



STATE HEALTH SOCIETY BIHAR



TENDER DOCUMENT

For

**Establishment, Deployment, Operation and Maintenance Of
Integrated 104 call center for Ambulance Services, Grievance Redressal
and Health Helpline**

04th April 2014

State Health Society, Bihar
Pariwar Kalyan Bhawan Bihar
Sheikhpura, Patna-800014

This Request for Proposals (RFP) has been addressed to the following shortlisted Bidders only:

- i. ANWESHA CYBOTECH RESEARCH INSTITUTE PVT. LTD.,
PATNA
- ii. ARYABHAT COMPUTERS, PATNA
- iii. BODHTREE CONSULTING LIMITED, HYDERABAD
- iv. HMRI, HYDERABAD
- v. ZIQITZA HEALTH CARE LIMITED, MUMBAI

Important Dates and Information

Date Of Commencement Of Bid	04/04/2014
Pre-Bid Meeting	16/04/2014 at 15:00 Hrs
Last Date And Time For Receipt Of Bids	24/04/2014 by 17:00 Hrs
Date & Time Of Opening Of Part-I ,Part-II,Part-III of the Bids	25/04/2014 at 11:00 Hrs onwards
Date & Time Technical Presentation	28/04/2014 at 11:00 Hrs (separate slots will be communicated to the eligible bidders)
Date & Time Of Opening Of Financial Bids and Declaration of results	30/04/2014 at 11:00 Hrs
Address For Communication / Submission/ Pre-Bid Meeting /Opening of Technical & Financial Bid	State Health Society, Bihar Dept. of Health, Govt. of Bihar Pariwar Kalyan Bhawan, Sheikhpura, Patna-14
Contact Person	Shri Arvind Kumar
Contact email	hmis@statehealthsocietybihar.org;statehealth_society@yahoo.co.in
Contact Phone no	9470003015.

Abbreviations:

ALSA	Advance Life Support Ambulances
AMC	Annual Maintenance Contract
AVLT	Automated Vehicle Location Tracking
BG	Bank Guarantee
BLSA	Basic Life Support Ambulances
BoQ	Bill of Quantity
CO	Communication Officer
DO	Dispatch Officer
DR	Disaster Recovery
EMD	Earnest Money Deposit
EMT	Emergency Management Technician
ERC	Emergency Response Center
ERS	Emergency Response Services
GIS	Geographical Information System
GNM	General Nursing Midwifery
GOB	Government of Bihar
GPRS	General Packet Radio Service
GPS	Global Positioning System
GSM	Global System for Mobile Communication
IEC	Information, Education, Communication
IMR	Infant Mortality Rate
ED, NRHM	Executive Director, National Rural Health Mission
MDA	Model Driven Architecture
MDG	Millennium Development Goals
MIS	Management Information System
MMR	Maternal Mortality Ratio
NRHM	National Rural Health Mission
PH	Public Health
PSTN	Public Switched Telephone Network
RFP	Request for Proposal
SHSB	State Health Society , Bihar
SoP	Standard Operating Procedures
UAT	User Acceptance Test
VoIP	Voice over Internet Protocol

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1. Project Profile

1.1. Project Background

Health sector in Bihar has witnessed notable improvements in vital health indicators relating to maternal mortality and child health as a result of better infrastructure, service levels and emphasis on institutional delivery and immunization. The state wants to take the next step towards sustaining the positive momentum by setting up an integrated call centre as a one stop solution for citizens needs for ambulance services, on-call medical advice and grievance redressal. The call centre will be accessible through the '104' number and will use multiple channels of forward and backward communication, **phone, sms, email and web services**, in a 24x7 format. State residents would access the services through a 3 digit number '104' and will be available in 2 languages, viz. Hindi & English.

1.2. Project Scope:

Government of Bihar has decided to engage reputed and qualified organizations with the requisite capability and experience through outsourced model to operate a health call centre with focus, though not limited, on the below mentioned services. A brief scope of services, objectives and expectations from the bidder are provided below.

- **Ambulance Services:** Bihar currently has 3 different help-lines operated by different service providers for ambulance services. '104' helpline will serve as a single contact point (front end) for all ambulance services. The selected vendor will be required to forward requests to relevant service providers and may also be required to integrate with existing systems deployed by ambulance vendors. There is a possibility that existing ambulance helpline numbers may be phased out in the future.
- **Grievance Redressal:** '104' would enable state residents to file complaints related to functioning of public healthcare system for areas like service delivery, ambulances, incentive disbursement etc. and also receive updates on relevant action on the same. The call center operator would be required to develop a system for capturing of all grievances in pre-defined formats (in consultation with SHSB), forward the complaints to relevant departments/ nodal authority (as defined by SHSB) and call residents to update on the status of their grievances.
- **Medical Advice:** '104' will provide medical advice and referrals services based on tele-triage. The operator would be expected to use accredited disease summaries/ algorithms and triage algorithms to handle common minor ailments and chronic diseases as well as provide information on maternal and child health. Service range would extend to provide counselling services to adolescents, cancer patients, patients with suicidal tendencies etc. Panel of State Govt. Doctors will be on roster for Medical Advice and it will be provided by SHSB.

2. Instruction to BIDDER's

BIDDER's are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the BIDDER has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfill his obligations under the Bid.

2.1. Definitions

In this document, the following terms shall have following respective meanings:-

“Agreement” means the Agreement to be signed by the Successful BIDDER and State Health Society, Bihar

“Authorized Representative” shall mean any person/agency authorized by either of the parties.

"Bid" Bid shall mean the Technical Bid and Financial Bid submitted by the Bidder, in response to this RFP, in accordance with the terms and conditions hereof.

"Bidder" shall mean 5 short listed Bidder

"Bidding Company" shall refer to such single company (short listed) that has submitted the response in accordance with the provisions of this RFP.

"Chartered Accountant" shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

"Company" shall mean a body incorporated in India under the Company's Act, 1956.

“Conflict of Interest” A Bidder may be considered to be in a Conflict of Interest with one or more Bidders in the same bidding process under this RFP if they have a relationship with each other, directly or indirectly through a common company / entity, that puts them in a position to have access to information about or influence the Bid of another Bidder.

“Contract” is used synonymously with agreement.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution

“Documentary evidence” means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

“Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among IAs (prior to or after Bid submission) designed to establish Bid prices at artificial non-



competitive levels and to deprive SHS, Bihar and /or GoB of the benefits of free and open competition.

“Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced BIDDER engaged in the same type of undertaking under the same or similar circumstances.

“Govt./GoB/Government/Govt. of Bihar” shall mean Government of Bihar.

“BIDDER” means any firm offering the solution(s), service(s) and/ or materials required in the RFP. The word BIDDER, when used in the pre-award period shall be synonymous with BIDDER, and when used after intimation of successful BIDDER shall mean the successful BIDDER, also called ‘BIDDER or Implementation Partner’, with whom Govt. signs the Contract

“Law” shall mean any Act ,notification, bye-laws ,rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government of Bihar or regulatory authority or political sub-division of government agency.

“LOI” means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful BIDDER.

“Party” shall mean Govt. or BIDDER individually and **“Parties”** shall mean Govt. and BIDDER collectively.

“PBC” means Pre-Bid Conference

“Performance” means accomplishment of the project in terms of Standards, Quality, SLA for implementation, maintenance and support.

“Period of Agreement” means Implementation period **for 3 years** with AMC (including warranty period) from the date of final acceptance of the Project.

“Rates/Prices” means prices of supply of equipment and services quoted by the BIDDER in the Financial Bid submitted by him and/or mentioned in the Contract

“RFP” means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

“Services” means the work to be performed by the BIDDER pursuant to this Contract,

“Site” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

“Solution Implementer” shall mean the selected BIDDER.

“SWAN” means State Wide Area Network

“Tenderer” shall mean the authority issuing this Request for Proposal (RFP) and the authority under which infrastructure is to be implemented, operated, managed etc. and this authority shall be the Government of Bihar.

“Termination notice” means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

2.2. Eligible BIDDER

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the proposed solution.

Sl. No.	Criteria	Documents/Information to be provided in the submitted proposal
1.	Should have submitted a EMD of Rs.15,00,000/- (Rupees Fifteen Lakhs only)	Original DD of Rs 15,00,000.
2.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices. And Should not be blacklisted by any State Govt./Central Govt/PSU/World Bank / DFID/ADB for any reason during last 3 years ending on March'2014	A self-certified letter by the designated official of the responding firm about the non-blacklisting of the firm by the mentioned agencies for any reason during last 3 years ending on March'2014 ; Declaration that the bidder is not blacklisted as the format provided in the Annexure in a notarized stamp paper of Rs 500. Both of the documents are reqd.
3.	Bidders reqd. to submit MAF(Manufacturer Authorization Form) from OEM's(Original Equipment Manufacturer) for Servers, Storage, EPBX, Desktop PCs, Laptops, Hand Held Devices, SAN Switch, Firewalls, Data Leakage Prevention,L3 Switches, UPS, Link Load Balancer	MAFs for all the items mentioned should be submitted as per the format given in the Annexure.
4.	Bidders should either have local presence in Bihar or agree to setup local office within one month of award of contract	A self-certified letter by the designated official of the responding firm to open up a local office at Patna within one month of award of contract; If the Bidders are already having a local office at Patna relevant address proof (Electricity Bill, BSNL phone Bill, Rent Agreement) for the same to be provided.
5.	Bidder will have the responsibility of all kind of maintenance and support of equipment, software etc specified in this project for a period of three years.	A self-certified letter by the designated official of the responding firm for taking the responsibility of all kind of maintenance and support of equipment, software etc specified in this project for a period of three years.
6.	Power of Attorney for signing the bid, letters etc on behalf of the firm	Power of Attorney to be provided as per the format given in the Annexure
7.	RFP document stamped and Signed in page printed back to back to be submitted	

NOTE: Please submit all the documentary evidence in support of the above conditions as the eligibility criteria without any of the above mentioned documents in the format as described if not submitted the bids will be summarily rejected.

2.3. Tender Fees

There are no Tender fees for this Bid.

2.4. Proposal Preparation Cost

The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by SHS, Bihar to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit SHS, Bihar to award a contract. Further, no reimbursable cost may be incurred in anticipation of award.

2.5. RFP Document

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection of its Bid. The Bid documents may be downloaded from website (<http://www.statehealthsocietybihar.org/>).

Tempering with any format given may be liable for rejection / disqualification of the bids

2.6. Clarification on RFP Document and Pre Bid Conference & Amendment to RFP Document

The Bidder or its official representatives (only one member) is invited to attend a pre-bid meeting to be held on the date mentioned in the important dates section at the Office of State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, PatnaBihar-800014, Bihar,. The purpose of the meeting will be to clarify issues and to address clarifications sought by the Bidder's in this context. The Bidder is requested to submit their Request for Clarifications through email only to reach the Executive Director, State Health Society, Bihar, by the date mentioned in important dates table before the pre bid meeting. The responses for the clarifications sought by the Bidder's will be distributed to all the Bidder's.

However, it is not binding on SHS, Bihar to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the Bidder's do not warrant a pre-bid meeting, it can cancel the meeting and send the replies to the Bidder's by email.

Any modifications in the bidding documents, which may become necessary shall be made by SHS, Bihar exclusively through the issue of a corrigendum. The decision of SHS on the need for any modification shall be final and binding on all.



The amendment(s) will be published on the website of SHSB <http://www.statehealthsocietybihar.org/>. Bidders are requested to visit the site frequently to check whether there is any related Corrigendum or not.

In order to afford prospective bidders reasonable time to take the Corrigendum into account in preparing their bids, SHS, Bihar may, at its discretion, extend the deadline for submission of bids.

Such Corrigendum, Clarifications etc. shall be binding on the Bidders and shall be given due consideration by them while they submit their bids.

2.7. Language of BID

The bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the SHS, Bihar shall be in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation by approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

2.8. Period of Validity of Bids

The bid shall remain valid for **180 days** from the date of Technical Bid Opening being specified. Bidder should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period shall be rejected as non- responsive.

In exceptional circumstances, SHS, Bihar may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security shall also be suitably extended. Bidder granting the request is neither required nor permitted to modify the bid.

2.9. Format and Signing of Bids

The bidder shall prepare required number of copies (**original plus one copy**) of the bid and shall clearly mark each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.

The original and the copy of the bid shall be typed or written in indelible ink and shall be signed and sealed by the bidder or a person duly authorized to bind the bidder to the bid. The person(s) signing the bid shall initial all pages of the bid with company seal, except for un- amended printed literature.

The Bids without the seal and signatures in all pages of all documents are to be disqualified.

The complete bid shall be without alteration or erasures, except those accorded with instructions issued by GoB or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid

2.10. Sealing, Marking and Submission of the BID

Bidder shall submit their bids in Four PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name and nature of bid (bid security, Organizational capability, Technical bid or Financial Bid)

PART-I: EMD. Envelope needs to be super scribed as EMD.



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PART-II: Pre-Qualification Documents and duly signed and stamped RFP with all corrigendum's (if any) Envelope needs to be super scribed as Pre-Qualification Document.

PART-III: Original plus 1 copy and one soft copy in a Pen Drive of TECHNICAL BID complete with all technical details. Envelope needs to be super scribed as "Technical Bid"- Do not open before **11:00 hours on** the date given in Important date section.

Note: Filling up prices in Part III will render the bidder disqualified.

PART-IV: Original and 1 copy of FINANCIAL BID with full price details. Envelope needs to be super scribed as "Financial Bid" Do not open before **11:00 hours on** the date given in Important date section.

The envelopes containing Part-I, Part-II, Part-III and Part-IV of offer shall be enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title and reference number, and a statement "To be opened by addressee only" and the name and address of the Bidder.

All the 4 envelopes shall be put in an OUTER COVER sealed and addressed to the Executive Director, State Health Society, Govt. of Bihar at the following address:

Executive Director,
State Health Society
Pariwar Kalyan Bhawan, Sheikhpura
Patna-800014

The OUTER COVER should be sealed and should contain the following documents:

- a. This Tender Document duly signed on all pages as acceptance of terms and conditions by the bidder.
- b. PART-I: EMD
- c. PART-II: Pre-Qualification Documents
- d. PART-III: Original and 1 copy of TECHNICAL BID along with one soft copy of the same in a Pen Drive
- e. PART-IV: Original and 1 copy of FINANCIAL BID
- f. Proposal covering letter which must be signed with the Bidder's name and by a representative of the Bidder who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.
- g. Any other information that is required to be submitted in the proposal process

Please note that SHSB will not be responsible for in case there is a discrepancy between the hard copy and the soft version of the bid submitted by the bidders.

The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in the case it is declared "late" pursuant, and for similar purposes.

If the outer envelope is not sealed and marked as above, SHSB will bear no responsibility for the misplacement or premature opening of the Bid.

Only detailed complete bids in the form indicated above received prior to the closing time and date of the bids shall be taken as valid.

Bids sent through Telex/Telegrams/Fax/e-mail will not be acceptable.

Bids should reach SHS Bihar on or before the last date mentioned in the important dates section by registered post or speed post only. Bidders submitting any bids in person or by courier will not be accepted.

Bids are liable for rejection if they don't comply to the above norms regarding sealing, signing proper packing & submission.

