

व्यवस्थापक भवन, ५ मंज़िल, बी विंग,
O/o प्रधान महाप्रबंधक (उच्चम व्यवसाय)
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भारत संचार निगम लिमिटेड
भारत सरकार का उपक्रम

Letter No: CGMT/MH/EB MH/Covid-19 – Voice Blaster/2020-21/02
Dated at Mumbai 13th Apr' 2020

To,
All SSA Heads
MH Circle
BSNL

Sub: COVID-19 – IVRS based survey of the health condition of the Citizens in SSAs of MH State

The unprecedented pandemic that has struck the globe with extreme wrath has extended its reach towards our nation and the state of Maharashtra, with the infected numbers rising at an alarming rate. M/s Comsolve has designed an IVRS based survey – “**Voice Blaster**” solution to analyze the health condition of the citizens in the State of Maharashtra. **The solution needs to be deployed at every SSA level by introducing the concept to the District Collectors/Governing bodies** and thereby seeking their approvals with the assistance of M/s Comsolve in deploying the solution. **BSNL will provide the SIP Trunk lines for the Voice Blaster solution.**

Objective

Identification of citizens in State of Maharashtra:

1. With symptoms of Covid-19 who are yet to be identified
2. Who have come in contact with a Covid-19 patient
3. Who are Healthy citizens

The solution which will help in gaining medical intelligence and thus providing the government with necessary resources by rationally and objectively planning the execution of curtailment of this deadly virus. If the proposal is accepted, the local Govt. authorities at district level can be mobilized to conduct an effective campaign for the **Voice Blaster COVID-19 IVRS Solution**. The solution document is attached for your further understanding.

For any technical assistance, Sh. Lalit Bansod, Director, M/s Comsolve can be reached on **09822050657** and lalit.bansod@comsolveindia.com

This is for your information and necessary action please
The above is with the approval of PGM EB MH

Encl: (1)

Asst. General Manager (EB MH)
O/o The Pr. General Manager (EB MH)
BSNL, Maharashtra Circle

Copy to:

1. All SSA EB Teams for necessary action please.
2. Sh. Lalit Bansod, M/s Comsolve for co-ordination with SSA EB Teams

Proposed Solution

Objective:

To identify

1. Citizen having Covid 19 symptoms who not yet identified
2. Citizen who came in contact with Covid 19 patient
3. Healthy Citizen

The Proposed solution is designed to:

- ✓ Overall objective to setup this “Voice blaster” solution is to cover maximum citizen to conduct IVRS based survey of their health condition.
- ✓ To provide multiple instance platform to blast voice messages with pre-recorded IVRS messages to Citizen through Dial Center solution.
- ✓ Multi-level IVRS message with primary health check-up questions to be sent to citizen’s mobile number and citizen can enter their Answer against each question. Like; Press-1 if you have fever, Press-2 if no.
- ✓ All data will be collected in CDR form in system and will be provided to respective department for further analysis

Voice Blaster CDR Report

- ✓ This report shows the calls that have been initiated by as a part of Voice Blaster Campaign. A record contains detailed information about a call i.e. Campaign, Call Date, Phone number, Total Duration, Talk Duration, Status, Term Reason, Customer Time, Call Menu that was played, the digit the customer pressed and the Description of where the call was routed, Download Recording if it is enabled, Play Recording, Recording Play Status. Search filters are provided to determine, records of which date and time you want to view in the report.
- ✓ The report can be downloaded in three formats: CSV, PDF, Xls

Voice Blaster CDR Report															
		From Time : 00 hh 00 mm 2013-05-01			Campaign	Call Category						SUBMIT			
		To Time : 23 hh 59 mm 2016-05-02			--ALL--	All									
		Status		Agent		Duration		Phone Number							
		--ALL-- A - Answering Machine AA - Answering Machine Auto		--Select Agent--		--Select Duration--									
		Call Menu --Select Callmenu--													
		Number of Records : 12										Number of record per page : 60			
#	List	Campaign	Call Date	User	Extension	Phone Number	Total Duration	Talk Duration	Status	Term Reason	Customer Time	Call Menu	Digit	Description	Play/Download Recording
1	6002	gtifobck - gtiffeedback	2015-11-03 12:50:07	VDCL		9712950244	0:00:45	00:00:00	Disconnected On IVR	CALLER	2015-11-03 12:50:07	gtf main welcome	2	no	Play/Download
												gtfno quest 2	9	quest2	
												gtlquestion2	2	no	
2	6002	gtifobck - gtiffeedback	2015-11-03 12:49:01	VDCL	7878	9712950244	0:01:05	00:00:00	Agent Not Available	CALLER	2015-11-03 12:49:01	gtf main welcome	1	yes	Play/Download
												gtf yes ques 1	9	question2	
												gtlquestion2	1	yes	
												thankyou	1	voicemail	
3	5002	gtlerror - gtlerror	2015-11-03 12:47:44	VDCL		9712950244	0:00:28	00:00:00	Disconnected On IVR	CALLER	2015-11-03 12:47:44				Play/Download
4	5002	gtlerror - gtlerror	2015-11-03 12:47:03	VDCL	44455501	9712950244	0:00:39	00:00:00	Unknown Auto	CALLER	2015-11-03 12:47:03				Play/Download

Note & Exclusion

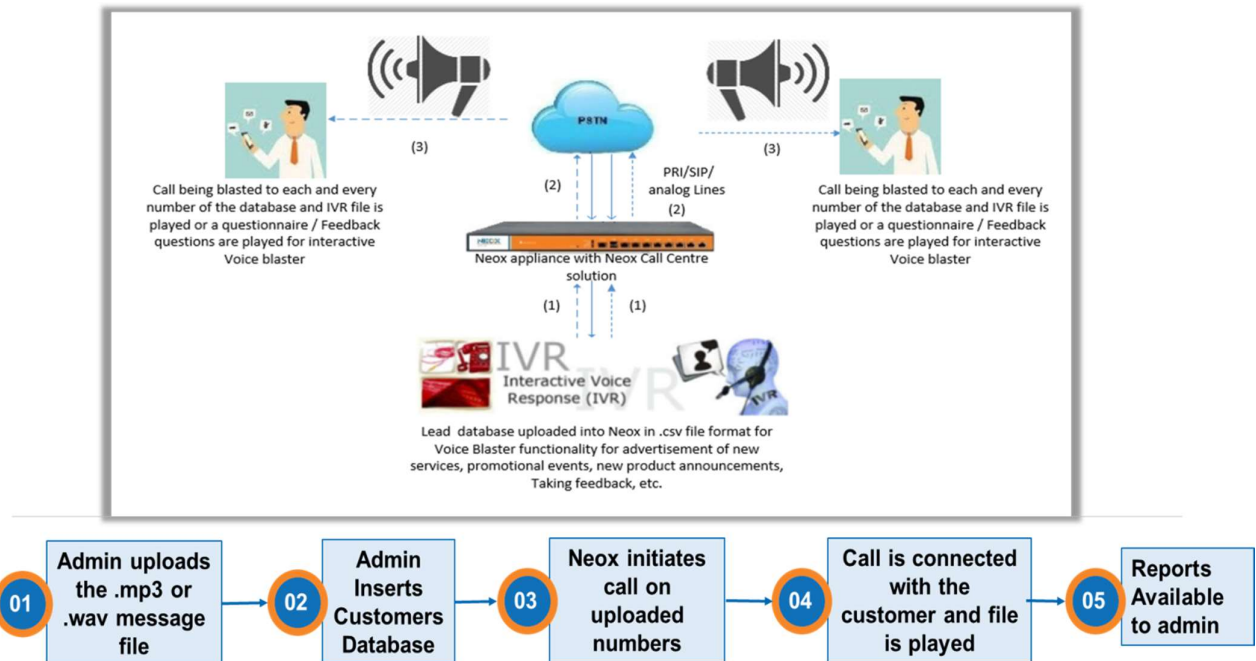
- ✓ Recorded IVRS file with Question to be provided by department
- ✓ Virtual space in IDC along with CentOS 7.4 will be provided by BSNL
- ✓ SIP Trunk for calling will be provided by BSNL
- ✓ BSNL/Department has to provide Citizen's Mobile number in correct & English format to upload in system
- ✓ Reports will be handover to BSNL/Department for further analysis in excel/csv format.
- ✓ Calling charge will be considered by BSNL
- ✓ Our scope is to provide Software Platform only
- ✓ No any integration is considered in scope
- ✓ BSNL has to provide Point to Point VPN connectivity to manage complete setup/configuration remotely

Deliverables

Sr. No.	Description	Qty.
1.	VM Space (For Voice Blaster Platform Installation) Minimum Space: 8 vCPU, 64 GB RAM, 1 TB HDD, CentOS 7.4 (*Per instance is capable to throw approx. 30,000 call in a day) (# of calls will depend on length of IVRS & Call handling time by Citizen)	As required
2.	Voice Blaster base License	1
3.	Per Call	100
4.	Installation and Training One Time	1
5.	Operation and Maintenance Per Day	As per requirement

Table 1: Deliverables

Solution Diagram



Customer Name: COVID-19 Voice Blaster

Quotation Date: 09/04/2020

Description	Component	Part Code	Qty	Rate	Total Amount
Voice Blaster + IVRS Solution					
VM Space will be provided by BSNL IDC: (each instance with: 8vCPU, 64GB RAM, 1 TB HDD, CentOS 7.4) For up-to approx. 30,000 Calls					
Voice Blaster + IVRS Base Platform license per call charge	Per Call		1	₹ 0.28	₹ 0.28

Prerequisite

1. Data for calling
2. Prerecorded Voice Questionair
3. SIP trunk
4. Internet/VPN access to server.
5. Separate MAN power from Department would be required to maintain & analyse collected data for further process.

Terms & Condition

1. All Prices are in INR
2. Taxes Extra As Applicable
3. PO & Payment should be in favor of "Comsolve Mediatech Pvt. Ltd."
5. Payment back to back as stanadard terms with the end user
6. Delivery time: 24 Hrs from the availabilty of resources as specified in prerequisite
7. Support: 7 AM to 9 PM (24*7 as and when required)
8. Prices do not include any services other than mentioned in the BOM
9. If any Customization is required, it will be charged based on Development efforts as mutually agreed