



**Government of Maharashtra**

Department of Agriculture

**Nanaji Deshmukh Krushi Sanjeevani Prakalp**

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No. NDKSP-20025(35)/7/2025-20

Date : 6<sup>th</sup> August, 2025

To,

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**Subject : - Quotation for Supply of Cloud Telephony Services for  
Nanaji Deshmukh Krushi Sanjivani Prakalp**

Nanaji Deshmukh Krushi Sanjivani Prakalp (NDKSP), Government of Maharashtra invites quotations from experienced cloud telephony system providers for the deployment of a scalable, secure, and robust inbound call management system for a period of 3 months. The platform will serve as a front-end interface for farmers across Maharashtra to reach out with agriculture-related queries, which will be addressed by an AI-powered voice bot system managed by a separate vendor.

<b>Sr. No</b>	<b>Description of items with specifications</b>	<b>Rate per Call Minute</b>	<b>Location</b>
1	<p>End-to-end Cloud Telephony Service for Voice Calls Only, including the following:</p> <ul style="list-style-type: none"> <li>• 50 concurrent voice channels</li> <li>• The estimated calling requirement is approximately 50,000 minutes for inbound and outbound in the specified period</li> </ul> <p>(Rates to be quoted on a per minute basis inclusive of telecom charges and platform usage)</p> <ul style="list-style-type: none"> <li>• Web-based call dashboard and analytics</li> </ul>	To be quoted	Nanaji Deshmukh Krushi Sanjivani Prakalp, 30, World Trade Centre, Cuffe Parade, Mumbai-400005 Maharashtra, INDIA

<ul style="list-style-type: none"> <li>• Call recording &amp; access (minimum 90-day storage)</li> <li>• 24x7 technical support and 99.9% uptime SLA</li> </ul>		
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### **Detail Specifications:**

- A. Usage Type: Voice-based two-way communication only.
- B. Concurrent Channel Requirement: 50 voice channels; should be scalable.
- C. Call Volume Estimates: 50,000 minutes (Inbound plus outbound)
- D. Billing: Billing will be made based on the actual number of minutes consumed
- E. Platform Features: Call dashboard, real-time monitoring, logs, reporting.
- F. Call Recording: 180-day access.
- G. Support & SLA: 24x7 support with 99.9% uptime; monthly reporting.
- H. Security & Compliance: Data encryption and DPDP Act, 2023 /telecom compliance
- I. End-to-end encryption of call recordings and metadata.
- J. Role-based dashboard/API access control.

## **2. Quotation Price**

- A. The price will include all taxes.
- B. Goods and service tax should be shown separately.
- C. The rates submitted by the vendor will be fixed for the Contract Period.
- D. The Quotation rates should be submitted in Indian Rupee.

3. Each vendor shall submit a single sealed quotation or Online Quotation through Email. The vendor will not contact the other vendors regarding this quotation.

## **4. Validity of quotation**

The quotation will be valid for 60 days from the date of submission of the quotation.

## **5. Appraisal of quotations**

The buyer will compare and evaluate the quotations with the quotation response to the following matters.

- The quotations are properly signed.
- Meet the terms, conditions and criteria mentioned in the quotation.
  - Quotation should be signed, stamped & properly sealed
  - GST rates will not be considered for assessment.
  - The bidder should submit the copy of Registration certificate (Shop Act Certificate).

- The bidder should submit copy of GST Certificate & Pan Card
- Compliance with:
  - TRAI guidelines (Telecom Regulatory Authority of India)
  - ISO 27001 or equivalent certification

## **6. Issue of Work-Order**

Delivery shall be delivered within five- days after receipt of Work Order. The Work Order will be issued to bidder whose quotation is the most responsive (Most Appropriate quotations) bidder and whose rate is the lowest.

- A. The Buyer shall have the right to approve or reject any quotations and to cancel all quotations by cancelling the process of quotations.
- B. The terms of the agreed rate will be included in the supply order .
- C. Contract Period: - The initial duration of the contract shall be 3 months, with a possible extension of up to an additional 3 months, based on requirements and under the same terms and conditions.

## **7. Payment mode**

Payment shall be made within thirty (30) days upon submission of the original invoice, based on actual services delivered and accepted during the billing period. Billing cycle should be monthly basis.

## **8. Warranty & Service Assurance**

The selected vendor shall ensure uninterrupted access to the telephony platform, with a guaranteed minimum uptime of 99.9% during the contract period. All functional components, including voice channels, call recordings and analytics dashboard, shall be maintained and supported at no additional cost. The vendor shall provide after-sales technical support for a minimum period of three months from the date of activation, ensuring resolution of any issues affecting service quality, uptime, or data access.

You are requested to provide your sealed Quotation or Online Quotation through Email (procurement.pmu@mahapocra.gov.in) or at Nanaji Deshmukh Krushi Sanjivani Prkalp, 30B, Arcade, World Trade Centre, Cuffe Parade, Mumbai-400005 for Supply of **Cloud Telephony Services** and Submit by 13/08/2025 before 03:00 PM, in the format given with this request for quotation. The quotation will be opened at 03.30 pm on the same day.

Santosh Mamdapure  
**Dy Project Director, NDKSP**



- The total cost for cloud telephony services for Nanaji Deshmukh Krushi Sanjivani Prakalp, is Rs.\_\_\_\_\_ (Amount in figures) Rs.\_\_\_\_\_ (Amount in Words) on a per minute call basis and we are ready to do so within the period mentioned in the quotation.
- We also certify that no person acting on our behalf will engage in any corrupt practice, fraud, coercion, undue influence, obstruction or any other unethical conduct. We have taken appropriate measures to ensure that such practices are not adopted during the submission of the rate sheet or in the execution of the contract.

(Signature and Seal of the Supplier)