2.11. Opening of Bids at SHSB

SHSB will open bids at time mentioned at important Information sheet. BIDDER's representative (only one) may also attend the opening at SHSB Technical Bid will be considered for those BIDDERS whose bids shall meet all the eligibility criteria mentioned in the Pre-qualification documents.

2.12. Evaluation Criteria

Part 1 (Bid Security)

BIDDER's who have submitted the valid EMD shall be considered for further evaluation.

Part 2 (Pre-Qualification criteria)

The Evaluation Committee would evaluate the Pre-qualification. Bidders should be ready to give any clarification asked by the evaluation committee. **One Representative with proper Authorization from the bidding firm must be present during the opening of the Pre-Qualification Documents. If there no representative of the bidding firm during the opening of Pre-Qualification Documents bids will be considered non-responsive and will be rejected.** The BIDDER's fulfilling all the conditions mentioned in the pre-qualification will be considered for Technical Bid opening.

Opening and Evaluation of Technical Bids

The Evaluation Committee would evaluate the technical bids. BIDDER's should be ready to give the presentation on their proposed solution and the queries raised by the evaluation committee in front of the Evaluation Committee at a date, time and location determined by SHS, Bihar. They are expected to reply to all the queries from the Evaluation Committee during the presentation. The presentation would be part of technical evaluation process.

SHS, Bihar may also undertake oral clarifications with the Bidder's. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

One Representative with proper Authorization from the bidding firm must be present during the opening of the Technical Proposal. If there no representative of the bidding firm during the opening of Pre-Qualification Documents bids will be considered non-responsive and will be rejected.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in (Annexure). The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidder's securing a minimum of 75% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for Financial evaluation. Scores of technically qualified Bidder's shall

be weighed prorated on a scale of 70 and shall be carried forward for evaluation together with the scores of Financial evaluation.

Opening and Evaluation of Financial Bids

After evaluating the Technical Bids, SHS, Bihar shall notify the BIDDERS whose Technical Bids were considered acceptable to SHS, Bihar, indicating the date, time and place for opening of the Financial Bids. BIDDER's representative (one only) may attend the financial bid opening at SHS, Bihar at Patna.

Scores of the Financial evaluation would be weighed prorated on a scale of 100 with the BIDDER with the **lowest financial quote** getting 100. These Financial scores would then be added up with the score of the technical evaluation and the Bidder getting the **maximum total score out of 100** would be considered as the successful BIDDER and called for negotiations, if required.

Formula for Final Bid Evaluation is

$$Bm = .7 (TM) + .3 (Fn)$$

$$Fn = (Fmin / Fb) * 100$$

Where

Bm is total marks of the BIDDER in consideration

TM is Technical Marks of the BIDDER in consideration

Fn is Normalized financial score of the BIDDER in consideration

Fb is Evaluated Cost of BIDDER under consideration

Fmin is Minimum evaluated cost of any BIDDER

SHS, Bihar reserves the right to negotiate with the BIDDER whose proposal has been ranked first on the basis of best value.

2.13. Bid Currency

Prices for services offered shall be quoted in Indian National Rupees only.

2.14. Bid Security

1. All BIDDER's shall furnish, as part of its Bid, an Earnest Money amounting to **Rs.15,00,000 (Rs. Fifteen Lakhs Only)**. Bids without this bid security will be rejected.
2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft, issued by any Nationalized bank/Scheduled Commercial bank in India having branch at Patna, drawn in favour of **"State Health Society, Bihar"** payable at Patna. Such negotiable instrument should be valid for at least sixty (60) days.
3. Unsuccessful BIDDER's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.
4. The successful Bidder's Bid security will be discharged upon the BIDDER signing the Contract Agreement, and furnishing the Performance Security.

2.15. Forfeiture of BID Security

The Bid security may be forfeited either in full or in part, at the discretion of SHS, Bihar on account of one or more of the following reasons:

1. The BIDDER fails to co-operate in the Bid evaluation process
2. If the bid or its submission is not in conformity with the instruction mentioned herein
3. If the BIDDER violates any of the provisions of the terms and conditions of the tender
4. In the case of a successful BIDDER fails to (a) accept award of work, (b) sign the Contract Agreement with SHS, Bihar after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the BIDDER violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of SHS, Bihar in timely finalization of this tender. The decision of SHS, Bihar regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the BIDDER by SHS, Bihar.

2.16. Award of Contract

SHS, Bihar will award the contract to successful BIDDER whose bid has been determined to be responsive and has been determined to be most competitive

2.17. Performance Security

Within 15 (Fifteen) days of Notification of “Award of the Work” the company shall furnish Performance Security to State Health Society, Bihar @ 10% of the total value of quoted bid by way of irrevocable and unconditional Bank Guarantee in favor of State Health Society, Bihar, payable at Patna for a period to be specified in the award of work. This Bank Guarantee should be of duration of 12 months renewable every year for 3 years. Depending on the project going live the Bank guarantee may have to be extended from the date of “Go live”. The proceeds of the Performance Security shall be payable to State Health Society, Bihar as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security regarding commencement of job / task will be discharged by State Health Society Bihar and returned to the company not later than 30 (Thirty) days following the date of completion of the company’s performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful IA to comply with the requirements specified in this Section shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the State Health society may award the contract in accordance with its prescribed rules

2.18. Contacting SHSB

1. BIDDER shall not approach SHS, Bihar officers beyond office hour and/ or outside SHS, Bihar office premises, from the time of the Bid opening to the time of finalization of successful BIDDER.
2. Any effort by a BIDDER to influence SHS officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the BIDDER's offer. If the BIDDER wishes to bring additional information to the notice of the SHS, Bihar it should do so in writing.

2.19. Lack of Information to BIDDER

The BIDDER shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfill his obligation under the bid.

2.20. Fraudulent & Corrupt Practice



STATE HEALTH SOCIETY BIHAR



“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among BIDDERS (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the SHSB of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution. SHSB will reject a proposal for award if it determines that the BIDDER recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

3. General Conditions

3.1. Conditions Precedent

3.1.1. Commencement of the Agreement

The successful BIDDER shall obtain the required clearances within 20 days of issuance of LoI. Agreement shall be signed only after the clearances are obtained:

The successful BIDDER shall have received all clearances, approvals and permits including any environmental approvals if required. The clearances, approvals and permits are specified in the RFP, SHS, Bihar and /or GOB will provide all necessary support to the successful BIDDER to obtain clearances, approvals and permits including environmental approvals. All the timelines will be counted from the date of signing the Agreement. Hence signing of Agreement cannot be altered / deferred. SHS, Bihar will help in receiving different clearances but obtaining clearances is the responsibility of the BIDDER.

3.1.2. Obligations to satisfy the Conditions Precedent

The successful BIDDER and SHS, Bihar shall use all reasonable endeavors to satisfy the Conditions Precedent that falls within the scope of its respective responsibility.

3.1.3. Notice of fulfillment of the Conditions Precedent

Upon the date on which the successful BIDDER becomes aware that any of the Conditions Precedent has been satisfied in full, it shall promptly give notice thereof to SHS, Bihar together with full details of the circumstances constituting such satisfaction and documentary evidence thereof.

3.1.4. Non-fulfillment of Conditions Precedent

If the Conditions Precedent set out hereinabove are not satisfied in full within **20 days** of issuance of LoI, SHS, Bihar shall have the right to terminate/ cancel the LoI without any liability on SHS, Bihar and /or GOB. However, the Implementation Guarantee provided by the successful BIDDER will be encashed by SHS, Bihar/GoB if the delay is ascribed to the successful BIDDER.

3.2. Contract Obligations

Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the BIDDER's bid and all previous correspondence.

3.3. Implementation/ Performance Guarantee

The BIDDER shall furnish an irrevocable and unconditional Implementation Guarantee, as provided in the RFP to SHS, Bihar for an amount equal to 10 % of the total project cost for implementation of the project, as payable in terms of the Agreement.

The Implementation Guarantee shall be discharged by SHS, Bihar and returned to the BIDDER within 30 days from the date of End of Project.

3.4. Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

3.5. Governing Language

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

3.6. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and State of Bihar.

3.7. Assigning of Sub-Contracts

The BIDDER can't assign anyone in whole or in parts, its obligations to perform under the Contract, without SHS, Bihar's formal consent.

3.8. Change orders

1. SHS, Bihar may at any time, give written order to the BIDDER to make changes for additional functionalities specifically required, but not falling within the general scope of the current RFP/Contract. If any such change causes an increase in the cost of, or the time required for, the BIDDER's performance of any provisions under the Contract, the BIDDER should notify SHS, Bihar in terms of the cost and person month efforts required for executing the change requests, SHS, Bihar will examine the efforts estimate & agreed efforts will be compensated in terms of person month charges.
2. Any claims by the BIDDER for adjustment under this clause must be asserted within 6 working days from the date of the BIDDER's receipt of the SHS, Bihar's change order.

3.9. Notices

1. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, or facsimile to the other party's address, and confirmed in writing by the other party.
2. A notice shall be effective when delivered or tendered to other party whichever is earlier.

3.10. Patent Rights

The BIDDER shall indemnify the Tenderer against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

3.11. Taxes and Duties

Sales Tax/ Service Tax/VAT/Work Contracts Tax/ Octroi and other statutory levies shall be paid by BIDDER as applicable. The decision of SHS, Bihar in this regard will be final and binding and no disputes in this regard will be entertained.

3.12. Operation and Maintenance

During the "Agreement" Period, the BIDDER shall operate and maintain the Call Center Facilities in accordance with this "Agreement", comply with the provisions of this "Agreement", Applicable Laws and Applicable Permits, and conform to Good Industry Practice. The obligations of the Service Provider hereunder shall include:

1. Providing round-the-clock response to medical emergencies as per the Performance Standards / SOP defined and forming part of the "Agreement" during normal operating conditions;
2. Carrying out periodic preventive maintenance of the Project Facilities;
3. Undertaking routine maintenance to ensure uninterrupted operation of the Project Facilities;

4. Undertaking refurbishment of IT Infrastructure and other equipment;
5. Operation and maintenance of all communication, control and administrative systems necessary for the efficient operation of the Project Facilities;
6. The Service Provider shall maintain, in conformity with Good Industry Practice, all, equipment, software, building and furniture forming part of the Project Facilities.

Statutory Compliance: the BIDDER is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation (including compliance to Drugs & Cosmetics Acts & Rules, etc.). The BIDDER shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

Monitoring & Evaluation: Develop and implement a full proof monitoring and evaluation system to ensure efficiency in capacity utilization. Key indicators need to be put in place for looking at equity of access, quality of care, volume of utilization and wasteful consumption.

3.13. Force Majeure

(a) **104-Call Center** service for Ambulance Services, Grievance redressal & Medical Helpline as being emergency response services, the Call Center Operator shall not be allowed to suspend or discontinue Emergency Medical Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused or any of the Project Facilities or non-availability of staff, or inability to provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults.

(b) Department agrees to reimburse the cost of repair of equipment in respect thereof that is damaged as a direct consequence of a Force Majeure Event, to the extent that such cost was not covered by the relevant insurance policies that were obtained by the Operator.

(c) The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event:-

- Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
- Has informed the other party as soon as possible about the occurrence of such an event

3.14. Handing Over

All moveable and immovable assets created in the project will be the property of State Health Society, Government of Bihar. Account of such assets shall be maintained properly. The assets will have to be handed over to the Government on completion/termination of the agreement in proper working condition.

3.15. Termination

The Government may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension--

- (i) Shall specify the nature of failure, and
- (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

(b) The Government after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

(i) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Government have subsequently approve in writing.

(ii) If the service provider becomes insolvent or bankrupt.

(iii) If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or

(iv) If, in the judgment of the Government, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

3.16. Resolution of Disputes and Arbitration

1. SHS, Bihar and the selected BIDDER shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, State and the selected BIDDER have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.
3. All Arbitration proceedings shall be held at Patna, Bihar, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

3.17. Acquaintance with local conditions

1. Each BIDDER is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
2. The BIDDER is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the BIDDER regarding such local conditions.
3. It is the BIDDER's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the BIDDER to know the local laws / conditions.

3.18. Statutory and Regular Approvals

The BIDDER shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the BIDDER shall be responsible to get required documentation completed for obtaining such approvals from time to time.

3.19. Confidentiality

Any information pertaining to GoB /SHS, Bihar or any other agency involved in the project, matters concerning GoB/SHS, Bihar that comes to the knowledge of the BIDDER in connection with this contract, will be deemed to be confidential and the BIDDER will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The BIDDER shall ensure due secrecy of information and data not intended for public distribution.

3.20. Limitation of Liability

The liability of the SHS, Bihar for its obligations under the Contract shall in no case exceed the total value of the Contract.

3.21. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful BIDDER to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event SHS, Bihar may award the Contract to the next best value BIDDER or call for new Bids.

3.22. Indemnification

(1) The BIDDER shall indemnify SHS, Bihar and hold it harmless from all losses, claims, causes of action, damages, liabilities, fines, penalties and expenses of all kinds (including legal expenses, court fees and professional advisory service expenses) arising from or out of any adverse claims of any and all persons related to the execution of services as mentioned in the RFP.

3.23. Control and Possession

The BIDDER shall be deemed to be in control and possession of the equipment necessary for the proper and normal operation of the Project.

3.24. Replacement:

The BIDDER is required to replace, maintain & repair any equipment under this project getting damage or become non- functional.

3.25. Assignments & Sub-Contracts:

Assignment by BIDDER

The BIDDER can't assign, in whole or in part, its rights and obligations to perform under the Agreement to a third party, except with the prior written consent from SHS, Bihar.

Mergers and Acquisitions

No consent of SHS, Bihar shall be required, when an assignment by the BIDDER is the result of, and part of, a corporate acquisition, merger or combination with an affiliated entity

or reorganization provided that such entity shall not be released of the obligations of the BIDDER under the Agreement.

3.26. Sub contracts

The BIDDER shall notify the SHS, Bihar in writing of all subcontracts awarded under the Agreement. Such notification shall not relieve the BIDDER from any liability or obligation under the Agreement. The BIDDER shall fully indemnify SHS, Bihar for any claims/damages whatsoever arising out of the Sub contracts.

3.27. Amendment to the Agreement

Amendments to the Agreement may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the Agreement shall be made except by written amendment signed by both the parties. All alterations and changes in the Agreement shall take into account prevailing rules, regulations and laws.

3.28. Use of Agreement Documents and Information

The BIDDER shall not without prior written consent from SHS, Bihar disclose the Agreement or any provision thereof or any specification, plans, , pattern, samples or information furnished by or on behalf of SHS, Bihar in connection therewith to any person other than the person employed by the BIDDER in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only so far as may be necessary for such performance.

The BIDDER shall not without prior written consent of SHS, Bihar make use of any document or information made available for the project except for purposes of performing the Agreement.

All project related documents issued by SHS, Bihar other than the Agreement itself shall remain the property of SHS, Bihar and Originals and all copies shall be returned to SHS, Bihar on completion of the BIDDER's performance under the Agreement, if so required by the SHS, Bihar

4. Special Conditions

The following clauses shall supplement the Instructions to BIDDERS and General Conditions of Contract.

4.1. BIDDER's Responsibility

Bidder need to maintain 60 seater Call Center for 365x24x7. This integrated 60 seater call center will cater to all the life saving ambulance services of the State, Grievance Redressal of the citizens of Bihar and Medical advice. To get all the services, citizen needs to call only one number i.e. 104 from any part of the State. The call center with its highly developed GPS and GIS tracking mechanism will track and monitor all the ambulances registered under them for 365 X 24 X 7. A panel of doctors from State Govt. Service will be on roster for medical advice to the citizen via this integrated 104 call center.

Call Centre Features

- 1. ACD:** Supplier/Bidder shall implement “Automated Call Distribution” feature to distribute the calls to “Longest Idle Agent” or any other logic as per the queue dynamics & requirement. All agents & PDOs will login to this central ACD using his/her own unique ID.
- 2. PBX:** Robust PBX wherein the phones will get registered. Sufficient PBX lines (roughly 60 nodes) to be deployed and provision for adding more nodes to this PBX as and when required for expansion.
- 3. IVR:** Two IVR ports shall be deployed for call queuing and announcements. The IVR shall be customized to announce the welcome and status message.
- 4. Reporting (Queue Management System):** The Call Centre software design shall enable reporting which shall include the following, apart from the ability to retrieve the individual case dockets / call reports, Call handled by Agents, Skill Groups, location, queues etc.
- 5. Gateways:** Centralized Gateways at Patna shall route all the Dial 104 calls received from any service provider to the Dial 104 Call Centre through 1 PRI line provisioned for Inbound. Another 1 PRI line need to be provisioned for Outbound Calls.
- 6. Loggers and Quality Management System:**
Supplier / Bidder shall deploy standard Voice logger having the capability of recording of all the Communication of Callers, Call takers, Dispatch officers and also Wireless Communication. All voice calls including both Inbound, Outbound & Wireless Communications need to be recorded. Supervisor shall have the capability to listen to the recorded calls / live calls using logger application. Storage Server needs to have a capability of storing the call recordings for at least 90 days in the Server. The Server shall have provision to backup the calls location / Date wise. The QMS (Quality Management System) application shall have capability to carry out monitoring of call and auditing the calls using online application. The inbuilt reporting capability for the same should be available. Supervisory application to manage & monitor queues for Incoming calls, outbound calls, Dispatch queue & Case closure queue which should also have the feature to assign & change priority levels.
- 7. CTI(Computer Telephony Integration) PoP Up:** CTI Pop up shall appear on Call taker's desktop along with information of the caller (mobile/landline number and address), which will help the call taker to call back the caller in case of disconnection. This application should be capable of integrating with other applications of the other departments in future and scalable to meet the higher performance needs. Application should have the capacity to integrate the tools/application to auto populate the location of the caller once the supporting technology is ready.
- 8. Phones:** Bidder shall provide IP phones for handling the calls. It is advised to have an option to login to ACD through Phone in case of CTI issues & this will be considered as one of

the redundancy feature in the telephony. These phones should also have at least 6 party conference facilities.

9. Headsets: Bidder shall provide Noise cancellation Headsets that are compatible for the agents to take the call.

Data Solution

i. Call Center shall have a complete redundancy with full built in resiliency. Domain controllers with redundancy shall be implemented in the Call Center location, where users from districts and from the central location get authenticated.

ii. Anti Virus Server with a management console solution shall be deployed at the central location where internet feed will be provided only for AV updates. AV server will need to push AV updates to all desktops on daily basis to all the computers including laptops used in the 104 Call Center.

Server room infrastructure readiness

Server room shall have a door with access control reader to allow only authorized Personnel of the Bidder & the department. False flooring shall have at least one feet height from the actual floor. CAT6 cables have to be implemented for connectivity from the Patch Panel to the Agent's work station. Separate ducts shall be available for electrical cabling & data cabling. Bidder/ Supplier shall ensure that the conduits are closed / concealed properly from the server room till the agent's workstation. Each cable patch panel needs to be labeled properly for easy identification after thoroughly testing the connectivity. Server room at 104 Call Centre shall consist of 2 racks with cable manager for setting up Voice equipment & shall have sufficient place to work around the rack by moving freely. Sufficient cables shall be made available between the racks to extend voice / data network. The server room will have the following facilities as well:

- Access Control Reader to the server rooms
- Access System with the alarms reporting to a central response desk or guard
- Force Doors self-closing with full close and lock within 5-10 seconds
- Separate AC in the server room.
- Dedicated UPS for providing support to all racks with dual supply to each rack

LAN Connectivity

Bidder shall implement standard LAN switches & Standard Firewall restricting the access from other network to communicate with this network. Each Agent cubicle shall be enabled with separate data ports & voice ports. CAT6 cable shall be used for cabling from server room to Agent desks and similarly for interconnectivity between the racks. Bidder/Supplier shall be responsible for the overall connectivity with structured cabling, testing & certification. At least 4 Power sockets 5/15 Amp universal (UPS source) shall be deployed at each agent work station. Dedicated network bandwidth is to be allocated for the 104 Call Centre to avoid any latency.

Site Preparation:

a. Identification / Procurement of space in Patna for Call Center .

b. Bidder is required to do all prior work of installing the required hardware & software, recruitment and training, test dialing etc. in 45 days time from the date of award of contract to them .

c. The successful bidder shall provide Site Plan and equipment layout plan for the System within 10 days of issue of LoI.

d. The vendor shall provide physical area, infrastructure, hardware, software and manpower as specified. Best specifications shall be adopted by the vendor for commissioning, operating and maintaining the Call Centre, though the minimum specifications are provided in this RFP.

- e. Bidder should set up & operationalize the Call Centers to receive calls from the people of individual districts and all over the state from all networks.
- f. No. of seats in each call center will be 60 as of now which might be increased in future as per the requirement of the Govt.
- g. Bidder should develop & maintain the software specifically required for 104 Call Centre and it should also have the provision for up gradation/additions as per requirements of the Department in future. The software so developed will essentially be licensed in the name of SHSB.
- h. Bidder will be solely responsible for obtaining all statutory approvals required for operating the Call Centre & service. It may request Government assistance for such approvals if required.
- i. Office space must also accommodate administrative staff, support staff and confidential records, as well sufficient telecom and data lines, telephones and computer hardware.

Hardware & Software

- a. Bidder should implement the Computer Aided System which will immediately locate the nearest Hospital / GPS- enabled ambulance vehicle, to the caller's location and initiate dispatch in real-time.
- b. Bidder should have to replace immediately the hardware equipment or software which is found to be of inferior quality and adversely affecting quality of service.

Deployment of Manpower

- a. Bidder will engage adequate staff to run the 104 Call Centers in full capacity.
- b. The employees so engaged for the 104 project need to be as per the industry standard & the Bidder need to adhere to labor act & other statutory compliances. The Minimum education of the Call Center operators should be Inter/10+2 with Diploma /Graduate with computer knowledge

Training

- a. The selected bidder will be solely responsible for the training of the 104 Call Center staff & ensuring their skills for a quality service. Successful Bidder may also have to train staffs from SHSB on Call Center operation

Backup services

- a. Bidder should maintain the Call detail Database containing the information about the personal details of the citizens, place of calling, date and time of call received, answer given, etc. on a web enabled database which can be accessed from anywhere on the web by authorized users. Relevant redundancy measures need to be taken by the bidder to ensure no data loss due to any unforeseen events. All these information is extremely sensitive & the successful Bidder is strictly advised to follow all norms of information confidentiality.
- b. The data & voice logs of the 104 operations need to be backed up daily & need to be handed over to the SHSB on a monthly basis using storage media like tape drive.
- c. It will be the duty of successful bidder to secure permissions required for providing the services with access to the databases etc.
- d. Bidder should provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.

Other services

- a. Observance of strong & healthy management practices, employing appropriate advanced technology and safe methods.
- b. The Bidder shall undertake periodical preventive maintenance of Equipment, Accommodation to ensure uninterrupted operation of the Project Facilities.
- c. Bidder should offer a comprehensive **24x7x365 Call Centre**, providing uninterrupted 104 service by putting in place robust technical and managerial support system for this mission critical project.
- d. The bidder will provide software for recording and monitoring calls on **24x7x365 basis**.
- e. Bidder will be responsible for rendering the services from the 104 Call Centre. All costs related to the establishment, operation and maintenance of this Call Centre will be borne by the bidder.
- f. Bidder must implement precautions to ensure that files and programs can be re-created in the event of loss by any cause, including a plan to safeguard data files.
- g. Bidder should be responsible for settling day-to-day issues related to breakdowns, disconnections etc. with the telephone companies.
- h. Bidder should appoint a person to be the nodal point for coordinating with the department. The person identified must be available over phone at all times.
- i. Bidder shall install and maintain Air-Conditioning equipment.
- j. Bidder shall provide required printers, stationary, envelopes etc., at Call Centers and printing of MIS reports.
- k. Bidder should engage required technical resources / engineers or any other technical staff required at his expense to maintain the system during the contract period.
- l. Any other requirement for the smooth implementation of this project & is missed out in this RFP may be furnished by the Bidder in Technical & Financial proposal.**
- m. Continue to build professional relationships with key stakeholders & groups participating in the project.
- n. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the department's decision is without any right of appeal whatsoever.
- o. Bidder will make the best effort to ensure that the quality of deliverables meets the expectations of the department.
- p. Any queries regarding the deliverables will have to be answered by the Bidder within 5 working days.
- q. Bidder shall organize weekly/fortnightly review meetings to review functionality issues and progress of work. The frequency of meetings will be intimated by the Bidder in consideration of requirements in the interest of the project.
- r. Bidder should generate the daily, weekly, monthly reports shall include the following but not limited to:
 - Report on calls handled & calls pending,
 - Average duration of calls,
 - Min. & max duration of calls,
 - Number of instances the operator found busy,
 - Calls abandoned due to breakdown,
 - Calls made / referred to stakeholder institutions.
 - Call type etc

Bidder will be solely responsible for managing the activities of its personnel and will

hold itself responsible for any misdemeanors

Bidder to maintain 99.9 per cent up time of the complete integrated IT based system along with real-time tracking otherwise penalty will be imposed.

Functional Requirements:

- a) Bidder shall propose the most suitable integrated system solutions.
- b) The system shall be designed in a manner that operational data is not lost in case of any failure of equipment or communication network.
- c) Provision of suitable disaster recovery mechanism with 100% redundancy at the hardware level.
- d) The system shall have the capacity of functioning 24 x 7 throughout the year in Indian Conditions.
- e) Solution shall provide 99.9% monthly uptime for the entire setup. In case one network control unit fails, the degradation shall be defined by the Quality of Service (QoS); & QoS policy to be implemented. Service Level would be reviewed on monthly basis and degradation of the service for consecutive 3 months would result in major penalty. *The QoS policy will be supplied by the Dept after award of Contract to the Successful bidder.*
- g) The system should have dedicated bandwidth for 104 to avoid any latency & ensure smooth functioning.
- h) The functional requirements are only indicative.
- i) **Bidder** shall quote the latest system available at the time of submitting the technical and financial bids.
- j) **Bidder** shall provide third party / department audit certification of the installed communication network in compliance to the security and other requirements at its own cost from a panel of auditors. Details will be given at appropriate stage.

Confidentiality and Intellectual Property Rights (IPR)

a. Confidentiality

- The successful bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- **Bidder** shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

Infrastructure: The Bidder is required to maintain the building and other infrastructure throughout the life of the agreement to prevent the structural and functional deterioration that can impede the service delivery as years passes by. The company shall also ensure that the ownership of Government of Bihar in assets created out of government fund is protected.

Operation and Maintenance: During the "Agreement" Period, the Service Provider shall operate and maintain the Call Centers in accordance with this "Agreement", comply with the provisions of this "Agreement", Applicable Laws and Applicable Permits, and conform to Good Industry Practice. The obligations of the Service Provider hereunder shall include:

1. Carrying out periodic preventive maintenance of the Call Centers;

2. Undertaking routine maintenance to ensure uninterrupted operation of the Call Centers;
3. Undertaking major maintenance such as refurbishment of IT Infrastructure and other equipment;
4. Operation and maintenance of all communication, control and administrative systems necessary for the efficient operation of the Call Centers;

Statutory Compliance: the Agency is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The agency shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

Monitoring & Evaluation: Develop and implement a full proof monitoring and evaluation system to ensure efficiency in capacity utilization. Key indicators need to be put in place for looking at equity of access, quality of care, volume of utilization and wasteful consumption.

4.2. Department's Responsibility:

- i. Through State Health & Family Welfare Society, Bihar shall provide appropriate assistance where required so as to benefit maximum people of Bihar.
- ii. Timely settlement of claims at the agreed terms in accordance with the provisions of the agreement. Claims shall be presented to State Health Society and payment shall be made by State Health Society.
- iii. To provide space for stationing of the Ambulances at strategically located places across the State.
- iv. To lay down guidelines and finalize standard operating procedures within 2 months of signing of Agreement with the service provider for operation of the Ambulances services.
- v. To conduct regular monitoring and evaluation of the project activities based on quantifiable indicators and reports received from the service provider.
- vi. Prescribe various formats for reporting progress of the project. Service Provider may submit its own reporting formats which can be used after due approval by the Government/ SHS, Bihar
- vii. Commencement and duration of agreement will be for 3 years from the date of signing the agreement. The duration may be extended with mutual consent of both parties.

4.3. Tests

The Tests concern all the equipment, systems and sub-systems supplied against this tender.

4.3.1. Field Acceptance Test

Once the system is installed and operating, it shall be tested by the successful BIDDER and witnessed by SHS, Bihar. The Test shall be carried out as per the detailed test procedure supplied by BIDDER and approved by the SHS, Bihar. Once the Tests successfully performed, the temporary acceptance of the system will be given. Only then the system will be ready for "Test Run".

4.3.2. Test Run

This Test aims at keeping the complete system in operation for a **period of 10 days continuously**. In case of failure, the Tests will be re-started till the system operates without failure for 10 days continuously. SHS, Bihar shall have the right to reject the complete system or part thereof in the event(s) of the acceptance Tests failing in two attempts. The "Test Run" shall be carried out after the commissioning of complete system.

Various observations and test results obtained during the various tests shall be documented and produced in the form of a report by the BIDDER.

If malfunctions or failure of a unit or sub-system repeats, the Test shall be terminated and BIDDER shall replace the necessary components and assemblies to correct the deficiencies. Thereafter, the Test shall commence all over again from the start as mentioned above. If after this one replacement, the unit or sub-system still fails to meet the specifications, the BIDDER shall replace the complete unit or sub-system with the one that meets the requirements, and restart the Test all over again. All cost for repair/replacement of defective unit/ component/system/sub-system shall be to BIDDER's account

4.4. Payment Terms

The method and conditions of payment to be made to the Firm under this contract shall be specified as follows. IT if any will be deducted at source as per IT act. The Bidder's request(s) for payment shall be made to the Police Department in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work. The Payment schedule shall be as follows:

- a. **Capital Expenditure:** All the hardware & software equipment required for the 104 Operations according to the specifications in RFP, need to be procured by the Bidder & the same shall form the part of Financial Bid.
- b. **Operational Expenses:** The operational expenses would be paid to the Bidder on a quarterly basis as per the mutually agreed terms in the agreement & operational plan.

Sl. No.	Milestone	Timeline	% of Payment to be released
Capex Payment			
1.	CAPEX- On delivery & commissioning of the hardware, Application, and system at site and installation	T0+ 30 days	80% of the CAPEX
2.	Successful Trail run for 10 days		15% of the CAPEX
3.	End of Project		5 % of the Capex
OPEX Payment – O&M phase Operation and Maintenance Amount shall be amortized over a period of 3 years and payment shall be made in 12 equal quarterly installments & the O&M phase will commence from declaration of "GoLive" by the Department			
1.	OPEX- In equal 12 QGR		100% of OPEX

T0 = 2weeks from date of signing of contract agreement

* All percentages to be computed on the Capital Expenditure and Operational Expenditure values of the Project Cost.

On receipt of such invoice after verification, SHS shall release the amount to the BIDDER.

The currency of payment shall be Indian Rupees.

If there is any deficiency in the performance of contractual obligations on the part of the BIDDER, the BIDDER shall be liable for imposition of appropriate penalties as specified in the RFP and SHS, Bihar shall be entitled to deduct such penalties at source while making payment to the BIDDER for the services provided as mentioned & forfeit the guarantee submitted.

4.4. Penalties and SLA:

This document describes the minimum acceptable level of service to be provided by the Vendor. The department estimates more than one lakh calls per day in the current year which may even increase further. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by SHSB on award of the contract

Performance Criteria:

Periodic Reviews

Periodically, but no less than quarterly, the Vendor and Dept. shall review and evaluate the Vendor's performance against the performance standards set forth in this document. The Vendor shall take all steps reasonably necessary to rectify any identified deficiencies related to its performance.

Bidders Performance Matrix

Sl.no.	Performance Metric	Measure Unit	Service level
1.	Average Call Response Time / Average Speed of Answer	Seconds	95 % of incoming calls within 4-5 seconds(2 rings)
2.	Average Call Handling Time	Seconds	Less than 180 seconds
3.	Abandoned Call Rate	(%) Percentage of all incoming calls	Less than 1 %

Maintaining customer satisfaction is a critical factor and some of the metrics that are required to measure customer satisfaction are as follows:

Average call response time (This is the average time taken by callers waiting in a queue to be attended by an agent). Also known as Average Speed of Answer (ASA)

Average call handling time,(This is the average amount of time during which agents work with callers, including actual talk time, hold time and after call work / wrap up time)

Abandoned call rate (%) (This is the percentage of calls abandoned by a caller when a caller is in agent queue)(Call dropped after 20 Sec)

Customer survey results (call satisfaction levels).

System Performance Metrics

The Command & Control Centre system availability must be over 99.9%. This will be calculated on monthly basis.

Quality Assurance

The vendor shall ensure a minimum score of 90% on quality of service evaluation (service metrics and service parameters) and as per scheme designed by Dept. or an independent third party quality assurance team employed by Dept. Till these reports are not available the quality assurance will be evaluated on vendor's quality assurance team report, prepared from time to time as desired by the Dept.

The bidder should ensure that the deliverables are submitted to SHS, Bihar as per the timelines in the RFP.

Daily and Monthly Trending Reports: The following daily and monthly trending reports must be provided by the Vendor:

- a. Average Speed of Answer
- b. Service Level Percentage
- c. Calls Offered
- d. Calls Handled
- e. Abandoned Call Rate
- f. Average Talk Time
- g. Average Hold Time
- h. Average Handle Time
- i. Longest Delay Before Answered
- j. Outbound Call Volume
- k. Outbound Call Duration
- l. Average Delay Before Abandon
- m. Longest Delay Before Abandon
- n. After Call Work(Wrap Up)

Additional Reports

The below mentioned additional reports must be provided by the Vendor

- a. Agent Hours Report
- b. Staffing Distribution Report
- c. Any other report as requested by Department

User manual, Training manuals

IV. Technical documents viz., SRS, SDD etc

V. The customized source code

Penalty

- a. In case the infrastructure is not installed or not ready for operations within 45 (forty five) days from the date of signing on the contract agreement, a penalty shall be imposed at the rate of Rs. 10,000/- per day for the first 15 days and Rs. 20,000/- for the 2nd 15 days. Beyond 30 days of delay, the contract will be terminated & PBG will be liquidated by the SHSB.

- b. In the event of equipment/system failure, the successful bidder will be required to make alternate arrangements and ensure that the Command & Control Centre runs un-interruptedly and smoothly. During the period of failure, the Firm shall make suitable arrangements as agreed with the Department.
- c. If the Call Centre goes down because of reasons other than those envisaged under the force majeure clause, one day's charges shall be deducted for every hour of downtime from the bidder's claim. If the Call Centre remains unserviceable for a continuous period of 12 hours, then no payment shall be made for services during the 7 day period ending on that day.
- d. In case the successful bidder fails to provide required quality of service for the Call Centre like delay in picking up calls (95% calls within 2 rings), a higher penalty of Rs 500 x no of calls required for threshold level would be charged per day (Details will follow in detail SLA & SOP)
- e. Bidder shall maintain full confidentiality of the data supplied while answering citizen's complaints. Under no circumstances will the Firm divulge/reveal/share such data for the purpose other than for meeting the Department's requirement. Any violation of this confidentiality clause may result in instant termination of the contract and the Firm shall pay liquidated damage of Rs. 10, 00,000/- (Rupees Ten Lacs) to the Department and the Department shall reserve the right to **Blacklist** the Firm for any future contracts. The decision of the SHSB shall be final in this regard and binding on the successful bidder.

4.5. Software Requirements:

1. To maintain the various information of Emergency Response Services (ERS) and Global Positioning System (GPS) should be fully computerized (with online login facility from SHS, Bihar) and Comprehensive Data will be provided through online reports to Executive Director.
2. It should be efficient, scalable and transparent to assist the stake-holders of SHS, Bihar (at state/districts) for the better monitoring, management, planning and decision-making to ensure the effective delivery of ERS and real-time tracking of ambulances.
3. It should generate various required auto generated reports (online/offline/graphical/charts) which are downloadable/ exportable without manual intervention.
4. Conduct security audit of complete ERS system from hackers/ viruses/ malwares/ spyware with timely renewal of the security services (within 3 months) otherwise penalty will be imposed.
5. Application software, database structures, database, application user-interfaces, user guidelines, flow-charts, training manuals and other information should be provided to SHS, Bihar which will be the property of SHS, Bihar. (within 1 month)
6. The administrative rights to amend/modify/change the application software, database structures should be under the control of SHS, Bihar.
7. Deployment of complete application software and database at the SHS, Bihar, Patna with proper provision of Disaster Recovery (DR).

8. Change request mechanism including User Acceptance Test (UAT) for the timely incorporation of any new report (in MIS) so as to avoid frequent changes in the software.
9. Include provision of Query By form in the software for the generation of any kind of dynamic reports (downloadable/ exportable).
10. Appropriate user-rights for generating reports and viewing the information should be provided to the department to generate information from the system on real-time basis with quality, completeness and relevancy of information in the various reports.
11. GIS mapping of ambulances with proper color-coding (i.e. Moving: GREEN, Stopped-On road: RED, Stopped-Off road: BLACK) and information (i.e. vehicle registration no., driver name, vehicle contact no., speed, status, reason for Off-road etc)
12. Various MIS reports (detailed/summary) should be generated through GPS.
13. Mechanism to auto-email the auto-generated daily and monthly reports to SHS, Bihar, daily and monthly reports (**annexure**) should be auto-generated without manual intervention
14. Submission of monthly backup of database by 3rd of every month to the SHS, Bihar and the support to restore the backup and view/search information.
15. Regular AMC of hardware/ software/ security / communication channels for the smooth operations of the ERS and GPS.
16. Hand-over of complete operational system at the end of the project period/ termination/ discontinuation services.
17. Ensure adequate number of call queues so that calls do not remain unattended or dropped without entering into the software at the level of telephone exchange or show lines busy. Report should be submitted to SHS, Bihar.
18. GPS device should have capacity to store approximately 2000 records during "No Network Connection" situation and GPS History Tracking is an in-built feature of the software. Minimum period given for History Tracking of GPS data should be at least 60 days.
19. Dynamic reporting should be incorporated in the software, so that queries can be generated on various fields like call date, chief complaint type, unattended calls, off-road vehicles.
20. Software general requirements:

S.No.	Description
1.	Virtual PBX Integration
2.	Supporting Multi-user environment
3.	Ability to use common call input screen for Medial, Police & Fire
4.	Ability to automatically check for duplicate call
5.	Caller Archived Maintained (whenever same caller call then its information automatically display on screen)
6.	Inbound/Outbound Calling
7.	Automatic generation of custom caller IDs and trip IDs
8.	Full-featured Advanced Call Distribution (ACD)
9.	Adequate number of call queues
10.	Ability to forward information, Call return, Call out (VOIP/PSTN)

11.	Conference bridges
12.	Ability to view queues; calls & agents status
13.	Time based, real-time statistics
14.	One-click call monitoring
15.	Customizable fields, functionality
16.	Powerful/Customizable reporting with graphical representation
17.	Real-time queue and agent data reports
18.	Data Import/Export facility
19.	Compatibility to log calls with GPS (Global Positioning System) incorporated in GIS (Geographical Information System) with GSM/GPRS (Global System for Mobile Communication/General Packet Radio Service) integrated Ambulance monitoring and tracking system.
20.	AVLT integration under MDA application Computer added TRAI protocol equivalent to AMCDs for communication.
21.	Agent application medical Protocol for physician application
22.	Business continuity plan compliant [so that services should not hamper]
23.	Single record for an event [end to end], integrated with audio and data.
24.	Medical dispatch agent application integrated with SMS.
25.	Patient care record
26.	Fleet management system integrated with medical dispatch agent application
27.	Single application to administer all users of the ERS system.

4.6. Monitoring & Evaluation

The performance will be reviewed monthly by Executive Director, SHSB and quarterly by Principal Secretary, Health & Family Welfare Department.

At the District level, Chief Medical Officers will oversee the activity within their respective districts in District Health & Family Welfare Societies meetings.

The services and records of the service shall be subject to inspection by designated officer(s) of Health & Family Welfare Department.

Evaluation of performance shall be undertaken by SHS, Bihar.

4.7. Saving Clauses

In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Executive Director, SHS, Government of Bihar shall be applicable.

4.8. Implementation Schedule

Sl. No.	Activity	Time line
1.	Issue of LOA (Letter of Acceptance) of Tender	T
2.	Site Preparation, Site handover & Training of Staffs	T+1.5 Month
3.	Implementation of the network & Call Center	T+2 Months
4.	Trial Period and Commencement of Operation.	T+2.5 Months
5.	Go-Live after end of Trial period	G(G=3 rd Month)
6.	Maintenance & support	G+3Years



STATE HEALTH SOCIETY BIHAR



Annexure 1: Format for Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No. Date:

To

The Executive Director
State Health Society Bihar
Pariwar Kalyan Bhawan
Sheikhpura, Patna
Bihar-800014

Dear Sir,

WHEREAS..... (Name of BIDDER) hereinafter called "the BIDDER" has undertaken, in pursuance of Contract dated ... 2014 (hereinafter referred to as "the Contract") to implement the [Name of the project] of for the SHS, Bihar

AND WHEREAS it has been stipulated in the said Contract that the BIDDER shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized / Scheduled Commercial bank for the project/performance of the [Name of the Project] as per the agreement

WHEREAS we ("the Bank", which expression shall be deemed to include it successors and permitted assigns) have agreed to give the SHS, Bihar the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of Rs._____ (being 10% of the sum of order value) to SHS, Bihar under the terms of their Agreement dated on account of full or partial non-performance / non-implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards SHS, Bihar under this Guarantee shall not, under any circumstances, exceed in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from SHS, Bihar stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to SHS, Bihar any and all sums demanded by SHS, Bihar under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from SHS, Bihar to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr..... .
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.



STATE HEALTH SOCIETY BIHAR



4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a. any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - b. any breach or non-compliance by the BIDDER with any of the terms and conditions of any Agreements/credit arrangement, present or future, between BIDDER and the Bank.
5. The BANK also agrees that SHS, Bihar at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against BIDDER and notwithstanding any security or other guarantee that SHS, Bihar may have in relation to the BIDDER's liabilities.
6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of SHS, Bihar or any other indulgence shown by SHS, Bihar or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
7. This Guarantee shall be governed by the laws of India and only the courts of Patna, Bihar shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of2014

Witness

(Signature) (Signature) (Name) (Name)
Bank Rubber Stamp

(Official Address) Designation with Bank

Annexure-2: Power of Attorney

Format for Power of Attorney for Signing of Application/Bid document

(On a Stamp Paper of relevant value)

Power of Attorney

Know all men by these presents, We M/s.....
(name and address of the registered office) do hereby constitute, appoint and authorize Mr /
Ms.....
(name and residential address and PAN), duly approved by the Board of Directors in their
meeting held on (Copy of board resolution enclosed), who is presently employed with us and
holding the position of
as our attorney, to do in our name and on our behalf, all such acts, deeds and things
necessary in connection with or incidental to our bid for "104 Call Center" in Bihar including
signing and submission of all documents and providing information / responses to the State
Health society, GoB, representing us in all matters before State Health Society, GoB in all
matters in connection with our bid for the said Project. We hereby agree to ratify all acts,
deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and
that all acts, deeds and things done by our aforesaid attorney shall and shall always be
deemed to have been done by us. Dated this the.....
day of 20__

For _____

(Name, Designation and Address)

Accepted _____ (Signature)
(Name, Title and Address
of the Attorney) Date :

Note:

- i. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- ii. In case an authorized Director of the Applicant signs the Application, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.
- iii. In case the Application is executed outside India, the Applicant has to get necessary authorization from the Consulate of India. The Applicant shall be required to pay the necessary registration fees at the office of Inspector General of Stamps.



Annexure-3: Format for Affidavit

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of Rs 500)

Affidavit

I, M/s..... (Sole Applicant / Lead Member / Member/Affiliate), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by State Health Society Govt. of Bihar/ or any other entity of GoB or blacklisted by any state government or central government / department / organization in India/World bank /DFiD/ADB from participating in Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of, 20.

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person



STATE HEALTH SOCIETY BIHAR



Annexure-4: Format for MAF from OEM

Date:

To

The Executive Director
State Health Society Bihar
Pariwar Kalyan Bhawan
Sheikhpura, Patna
Bihar-800014

Subject: **OEM Authorization**

Dear Sir,

We M/s. _____ manufacturer
of the

Hereby authorised M/s. _____ having
it's registered

Office _____ at

Is our Authorised partner and has been authorised to participate in the referred Tender. They can negotiate and will be responsible for all the Terms and conditions as per the Bid. We further confirm that all products quoted are warrantied for 3 years from the date of supply and will extend all sort of support for maintenance.

For any clarifications please feel free to contact undersign.

Thanking You
Sincerely Yours

Name of Signatory:
Date of Sign:

(Stamp & Seal)

(To be submitted in OEM letter head in original only)



Annexure 5: Technical Bid letter

To

The Executive Director
State Health Society Bihar
Pariwar Kalyan Bhawan
Sheikhpura, Patna
Bihar-800014

Dated.....

Sir,

We hereby declare

1. We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of SHS, Bihar and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
2. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid
3. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
4. We enclose herewith the complete Technical Bid as required by you. This includes:
 - a) This Bid Letter
 - b) Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Bid Security (Earnest Money) for an amount equal to Rs.15, 00,000 (Rs. Fifteen Lakhs Only) is enclosed.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.



STATE HEALTH SOCIETY BIHAR



Dated this Day of 2014

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of BIDDER

Witness Signature: Witness Name:

Witness Address:

Annexure 6: Format of Curriculum Vitae for Proposed Manpower

(Use the Format given below for each individual)

Sl.No.	Category	Details
1.	Proposed Position	
2.	Name	
3.	Current Designation	
4.	Educational Background/ Training/ Certifications	
5.	Tasks proposed to be assigned	
6.	Areas of Expertise	
7.	Summary of Professional/ Domain Experience	
8.	Period of Association with the organization	
9.	Number and Details of relevant project experience	
10.	Any other Information	

10 nos. resources according to this format needs to be provided for Project Manager along with Database Administrator, Network Expert.



Annexure 7: Financial Bid Letter:

To

The Executive Director
State Health Society Bihar
Pariwar Kalyan Bhawan
Sheikhpura, Patna
Bihar-800014

Dated.....

Sir,

We hereby declare

1. We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of SHS, Bihar and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document .We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid.
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Financial Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2014 (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of BIDDER

Witness Signature: Witness Name:

Witness Address:

Annexure 8: Technical Evaluation Criteria

Sl. No.	Category	Max Marks	Sub-category	Marks
1.	Technical architecture, network, Call Center Design	20	Redundancy & design of network	5
			Design & Scalability of the solution	10
			Security of network	5
2.	Proposed technical solution	20	Methodology for the proposed services	5
			Call center design and operation procedure	5
			Proposed work plan with detailed WBS	5
			Training details	5
3.	Manpower: Availability of technically qualified resources on the rolls of the bidder (Letter from HR department)	10	1 – 60	5
			>60	10
4.	Certifications (Photo copy of the Certificates to be furnished)	15	4 PMP/ Prince 2 certified and 1 ITIL certified resources	5
			6 PMP/ Prince 2 certified and 3 ITIL certified resources	10
			8 PMP/ Prince 2 certified and 5 ITIL certified resources	15
			Else	0
5.	Technical Specification	20	Comparison between Technical Specification and offered Specification 2 marks to be reduced for each deviation but not limited to 10 marks only. If deviation in Technical specifications mentioned is more than 5 the bid can be summarily rejected	20
6.	Technical Presentation	10	Methodology of operational plan IT Solutions Management of Manpower Clarification of Queries	10
7.	Quality certifications	5	ISO 9001:2008	5
			Else	0

Annexure 9: Technical Specifications:

IP Based Call Center Solution with Distributed Cloud based Redundant Server

Sl. No	Description	Parameter	Compliance (Yes/No)
1.	IP Based Digital EPABX	<p>IP Based Call Center Solution with IVRS, CLI ACD and CTI facility with the following features:</p> <p>a) Provision for 60 IP Soft. Ext on Care taker PC or IP hard Phone as extensions for Call Takers, Dispatchers, for CCD, for Supervisors/Manager etc. (Total – 60). Expandable to 100 Extensions.</p> <p>b) 6 Party Internal/External Multi group Tele conferencing facility to all the Call Takers, Dispatchers & Supervisors / Managers etc.</p> <p>c) All the standard features like Call Transfer Call Forward, Call pick-up, Call hold, Call Barge-in etc</p> <p>d) 1 Trunk Card of 4 lines with CLI to connect Land lines /GSM phones.</p> <p>e) ISDN PRI cards 2 Nos. Expandable for 8 Nos.</p>	
2.	Technology	IP based (SIP only)	
3.	Interface	Should support all Telecom interfaces	
4.	Type of Interface	ISDN interface for digital trunk from BSNL/MTNL	
5.	Type of Extension Support	IP softphone or IP hard Phone	
6.	Run Distance	On LAN network	
7	Requirement at the time of supply	<p>a) Integrated Voice messaging system with required Channels for IVRS function.</p> <p>b) Voice messaging-Pre-defined text to voice Conversion information.</p> <p>c) Estimated wait time incase if all Call Takers are Busy.</p> <p>d) Voice mail instructions to Caller incase all the Call Takers are Busy.</p>	
8	Conferencing	6 party In and Out Multi group conferencing facility to be provided to all the Call Takers, Supervisor and Manager etc.(To be configurable Dynamically)	
9	Voice Messaging unit	The system shall play announcement immediately on receiving a call from Public “This is 104 control room, All calls are recorded for Investigation and future reference purpose” and place the call immediately to call taker using ACD	

		algorithm.	
10	IP Soft Phone and Hard IP Phone	IP Phone with Multiple DSS keys for One Touch dialling / Video IP phone	
11	Switches	Provide industry tested, proved and market leading switches to ensure smooth installation and protecting businesses existing call center hardware investment	
12	Standards which are to be supported CCS 2Mbps.	Tenderer to specify support provided clearly	
13	Support for ACD call center with CTI and advanced call routing	To be provided	
14	Networking of Multiple systems through SIP protocol a. With IETF SIPv2 standard (RFC3261) b. UDP/TCP call mode c. MD5 (digest) ID identification d. REFER call forward (RFC3515) e. SIP message subscribe/notify(RFC3265) f. Proxy server register security certificate and renew at regular time g. SIP info (RFC2976) h. Register , support server authentication i. Support NAD firewall penetrating	Bidder to specify the compliance of standards	

Digital Voice Logger Server Features

Sl.No.	Description	Compliance (Yes/No)
1.	The Recording should be done in HDD and archiving in back up media	
2.	Shall be 60 ports and expandable to additional 100 ports in future.	
3.	The Recorded voice shall be indexed and linked with Incident Report Number with real time and date. The voice logger shall have the CTI capabilities. It will automatically track the incoming call. The recording shall go on till the call is disconnected.	
4.	It shall be possible to configure automatic voice recording on answering the call by the Call Taker	
5.	Combo writer with latest Read, Write speeds	
6.	Voice Logger software compatible with the Call Center package	

Technical Specifications for Call Center

Call Flow

The envisaged call routing of any call coming to the call Centre is the following:

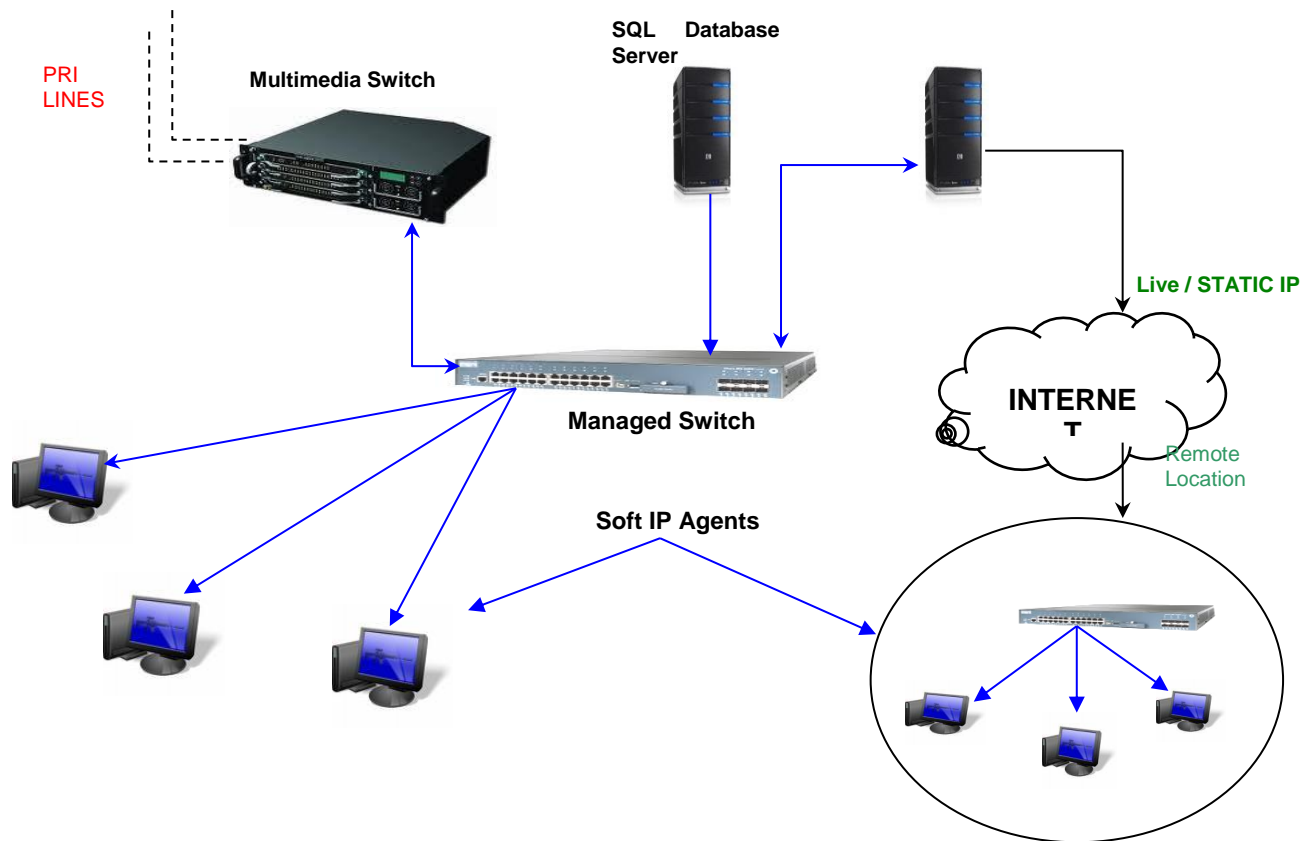
- A beneficiary dials the '104' helpline number
- The call is received by a call taker (registration) within 10 seconds.
- If the beneficiary needs ambulance service the call is routed to '104' ambulance helpline
- Ambulance Helpline takes the details of the caller, locates the nearest Ambulance available and sends SMS to both patient & driver
- Tele-Caller will also coordinate with the Driver for the quick service
- If the beneficiary needs emergency care, the call is routed to '104' helpline
- If the beneficiary needs information, counseling or medical advice, then citizen details are captured and entered in the system Task is then generated for the Doctor for every such request.
- If the beneficiary asks for medical advice then the Tele caller asks for symptoms from the citizen before patching the call with doctor.
- The Tele Caller can suggest hospitals/private practitioners to be visited by the beneficiary for further clinical advice.
- The Operator can also provide information about nearby pharmacies/ pharmacists in case the beneficiary needs to know where he can procure medicines etc.
- If the beneficiary is not satisfied with the counseling, information or medical advice, or if the Tele-Caller believes that more expertise is required to assist the beneficiary, the call is routed to an available doctor. Task is generated for the concerned doctor.
- The doctor then tries to provide the relevant information, counseling or advice to the beneficiary.
- Feedback on the service is collected from the caller.
- Tracking of each Doctor can be done and reports can be generated to see the action taken time on each Task. If the Task is not completed by the concerned Doctor the same can be escalated in the hierarchy chain.
- It should be possible to have Simultaneous calling option on Doctor's Mobile phone or SIP client in Doctor's Smart Mobile phone.
- It should be possible to send Alerts to Doctors on SMS of various Task

- For Grievance Redressal also a proper escalation hierarchy should be followed as per SOP given by SHSB

General

- The system should be capable of supporting IP-Extensions
- The system should support BRI/ PRI/ Analog Trunks.
- The system should have in-built 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3)
- The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity.
- System should support standards-based CTI integration with 3rd party applications
- The system should be 19” rack mountable.
- The quoted model should be TEC approved. Vendor to submit TEC approval certificate along with the bid.
- The System should have a separate Application server, separate Database server and separate Telephony device which should connect to the application server and the DB server over the LAN and not over PCI/PCIe.
- The CTI Hardware needs to have the latest CSP (Common Signalling Processor) Modules, instead of the old HMP modules, which uses the Server CPU resources for their activities.
- The voice processing should be done by the CTI device and it should not share any kind of resources including CPU resources from the application server.
- All Servers and CTI devices should have their own redundant powers supply available without any inter dependency on each other.
- The CTI device should be TEC approved and should be easily upgradeable up to three times port capability as per the initial set up without having any impact on the application and DB servers.
- The E1 lines should be directly terminated on the CTI device and the same should be able to handle voice processing for applications like IVR, Logging, SMS, etc...
- The CTI device should also be able to communicate with several application Servers if the need be over LAN.
- The System should allow handling Calls on 100 Channels simultaneously and should be expandable up to 200 channels without any additional servers.
- It should be possible to have cloud based distributed Server Architecture so that there should be redundancy between the Servers.

Architecture of Call Centre



Voicemail/ IVR /SMS/E-Mail Features

- System should support PC-BASED Voice mail system.
- Voice mail system storage should be dependent on the PC hard disk storage capacity.
- Voicemail to email option should be available
- System should support unified messaging with Microsoft Outlook compliant email application.
- System should support voicemail access through web-browser
- External Fax server integration should be available.
- VM should support text-to-Speech functionality
- VM should support Auto Attendant
- IVR functionality should be available
- External Database Integration should be available during IVR call flows
- The system should allow configuration for multiple Languages wherein Call Takers can be grouped as per their skill sets.
- It should allow Identification of Callers by Caller ID or with some alternate number.
- It should allow routing of calls based on the STD codes or Mobile Number Series.
- It should allow accepting requests over SMS from the applicants and revert back with the information as required.
- It should trigger SMS for any of the relevant information that needs to be updated to the applicants.
- System needs to have the Email service also to trigger any of the relevant information to the applicants as and when required.
- System must provide the ability for changing or re-recording of Voice Prompts.
- System should allow integration with the In-house 104 Database.
- System should provide applicants to enquire on general account information and status of other activities.
- System should allow interfacing to a third- party database for information /Data retrieval.

Call Recording

- System should have in-built capability to automatically as well as manually record and store calls into any voicemail box or a central database, for later retrieval, sorting, searching through a web-based browser interface
- Automatic and on demand call recording with an option for Contact Store search and replay of saved messages.
- Tampering Detection / Verified Call Recording.
- Capacity of up to 500 ports for a single-site system.
- System should support automatic deletion of oldest recordings, if needed

Computer Telephony Integration

- CTI capability should be in-built in the platform.
- System should support CTI using open standards over LAN.
- System should be able to provide 1st party CTI as well as 3rd party CTI control to external applications.

Call Center Features

- System should support up-to 100 agents.
- System should have built-in ACD (Automatic call distribution) features.
- System should support up to 5 supervisors.
- System should support detailed real time and historical reports.
- System should have minimum 7real time and historical reports.
- System should support graphical reports.
- Reports should be exportable to excel/PDF.
- System should support wall boards (both external and PC based wallboards) .
- Report Scheduler.

