2025.

Please find enclosed the following supporting documents for the same:

1. Certificate of Incorporation/Registration
2. License
3. Any other relevant document(s)

Signature:

**Name of the Authorized Person:
(Authorized for this RFP)**

Designation:

Date:

ANNEXURE–V: Declaration regarding Bidder’s having permanent technical support staff posted in Chennai with more than 5 Nos.

(To be given on Company Letter Head)

To,

**IFCI Financial Services Limited (IFIN),
NO 12A KAMAK TOWER, 4th floor,
SOUTH PHASE, NEAR HALLMARK TOWER, CHENNAI
TAMILNADU - 600032.**

Sub: Declaration regarding bidders having permanent technical support staff posted in Chennai.

Dear Sir,

I / We hereby certify that _____ (Company Name) is having permanent technical support staff posted in Chennai with a technical support team size of _____ numbers on the date of submission of a bid.

Signature:

**Name of the Authorized Person:
(Authorized for this RFP)**

Designation:

Date: