

Minutes of Prebid Meeting for Tender Document For Automated Recorded Voice calling using e-Mamta Software Application for pilot project of three months'

Pre Bid meeting for '**Tender Document For Automated Recorded Voice calling using e-Mamta Software Application for pilot project of three months'** was held in Parivartan Hall on **17th October 2011 at 1.00 P.M.** The meeting was chaired by Mission Director NRHM. Mr. K.K. Panchal Joint Dir. (D&E) and Additional Director (VS) and PO E-Mamta also attended the meeting. It was attended by representatives of three parties as per Annexure I. Important points concluded from the meeting are as below:

(A) Components of voice call:

- (i) The first part – consists of verification of identity by the person attending the call. In case it's a wrong identity, the call would be cancelled.
- (ii) The second part- If the identity is found to be matching the records, a recorded template would be played.
- (iii) The third part- Feedback would be taken by the person attended calls. Templates of this feedback would be provided to the party.

(B) Verification of voice call:

- (i) Error reports and voice call reports should be sent to NI, Gujarat on real time basis.
- (ii) Payments of voice call will be made on the basis of NIC report.

If all or any of the three parts of (A) above for voice call are successfully executed, it is treated as successful voice call for payment.