Ambulance Dispatch Management

- It should be possible to map the location of Ambulance on Google MAP
- It should be possible to send SMS/ IVR Alert to Nearest Available Ambulance
- It should be possible to get SMS / IVR based confirmation form Ambulance

- It should be possible to send SMS / IVR Alert to Patient / Attendant so that they can track the Ambulance if required.
- It should be possible to send SMS / IVR Alert to Emergency Doctor so that he can guide the staff in ambulance in case of emergency.

Advance Reporting / tracking System

- Attendance of the driver should be through Biometric device fitted in the ambulance / Hand held device
- It should be possible to plot the route of the Ambulance on the MAP and tracking the same if required
- It should be possible to send SMS Alert to the administrator in case of major route diversion
- It should be possible to keep Monthly fuel consumption record based on the actual running of the vehicle
- It should be possible to send periodic Maintenance Alert to Driver for the Ambulance.
- Inventory of all the items / medicine in the Ambulance should be maintained and through Hand Held device
- Inventory of Critical items in the Ambulance should be maintained through Hand held device and SMS Alerts should be sent to Administrator in case of inventory is below critical limits.

Advance hand held device based application for Ambulance Driver/ Staff on duty/ Doctor on duty

- Android based Application should run on the Android based Hand held device.
- Single application for Driver / Ambulance staff / Emergency doctors. Method to operate should change based on Type of LOG IN
- Doctors should be able to use app for recommending emergency steps for life saving care to duty staff.
- Duty staff should be able to use this app for managing Ambulances inventory of medicines and Critical items
- Data synchronization through GPRS
- User should be able to enter the data in the hand held device in off line mode and the data should get sync to server once the GPRS signal is available.

Feature of 104 Application Software:

Sl.No.	Description	Compliance
1.	The Bidder shall provide Application software for Automated Call Distribution, Call Takers, Dispatch Officers, Case closing officers which is customized to handle Medical emergency.	
2.	The software shall be in English	
3.	It shall provide Command Entry and Menu selection	
4.	It shall provide multiple screen functionality	
5.	The Application Software should support hooking into the data base (Add, Edit, Delete Features etc)	
6.	It should provide application to dial out the other locations like fire, ambulance, railway Police etc	
7.	It should provide On Screen Telephone features	
8.	It should provide compatibility with Voice Logging and retrieving system with archiving on any storage media	
9.	It shall also provide different report generation which shall be decided mutually during the system study and Design Reports/Data captured from database to be made available by the end user	
10.	The Application software should include multi level security options.	
11.	User access should be allowed via the entry of valid username and password.	
12.	Functionality available to the user will depend on the username (different levels of access based on the role)	
13.	The Call Taker should be able to record the complaint / requests based on multiple issues. The application should prioritize the complaint / requests based on the nature of request received.	
14.	The request/complaint should have template, which will reduce data entry operations for the call Taker.	
15.	The entry of data into certain pre-defined fields will be permissible for some users only	
16.	Provision should be made to give certain users access to the entire data or to the pre-define area	
17.	The application should track the interaction history of the caller & also duplicate calls on the same issue to avoid unwanted/duplicate dispatches	
18.	The Bidder should provide application, integrated with CTI/ACD & 104 database	
19.	The application should be fully workflow integrated for the escalations, notifications, alerts and response to the same	
20.	The application should provide with GUI and easily configurable	
21.	The application should also capture the updates from all stages of the case on a real time basis & the same to be	

	populated in the case history which should be available to the Call Taker to provide correct information to the follow up callers/ repeated callers	
22.	The application should be fully workflow integrated for the escalations, notifications, alerts and response to the same	
23.	At any point of time it should be possible to monitor a request / Complaint of its status, duration of time in the current status, reassign & escalation of the case to the next higher level	
24.	Software should be able to capture & populate the caller location once the supporting technology is available	
25.	The Call Taker should be able to capture notes with respect to any Complaint that he / she handles. Moreover there should be fields to enter notes by PDO, PS, PCR, Case Closure Desk, Escalation Officer etc...separately	
26.	Following are some sample MIS Reports required:- 1. Call Centre formats. 2. Crime wise Query Reports. 3. Area wise Call Reports. 4. Daily Report format. 5. Particular period / monthly / yearly report format.	
27.	The application should have the details & contact numbers of all the PS, PCR, Railway Police etc to be incorporated based on the Police jurisdiction to enable quick & accurate. Case dispatch	
28.	The application should be dynamic in nature to make any amendment on a regular basis based on the evolving process requirement	
29.	A supervisory application to monitor the queue statistics of call takers, dispatch officers & case closure officers on a real time basis & ability to generate all the reports required to manage & verify the queue efficiency	
30.	The application should have the option to escalate the cases at all levels & reassign the case from one jurisdiction to another	
31.	A web based application need to be developed, that can be used by Police station, PCR & other Police officers concerned.	
32.	This web application should be accessible through AP Police intranet using relevant login credentials	
33.	The Web application should be fully integrated with the 104 database & call center application	
34.	The Web application should have relevant fields open for editing / entering data based on the login credentials. Eg: PS Login, PCR Login, CCD Login, Escalation Login etc..	
35.	The Web application should have features based on login credentials. Eg: PCR should be able to assign the case back to PS, reassign the case to another PS etc	
36.	The Web application should have multiple customizable front end filters for the user	
37.	The Web application should also show the case aging status of each case at every level with relevant color coding	
38.	The Web application should also have a customizable	

	dashboard for every user.	
39.	The Web application should have the features to have alerts, alarms & view all historical data	
40.	There should be escalation options for every case at all levels	

Desktop Specifications:

Feature	Desired Specification	Compliance (Yes/No)
Make & Model	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.	
Processor	3rd Generation Intel Core i3-minimum 2.9 Ghz processor or equivalent or higher AMD Processor SYSMARK rating/equivalent rating from any other reputed agency.	
Motherboard	Compatible Chipset on OEM Motherboard	
Chipset	Latest Generation compatible chipset to the supplied CPU	
RAM	Memory 4GB (1x4GB) expandable to 16 GB Non-ECC DDR3 1333MHz SDRAM Memory	
Hard Disk Drive	HDD 500 GB 7200 RPM 3.5" SATA Hard Drive	
Optical Drive	Optical Drive 16X Max DVD+/ RW	
Graphics	Integrated Graphics	
Audio	High Definition Audio	
Ethernet	NIC 10/100/1000	
Slots:	Minimum 3 nos. PCI Slots	
Ports	Minimum 4 no USB, (1) RJ-45, (1) VGA, audio in/out, headphone and microphone	
Power Supply	200 watt ATX Power Supply with with 80% efficiency.	
Keyboard	104 keys keyboard (Same make as PC)	
Monitor	18.5" LED Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor (Same make as PC)	
Mouse	USB 2 Button Optical Scroll Mouse (Same make as PC)	
Operating System	Windows 8 Professional or higher OS with driver CD	
Compliance and Certification	For OEM: ISO, RoHS; For quoted Products: DMI, Energy Star 5.0, Windows, Linux. For Monitor-TCO o6, EPEAT Gold. Copies of certifications to be submitted along with the offer	

Laptop specification

Parameter	Desired Specification	Compliance (Yes/No)
Make & Model :-	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.	
Processor	Core i5 1.8Ghz 4th gen processor	
Chipset	Latest Generation compatible chipset to the supplied CPU	
System Memory	System Memory 4GB Up to 8GB supported, 1333MHz Dual Channel DDR3,2 DIMM slots	
Graphics	Integrated Graphics	
Hard Drive	500 GB 7200RPM SATA Hard Drive	
Optical Drive	Optical Drive 8X or above DVD+/-RW with double-layer DVD+/-R write capability	
Display	Display 14.0" High Definition Wide LED Anti-Glare Display (1366x 768)	
Audio	Two Built In Speakers, Hi Definition audio support, Built in Digital Microphone, Headphones /speaker and microphone-in jacks, HD Webcam	
Communications	Gigabit Ethernet network;	
Wireless	Integrated Wireless LAN: 802.11b/g/n and Bluetooth (BT V3.0)	
Keyboard	Spill-resistant keyboard with standard keys	
Pointing Device	Multi-gesture touchpad, supporting two-finger scroll, pinch, rotate, flip. On/Off button with LED Indicator.	
Battery	4 cell battery with minimum 4 hours battery backup.	
Interfaces / Ports	Multi in one card reader/VGA Port/HDMI Port/RJ-45/2 USB 2.0 Ports/1 USB 3.0 port/Power connector	
Carry Case	To be Provided	
Operating System	Windows 8 Professional or higher OS with driver CD	
Anti-virus	Preloaded Standard Symantec/MacAfee/CA/Quick Heal Desktop version with 4 years update	
Others	Drivers for different Operating systems : Drivers should be freely available on OEM's web site and should be supplied in media along with PC	
Warranty	3 years comprehensive OEM Warranty	

Network Duplex Printer A3 Size

Parameter	Required Specifications	Compliance (Yes or No)
Printer/Copier Speed: Black	Normal: Up to 20 ppm	
Scan Speed Color	30 ppm	
Push and pull Scan	Required	
Print quality (best)	Up to 1200 x 1200 dpi	
Processor speed	600 MHz	
Display	3 line display with back light	
Connectivity, standard	Hi-Speed USB 2.0, built-in Fast Ethernet 10/100Base-TX	
Network ready	Standard (built-in Ethernet)	
Compatible operating systems	Windows and LINUX	
Memory, standard	128 MB	
Paper handling input, standard	100-sheet Multipurpose tray 250-sheet input tray	
Duplex printing:	Automatic (standard)	
Duplex copying:	Automatic (standard)	
Mobile Printing	Through router over WiFi	
Media sizes supported	A5 to A3	
Media sizes, custom	A5 to A3	
Media Types	All good quality paper upto 163 gsm	

Server

Item	Description of Requirement	Compliance (Yes /No)
Processor	Server should be provided with two number of Intel E7-4860 v2 (12 core 2.6 GHz) processors. It should be scalable up to 4 processor.	
Chipset	Intel® C602J Chipset Intel® Xeon® E7-4800/8800 v2 Processor Family	
Cache	12MB L3 cache memory	
Memory	72 GB DDR3 RDIMM Memory should be proposed. Proposed memory should support reliably identify and verify whether installed memory has passed the rigorous OEM qualification and testing process to increase system reliability Up to 3TB memory supporting DDR3 (1333MHz) across 96 DIMM slots	

Memory Features	Should support advanced memory features 1) Memory quarantine 2) Double data device correction 3) Single data device correction 4) Online Memory sparing 5) Memory mirroring	
Integrated network controller	Server should be provided with following network controllers: 1. 1Gb 4-port network adaptor supporting advanced features such as Large Send offload capability, TCP checksum and segmentation, VLAN tagging, MSI-X, Jumbo frames, IEEE 1588, and virtualization features such as VMware NetQueue and Microsoft VMQ. 2. 10Gb 2-port Ethernet adaptor supporting enterprise class features such as VLAN tagging, adaptive interrupt coalescing, MSI-X, NIC teaming (bonding), Receive Side Scaling (RSS), jumbo frames, PXE boot and virtualization features such as VMware NetQueue and Microsoft VMQ.	
Expansion Slots	Server should support 9 PCI express 3.0 slots: (5) x16 PCI-Express; (4) x8 PCI-Express	
Storage Controllers	Should support 12Gbps SAS Controller with 2GB Flash Backed Write Cache. Controller should support data encryption to protect sensitive and mission critical data. Controller should support RAID levels 6, 60, 5, 50, 1, 10 and Advanced Data Mirroring with 3 drives Controller should support caching the most frequently accessed data ("hot" data) onto lower latency high performing SSDs to dynamically accelerate application workloads.	
Storage Bays	Should support at least ten SFF HDDs	
Hard Disk Drive	4 x 600 GB SAS 10K HDD	
Interfaces	System should support minimum of, Serial port: 1 Video: 1 front; 1 rear micro-SD Slot: 1 USB 2.0 Ports: 8 total: 2 front; 4 rear; 2 internal.	
Industry standard compliance	ACPI 2.0. Compliant, PCIE 2.0 Compliant, PXE Support, WOL Support, Physical Address Extension (PAE) Support, Microsoft® Logo certifications, USB 2.0 Support	
Power supply	Should support platinum efficiency hot plug redundant power supplies	
System fans	Should support hot plug redundant system fans	
Form Factor	4 U Rack Mountable	
Remote Management		

1	System remote management should support browser based Graphical Remote Console; Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/ folder; server power capping and historical reporting; should have support for multifactor authentication.	
2	Remote management port should be able to download the firmware from the website directly or from internal system. Server should support automated firmware update.	
3	Server should support agentless management using the out-of-band remote management port instead of OS and SNMP port on the OS. This will enable zero downtime updates	
4	The server should support features which monitors and records changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur.	
5	Applications to access the server remotely using popular handheld devices based on Android or Apple IOS should be available.	
6	Remote console sharing with multiple users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality. Should provide support for Java free graphical remote console.	
Server Management		
1	System should support both UEFI and legacy system BIOS	
2	The Systems Management software should provide Role-based security	
3	Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD. Should support automatic event handling that allows configuring policies to notify failures via e-mail, pager, or SMS gateway or automatic execution of scripts.	

4	Server should support cloud based management by accessing the servers' configuration information, warranty & sla information, support case details anywhere from the internet	
5	Should support scheduled execution of OS commands, batch files, scripts, and command line apps on remote nodes	
6	Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Should support the reports to be saved in HTML, CSV or XML format.	
7	Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.	
8	The Server Management Software should be of the same brand as of the server supplier.	

SAN Switch

Specifications	Compliance (Yes/No)
Architecture/Scalability/Performance/Management:	
Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 8 Ports scalable to 24 ports.	
Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only	
Should deliver 8 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in a energy-efficient fashion	
Should protect existing device investments with auto-sensing 1, 2, 4, and 8 Gbit/sec capabilities.	
The switch shall support different port types such as FL Port, F Port, M Port (Mirror Port), and E Port; self-discovery based on switch type (U Port); optional port type control in Access Gateway mode: F Port and NPIV-enabled N Port	
The switch should be rack mountable	
Non-disruptive Microcode/ firmware Upgrades and hot code activation.	
The switch shall provide Aggregate bandwidth of 192 Gbit/sec: 24 ports × 8 Gbit/sec (data rate) end to end.	
Switch shall have support for web based management and should also support CLI.	
The switch should have USB port for firmware download, support save, and configuration upload/download.	
Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 60 Watt of power.	

Switch shall support POST and online/offline diagnostics, including RAS trace logging, environmental monitoring, non-disruptive daemon restart, FC ping and Path info (FC trace route), port mirroring (SPAN port).	
Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic	
The switch shall be able to support ISL trunk up to 64 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.	
SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.	
It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning	
The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more than 2 numbers of SAN switches into a single fabric.	
Offered SAN switches shall support to measure the top bandwidth-consuming traffic in real time for a specific port or a fabric which should detail the physical or virtual device.	

Firewall IPS

Specification	Compliance (Yes/No)
General Requirements:	
The Firewall must be appliance based and should facilitate multi-application environment.	
The Firewall should be ICSA Labs certified for ICSA 4.0 and EAL 4 certified, if not the same model	
The platform should be based on realtime, secure embedded operating system	
Should support minimum 8 virtual firewall or more	
The proposed system shall support unlimited IP/User license for Firewall / IPS	
Should provide a Http, Https, SSH, Telnet, SNMP based management console for managing and configuring various components of the appliance	
The device should belong to a family of products that attains NSS Approved Certification	
The device should belong to a family of products that attains IPv6 Ready Phase 2 & IPv6 Certification	
The Firewall Appliance should be rack mountable	
Networking & System Performance Requirements:	

The Firewall should support a minimum of 2x10GbE SFP+ interface, 8 x 10/100/1000 interfaces with auto sensing capacity and 4x 1GbE SFP Ports	
The platform should support the standards based Link aggregation technology (IEEE 802.3ad) to achieve higher bandwidth.	
The Firewall should support IEEE 802.1q VLAN Tagging with about 512 VLANs supported (in NAT/Route mode)	
Should support automatic ISP failover as well as ISP load sharing for outbound traffic	
The Firewall should support Dynamic Routing Protocol for RIP1 & 2, OSPF, OSPFv3, BGP4, RIPng	
The Firewall should support Static, Policy Based, and Multicast routing	
The Firewall should support throughputs of 18 Gbps or better	
should support concurrent session at least 5.9 Million	
Should support new session per second at least 180,000	
Should support and IPS throughput of 4.5 GBPS or better	
Operating System & Management Requirements:	
Be proprietary to prevent inheriting common OS vulnerabilities	
Resided on flash disk for reliability over hard disk	
Allow multiple OS firmware image for booting options	
Upgradeable via Web UI or TFTP	
Be easily backup or restored via GUI and CLI to/from local PC, remote centralized management or USB disk	
The system shall support profile base login account administration, offering gradual access control such as only to Policy Configuration & Log Data Access	
The proposed system shall be able to limit remote management access from certain trusted network or host with corresponding administrator account	
The proposed system should be able to facilitate administration audits by logging detailed activities to event log for management & configuration updates	
The administrator authentication shall be facilitated by local database, PKI & remote services such as Radius, LDAP and TACAS+	
The Firewall must be capable of clustering multiple firewalls together into a redundant and highly available stateful configuration without any extra license cost for creating HA.	
Firewall Requirements:	
The Firewall should support deployment modes as; "Stealth Mode" or "Route Mode" or "Transparent Mode" or "Proxy Mode".	
The proposed system should have integrated Traffic Shaping / QoS functionality	
Should support DHCP server & DHCP Agent functionality	
The Firewall should support Stateful inspection with Mandatory Policy based NAT (Static OR Dynamic)	

The Firewall should support Inbound Port Forwarding with Mandatory inbound Load Balancing	
Should support IPv6 ACL to implement security Policy for IPv6 traffic	
All internet based applications should be supported for filtering like Telnet, FTP,SMTP, HTTP, DNS, ICMP, DHCP, RPC,SNMP, BGP, IMAP, NFS etc	
Should be able to inspect HTTP and FTP traffic when these are deployed using non -standard port(i.e when HTTP is not using standard port TCP/80)	
High Availability Requirements:	
The firewall must support Active-Active as well as Active-Passive redundancy.	
The Firewall must support stateful clustering of multiple active firewalls, and the firewalls must load balance the traffic between them to share the load.	
The cluster should support simple and minimal downtime during upgrade	
Network Intrusion Detection & Prevention System Requirements:	
The IPS capability shall minimally attain Internet Computer Security Association (ICSA) NIPS or NSS or equivalent Certification	
Should have a built-in Signature and Anomaly based IPS engine on the same unit	
Able to prevent denial of service and Distributed Denial of Service attacks.	
Signature based detection using real time updated database	
Anomaly based detection that is based on thresholds	
Administrator shall be able to configure DoS policies that are used to associate DoS settings with traffic that reaches an interface based on defined services, source and destinations IP/Range.	
The device shall allow administrators to create Custom IPS signatures	
IPS Signatures can be updated via pull technology or push technology. Administrator can schedule to check for new updates or if the device has a public IP address, updates can be pushed to the device each time an update is available.	
Configurable IPS filters to selectively implement signatures based on severity, target (client/server), protocol, OS and Application types.	
Supports automatic security updates directly over the internet. (ie no dependency of any intermediate device)	
Security check updates do not require reboot of the unit.	
Supports attack recognition inside IPv6 encapsulated packets.	
Supports user-defined signatures with Regular Expressions.	
Supports several prevention techniques including drop-packet, tcp-rst (Client, Server & both) etc. List all prevention options	

DataWall

Specification Item	Detailed Specification Description	Compliance (Yes/No)
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Configuration	4 CUBES OF 50" IN A 2(C) X 2 (R) CONFIGURATION COMPLETE WITH COVERED BASE STAND	
Cube & Controller	Cube & Controller should be from the same manufacturer	
Manufacturing	OEM should have a manufacturing setup in India for Video Walls running successfully for the last 3 years or more	
Reputed Company	The OEM should be an established multinational in the field of video walls and should have installations around the world	
Other	Quoted brand should have at least 1 installation for City Surveillance running successfully for the past one year	
Chip Type	1-chip 0.95" Digital Micro Mirror Device	
Resolution	1400 x 1050 native DMD chip resolution resolution	
Light Source Type	LED light source with separate LED array for each colour	
Brightness ANSI	Minimum 700 Lumens	
Brightness Uniformity	≥ 90 %	
Dynamic Contrast	1400000:1 or more	
Redundant Dual Power Supply	Cube should be equipped with built in a Dual Redundant Power Supply	
Hot Swappable Power Supply	Cube should have a Hot swappable Power Supply In built	
Control BD Input terminal	Input: 1 Digital DVI	
	Input: 2 HDMI	
	Input: 1 Digital DVI-D	
	Output: 1 Digital DVI	
Cube Size	Each cube should have a screen size of 1016 mm wide and 762 mm high	
Bezel	Border of minimum 50 mm and maximum 100mm to be provided on all sides of the full video wall. Border should be made of Aluminium or Hard Plastic and should be OEM provided	
Controller		
Specification Item	Detail Spec. Description	Compliance (Yes/No)
Display controller	Controller to control Video Walls in a matrix of 2(C) x 2(R) with outputs , video inputs and Universal inputs along with necessary software's	
Processor	Single Quad Core Intel® Xeon/i7 64-bit 2.0 GHz CPU or better	
	Min 4GB	
HDD	Min 500 GB Hard Disk	

	Hard disk Capacity should be upgradable	
RAID	* RAID Support	
Networking	* Dual-port Gigabit Ethernet Controller inbuilt	
	* Support for Add on Network adapters	
	* Support for Optical Fiber interface Adapters	
Accessories	DVD-R,DVD+RW,, Keyboard, mouse	
OS	* Supports 64-bit Operating Systems Windows 7	
Power Supply	(1 + 1) Redundant AC-DC high-efficiency power supply w/ PFC	
	* AC Voltage 100 - 240V, 50-60Hz	
Chassis	* 19" industrial Rack mount movable	
	Front Panel should have lockable Door to Protect Drives	
System Reliability	* Operating Temperature: 10° to 35°C (50° to 95°F)	
	* Non-operating Temperature: -40° to 70°C (-40° to 158°F)	
	* Operating Relative Humidity: 8% to 90% (non-condensing)	
	* Humidity: 10 – 90% non-condensing	
	* Non-operating Relative Humidity: 5 to 95% (non-condensing)	
Wall configuration	8 DVI-D Outputs	
Resolution output support	1920x1200 per output minimum	
Universal Inputs	8 Universal Inputs (Should be able to accept at least 4 kinds of signals i.e. DVI/RGB/Component Video)	
Video Inputs	4 Composite Video Inputs	
Redundancy Support	System Should have the redundancy support for following:	
	Controller Hard Disk Data	
	Power Supply	
	LAN	

Technical specification for 20 KVA UPS System		
Specification		Compliance (Yes / No)
TECHNOLOGY:	True On Line Rack Mountable DSP based UPS with double conversion technology.	
	UPS should be capable of paralleling upto 4 units	
	UPS should have IGBT based rectifier and inverter	

	Temperature compensated battery charging feature should be built-in for prolonged battery life		
INPUT	VOLTAGE RANGE	228-478 V AC. 3 phase	
	FREQUENCY	40-70Hz	
	POWER FACTOR	0.99 (With p.f correction)	
	CAPACITY	20KVA/18 KW	
OUTPUT	VOLTAGE RANGE	3 phase 380V AC ,Single phase 220V AC +/-1%	
	HARMONIC DISTORTION	<2%(Linear Load); <5%(Non-Linear Load)	
	FREQUENCY	+/-0.25% free run	
	POWER FACTOR	0.9	
	CREST FACTOR	3:01	
EFFICIENCY	AC – AC	>93%	
BATTERY	TYPE	Sealed, lead acid, maintenance free (SMF)	
	BACKUP TIME	30 min 21216 VAH	
	TRANSFER TIME	Zero	
	AUDIBLE NOISE	<55dB	
	DISPLAY	LED	
	INTERFAVE SLOT	USB & Intelligent Slot (SNMP)	
	PROTECTION GRADE	IP 20	
	AUTO SHUTDOWN SOFTWARE	Ups should come with Auto shutdown and monitoring software in CD media	
	CREDENTIALS	Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001certified UPS should meet ROHS R5 standards	
Scope of Transient Voltage Surge Suppression (TVSS) -			
Critical and expensive electronic equipment should be protected from transient over-voltages by TVSS. The selection of surge protective devices typically depends on the location of the device. TVSS device for ITE equipment shall be as per following specifications.			
	Surge Current Capacity	50kA	
	All Modes Protection	L-L, L-N, L-G, N-G	
	Connection Type	Parallel	
	Protection Level	< 1 kV	
	MCOV	Min. 320 Volts	
	Response Time	< 0.5 nanoseconds	
	EMI/RFI Attenuation	40 dB typical	
	Status Indication	LED, Dry contacts	
	Monitoring	Monitoring of All Modes, including N-E	
	Fusing	Individual Fusing of MOV's including N-G	

	Certification	UL 1449-3	
	Enclosure	NEMA Tested	
	Mounting	Wall Mounting	
	Warranty	3 Years	

Link Load Balancer

Specification	Compliance (Yes/No)
Hardware	
should be appliance based solution with purpose built hardware for high performance.	
Minimum 2 GB RAM to support multiple features and load balancing functions and scalable to 4GB without change in hardware	
The appliance should have minimum 4 triple speed gigabit 10/100/1000 copper ports.	
The appliance should have 1.5 Gbps of system throughput and scalable to 2.5 Gbps on same appliance.	
Should provide 1M concurrent connections and scalable to 2M.	
Load balancing Features	
Support for multiple internet links in Active-Active load balancing and active-standby failover mode.	
Should support Outbound load balancing algorithms like round robin, Weighted round robin, shortest response, target proximity and dynamic detect.	
Should support inbound load balancing algorithms like round robin, Weighted round robin, target proximity & dynamic detect.	
Should support Static NAT, Port based NAT and advanced NAT for transparent use of multiple WAN / Internet links.	
IPV6 support with IPv6 to IP4 and IPv4 to IPv6 translation and full IPv6 support.	
In case of link failure, device should detect it in less than 30 seconds and divert the traffic to other available links.	
Shall provide individual link health check based on physical port, ICMP Protocols, user defined l4 ports and destination path health checks.	
Should provide mechanism to bind multiple health checks, support for Application specific VIP health check and next gateway health checks.	
Should support persistency features including RTS (return to sender) and ip flow persistence.	
Should support application Load Balancing without additional license cost.	
High Availability and Cluster	
Should provide comprehensive and reliable support for high availability based on Per VIP based Active-active & active standby unit redundancy mode.	
Statefull session failover with Connection mirroring support	
Appliance should not have any limitations for connection mirroring	
Should support USB based FFO link to synchronize configuration at boot time of HA	
Support for multiple communication links for realtime configuration synchronizations including HA group, gateway health check, decision rules, SSF sessions etc.. and heartbeat information	
Must have support for secondary communication link for backup purpose	
should support floating IP address and group for statefull failover support. Appliance must have support 256 floating ip address for a floating group	
should support built in failover decision conditions including unit failover, group failover and reboot	

should also have option to define customized rules for gateway health check - the administrator should be able to define a rule to inspect the status of the link between the unit and a gateway	
Configuration synchronization at boot time and during run time to keep consistency configuration on both units.	
Should support global load balancing algorithms like global round robin (grr), VIP based weighted global round robin, global connection overflow, global least connections, IP overflow, Proximity etc.,	
Security and Application Performance	
Should provide performance optimization using TCP connection multiplexing, TCP buffering and IEEE 802.3ad link aggregation.	
should support TCP optimization options including windows scaling, timestamp & Selective Acknowledgement for enhanced TCP transmission speed.	
TCP optimization option configuration must be defined on per virtual service basis not globally.	
optional software based compression for HTTP based application, SSL acceleration and high speed HTTP processing on same appliance.	
Should support QOS for traffic prioritization, CBQ, borrow and unborrow bandwidth from queues.	
Should provide QOS filters based on port and protocols including TCP, UDP and ICMP Protocols.	
Should support rate shaping for setting user defined rate limits on critical application.	
should support integrated firewall module to protect the device itself from network based DOS and DDOS attacks.	
Appliance should have security features like reverse proxy firewall, Syn-flood and dos attack protection features from the day of installation.	
Management	
The appliance should have extensive report like http squid or customized http logging with inbuilt tcpdump and log collecting functionality	
The appliance should have SSH CLI, Direct Console, SNMP, Single Console per Cluster, XML-RPC with inbuilt reporting.	
The appliance should be dual bootable to fall back to last working configuration	
The appliance should support alerting mechanism like mail, Syslog and snmp.	

Layer 3 Switch

Technical Specifications		Compliance (Yes/No)
24-port 100/1000 Base-X Layer-3 Stacking Fiber Switch with 10G Uplinks		
Physical Interfaces	24 # 10/100/1000 Base-T RJ-45 Ports	
	4 # 100/1000 Base-X shared Fiber ports for Gigabit uplinks	
	2 independent 10 Gigabit SFP+ ports	
	USB port (config/firmware files storage)	
	2 additional 10 Gigabit I/O module bays (for 10 Gigabit uplinks or hardware stacking)	
	1 x RS232 DB9 and 1 x Mini-USB Console Port.	
CPU/ Memory	CPU: 800 MHz	
	RAM: 512 MB	
	Packet buffer memory: 16 MB	
	Flash: 128 MB	

Performance	Stack height: 8 switches	
	Stack bandwidth: 48 Gbps	
	Switching fabric: 142 Gbps or more	
	Throughput: 105 Mpps or more	
	Forwarding mode: Store-and-forward	
	Address database size: 32,000 MAC addresses	
	Number of VLANs: 4,093 (IEEE 802.1Q) simultaneously	
	Number of multicast groups filtered (IGMP): 4K	
	Number of LAGs (802.3ad): 64 LAGs with up to 8 ports per group	
	Number of hardware queues for QoS: 8	
	Number of static routes: 12K	
	Jumbo frame support: up to 12K packet size	
	Mean time between failures (MTBF): 538,000 hours or more	
L2 Services	IEEE 802.1Q Protocol VLAN	
	Port-based VLAN	
	MAC-based VLAN	
	IP subnet-based VLAN	
	Protocol-based VLAN	
	Voice VLAN	
	Guest VLAN with IEEE 802.1x	
	Auto VLAN Assignment via RADIUS	
	IEEE 802.1 Q-in-Q (Double-VLAN tagging)	
	GARP with GVRP/GMRP	
	MVR (Multicast VLAN registration)	
	Private VLAN groups	
	IEEE 802.3ad Link Aggregation (Static or LACP)	
	LAG hashing algorithm	
	Storm Control	
	UDLD Support	
	IEEE 802.1D Spanning Tree Protocol	
	IEEE 802.1w Rapid Spanning Tree	
	IEEE 802.1s Multiple Spanning Tree	
	STP Loop Guard	
	STP Root Guard	
	BPDUGuard	
	IGMP v1, v2, v3 snooping support	
	IGMP querier mode support	
	Static multicast filtering	
	MLD v1, v2 snooping support	
L3 Services	IGMP Proxy	
	MLD Proxy	
	Multicast Static Routes (IPv4, IPv6)	
	DVMRP	

	Neighbor discovery (IPv4, IPv6)	
	PIM-DM (IPv4, IPv6)	
	PIM-SM (IPv4, IPv6)	
	PIM multi-hop RP support	
	DHCP Client (IPv4, IPv6)	
	DHCP Server (IPv4, IPv6)	
	DHCP Snooping (IPv4, IPv6)	
	DHCP/ BootP Relay (IPv4, IPv6)	
	DHCP options 66, 67, 150, and 55, 125)	
	Static Routing (IPv4, IPv6)	
	Port based Routing	
	VLAN Routing	
	RIP v1 and v2	
	OSPF v2	
	VRRP	
	Router Discovery	
	IP Helper	
	IP Source Guard	
	ECMP	
	Proxy ARP	
	Multinetting	
	ICMPv6	
	DNSv4	
	ICMP Throttling	
	IPv6 Routing	
	OSPF v3	
	Configured v6-over-v4 tunnels	
	Automatic (6to4) tunnels	
	DNSv6	
QoS	L2/L3/L4 QoS: MAC, IP, TCP/UDP ports	
	IEEE 802.1p Class of Service (CoS)	
	DiffServ QoS (RFC 2998)	
	Weighted round robin (WRR) queue technology	
	Strict priority queue technology	
	Ingress rate limit in 1 Kbps increments	
	Egress traffic shaping	
	Auto VoIP	
	iSCSI Flow Acceleration	
	IPv6 L2/L3/L4 QoS: MAC, IP, TCP/UDP ports	
Security	Access control lists (ACL) L2/L3/L4: MAC, IP, TCP	
	MAC-based source/destination ACL	
	IP subnet-based source/destination ACL	
	Protocol-based source/destination ACL	
	ACL over VLAN	
	Dynamic ACLs	

	Management ACLs	
	100 ACLs and 16K rules support	
	Network storm protection including broadcast, multicast and unicast traffic	
	DoS Attacks	
	ICMP throttling	
	Protected ports	
	Port locking	
	MAC filtering	
	Port security	
	DHCP snooping	
	IP Source Guard	
	Dynamic ARP inspection	
	RADIUS (RFC 2865)	
	RADIUS accounting (RFC 2866)	
	IEEE 802.1x port access authentication (RADIUS)	
	Network access control: Captive portal with internal authentication or external RADIUS authentication	
	Possible configuration of 10 captive portals	
	TACACS+	
	IPv6 Access Control Lists (ACL) L2/L3/L4: MAC, IP, TCP	
IEEE Network Protocols	IEEE 802.3 Ethernet	
	IEEE 802.3i 10BASE-T	
	IEEE 802.3u 100BASE-T	
	IEEE 802.3ab 1000BASE-T	
	IEEE 802.3z Gigabit Ethernet 1000BASE-SX/LX	
	IEEE 802.3ae 10-Gigabit Ethernet	
	IEEE 802.3ad Trunking (LACP)	
	IEEE 802.1AB LLDP with ANSI/TIA-1057 (LLDP-MED)	
	IEEE 802.1D Spanning Tree (STP)	
	IEEE 802.1s Multiple Spanning Tree (MSTP)	
	IEEE 802.1w Rapid Spanning Tree (RSTP)	
	IEEE 802.1p Quality of Service	
	IEEE 802.1Q VLAN tagging	
	IEEE 802.1v protocol-based VLAN	
	IEEE 802.1X Radius Network Access Control	
	IEEE 802.3x flow control	
RFC Standards	RFC 768 UDP	
	RFC 783 TFTP	
	RFC 791 IP	
	RFC 792 ICMP	
	RFC 793 TCP	
	RFC 826 Ethernet ARP	
	RFC 894 transmission of IP datagrams over Ethernet	

	networks	
	RFC 896 congestion control in IP/TCP networks	
	RFC 951 BOOTP	
	RFC 1321 message-digest algorithm	
	RFC 1534 interoperation between BOOTP and DHCP	
	RFC 2131 DHCP client/server	
	RFC 2132 DHCP options & BOOTP vendor extensions	
	RFC 2030 Simple Network Time Protocol (SNTP) version 4 for IPv4, IPv6 and OSI	
	RFC 2865 RADIUS Client (both switch and management access)	
	RFC 2866 RADIUS Accounting	
	RFC 2868 RADIUS attributes for Tunnel Protocol support	
	RFC 2869 RADIUS Extensions	
	RFC2869bis RADIUS support for Extensible Authentication Protocol (EAP)	
	RFC 3164 The BSD Syslog Protocol	
	RFC 3580 802.1X RADIUS usage guidelines (VLAN assignment via RADIUS, dynamic VLAN)	
	RFC 1213 MIB-II	
	RFC 1493 Bridge MIB	
	RFC 1643 Ethernet-like MIB	
	RFC 2233 The Interfaces Group MIB using SMI v2	
	RFC 2674 VLAN MIB	
	RFC 2613 SMON MIB	
	RFC 2618 RADIUS Authentication Client MIB	
	RFC 2620 RADIUS Accounting MIB	
	RFC 2737 Entity MIB version 2	
	RFC 2819 RMON Groups 1,2,3 & 9	
	IEEE 802.1X MIB (IEEE 802.1-PAE-MIB 2004 Revision)	
	IEEE 802.1AB – LLDP MIB	
	ANSI/TIA 1057 – LLDP-MED MIB	
	Private Enterprise MIBs supporting switching features	
	RFC 2474 definition of the Differentiated Services Field (DS Field) in the IPv4 and IPv6 headers	
	RFC 2475 an architecture for differentiated services	
	RFC 2597 Assured Forwarding PHB Group	
	RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)	
	RFC 3260 New Terminology and Clarifications for DiffServ	
	RFC 3289 Management Information Base for the Differentiated Services Architecture (read-only)	
	Private MIBs for full configuration of DiffServ, ACL and CoS functionality	
	RFC 854 Telnet	

	RFC 855 Telnet Option	
	RFC 1155 SMI v1	
	RFC 1157 SNMP	
	RFC 1212 Concise MIB Definitions	
	RFC 1867 HTML/2.0 Forms with file upload extensions	
	RFC 1901 Community-based SNMP v2	
	RFC 1908 Coexistence between SNMP v1 & SNMP v2	
	RFC 2068 HTTP/1.1 protocol as updated by draft-ietf-http-v11-spec-rev-03	
	RFC 2271 SNMP Framework MIB	
	RFC 2295 Transparent Content Negotiation	
	RFC 2296 Remote Variant Selection; RSVA/1.0 State Management	
	RFC 2576 Coexistence between SNMP v1, v2 and v3	
	RFC 2578 SMI v2	
	RFC 2579 Textual Conventions for SMI v2	
	RFC 2580 Conformance statements for SMI v2	
	RFC 3410 Introduction and Applicability Statements for Internet Standard Management Framework	
	RFC 3411 An Architecture for Describing SNMP Management Frameworks	
	RFC 3412 Message Processing & Dispatching	
	RFC 3413 SNMP Applications	
	RFC 3414 User-based Security Model	
	RFC 3415 View-based Access Control Model	
	RFC 3416 Version 2 of SNMP Protocol Operations	
	RFC 3417 Transport Mappings	
	RFC 3418 Management Information Base(MIB) for the Simple Network Management Protocol (SNMP)	
	RFC 2246 The TLS Protocol, Version 1.0	
	RFC 2818 HTTP over TLS	
	RFC 2346 AES Cipher suites for Transport Layer Security	
	RFC 4253 SSH Transport Layer Protocol	
	RFC 4252 SSH Authentication Protocol	
	RFC 4254 SSH Connection Protocol	
	RFC 4251 SSH Protocol Architecture	
	RFC 4716 SECSH Public Key File Format	
	RFC 4419 Diffie-Hellman Group Exchange for the SSH Transport Layer Protocol	
	RFC 1027 Using ARP to implement Transparent Subnet Gateways (Proxy ARP)	
	RFC 1256 ICMP Router Discovery Messages	
	RFC 1765 OSPF Database Overflow	
	RFC 1812 Requirements for IP Version 4 Routers	
	RFC 2082 RIP-2 MD5 Authentication	

	RFC 2131 DHCP Relay	
	RFC 2328 OSPF Version 2	
	RFC 2370 The OSPF Opaque LSA Option	
	RFC 2453 RIP v2	
	RFC 3046 DHCP Relay Agent Information Option	
	RFC 3101 The OSPF “Not So Stubby Area” (NSSA) Option	
	RFC 3137 OSPF Stub Router Advertisement	
	RFC 3768 VRRP – Virtual Router Redundancy Protocol	
	Route Redistribution across RIP, OSPF and BGP	
	VLAN Routing	
	RFC 1724 RIP v2 MIB Extension	
	RFC 1850 OSPF MIB	
	RFC 2096 IP Forwarding Table MIB	
	RFC 2787 VRRP MIB	
	Private Enterprise MIB supporting Routing features	
	RFC 1112 Host Extensions for IP Multicasting	
	RFC 2236 Internet Group Management Protocol, Version 2	
	RFC 2365 Administratively Scoped IP Multicast	
	RFC 2710 Multicast Listener Discovery (MLD) for IPv6	
	RFC 3376 Internet Group Management Protocol, Version 3	
	RFC 3810 Multicast Listener Discovery Version 2 (MLDv2) for IPv6	
	RFC 3973 Protocol Independent Multicast - Dense Mode (PIM-DM)	
	RFC 4601 Protocol Independent Multicast - Sparse Mode (PIM-SM)	
	Distance Vector Multicast Routing Protocol	
	IGMP/MLD-based Multicast Forwarding	
	IGMPv3/MLDv2 and Multicast Routing Protocol Interaction	
	Bootstrap Router (BSR) Mechanism for PIM	
	RFC 2932 IPv4 Multicast Routing MIB	
	RFC 5060 Protocol Independent Multicast MIB	
	Distance-Vector Multicast Routing Protocol MIB	
	Multicast Group Membership Discovery MIB	
	PIM Bootstrap Router MIB	
	Private Enterprise MIB supporting Multicast features	
	RFC 1981 – Path MTU for IPv6	
	RFC 2460 – IPv6 Protocol Specification	
	RFC 2461 – Neighbor Discovery	
	RFC 2462 – Stateless Auto configuration	
	RFC 2464 – IPv6 over Ethernet	
	RFC 2711 – IPv6 Router Alert	
	RFC 2740 – OSPFv3	
	RFC 3056 – Connection of IPv6 Domains via IPv4 Clouds	

	RFC 3315 – DHCPv6 (stateless + relay)	
	RFC 3484 – Default Address Selection for IPv6	
	RFC 3493 – Basic Socket Interface for IPv6	
	RFC 3542 – Advanced Sockets API for IPv6	
	RFC 3587 – IPv6 Global Unicast Address Format	
	RFC 3736 – Stateless DHCPv6	
	RFC 4213 – Basic Transition Mechanisms for IPv6	
	RFC 4291 – Addressing Architecture for IPv6	
	RFC 4443 – ICMPv6	
	RFC 2465 – IPv6 MIB	
	RFC 2466 – ICMPv6 MIB	
Management	SNMP v1, v2c, v3 with multiple IP addresses	
	Port mirroring support (many-to-one)	
	Flow-based mirroring	
	Syslog	
	TFTP, SFTP, HTTP, SCP, or local USB flash for Configuration files and firmware upgrades	
	Runtime image download (TFTP)	
	Port description	
	sFlow	
	Web-based graphic user interface (GUI)	
	Command Line interface (CLI)	
	IPv6 Management	
	Cable Test	
	SSLv3/TLSv1.0 Web security for the GUI	
	Secure Shell (SSHv1, v2) for CLI	
	Telnet sessions for management CPU (5 sessions)	
	Configurable management VLAN	
	Auto Install	
	Admin access control via RADIUS or TACACS+	
	ISDP	
	RMON 1, 2, 3, 9	
LEDs	Per port: Speed, link, activity	
	Per device: Power, fan status, stack ID, Rear I/O bays	
Environmental	Operating Temperature: 32° to 122°F (0° to 50°C)	
	Operating Humidity: 90% maximum relative humidity, non-condensing	
	Operating Altitude: 10,000 ft (3,000 m) max	
	Storage Temperature: – 4° to 158°F (–20° to 70°C)	
	Storage Humidity: 95% maximum relative humidity, non-condensing	
	Storage Altitude: 10,000 ft (3,000 m) max	
Certifications	CE mark, commercial	
	FCC Part 15 Class A, VCCI Class A	
	Class A EN 55022 (CISPR 22) Class A	

	Class A C-Tick	
	EN 50082-1	
	EN 55024	
	CSA certified (CSA 22.2 #950)	
	UL listed (UL 1950)/cUL IEC 950/EN 60950	

Rack (42 U) specification

Features	Specifications	Compliance (Yes / No)
Make	Must be specified	
Model	All the relevant product brochures and manuals must be submitted.	
Dimension s	Height 2000 mm (min) & width 600 mm (min) Depth 1000mm (Min)	
Weight Capacity	1000 Kg. (Min)	
Doors	Rack Must have CRCA Steel Hexagonal Perforated Steel Doors Front and Back Front Door With Numeric and Handle Locking System for Security .	
Side doors	CRCA Steel Sheet Heavy Duty With Open able Latches Structure Complete knockdown format for easy installation & later maintenance; with lock & key	
Castors	Rack Must have Heavy Duty Castors Wheel	
Accessories	Rack must have Accessories like Cable Manager, Equipment Mounting Hardware Set. Shelf Tray, Earthing Kit.	
Ventilation	Standard with TOP Mounted Exhaust fan 4 No.	
Power Unit	Rack Power 12 Socket 5/15 Amp Socket With 32 Amp MCB and Indicator with MCB Safty Cover and 3 Mtr Cable	
Certification	Rack Must Have DIN 41494 Industry 19" Standard, ROHS and OHSAS Certification for quality process.	
Warranty	3 years comprehensive OEM Warranty	

CABLE CONSTRUCTION

The construction of the cable shall be in accordance with Table below.

ITEMS	DESCRIPTION	Compliance (Yes/No)
Number of Fibers	6 or 12	
Type of Fiber	Single Mode	
No. of Fibers in tube	2-16 fiber	
Max Tensile strength	1000N	
Installation	500N	
Operating		
Minimum Bend Radius	110mm	

Loaded	2000N	
Compressive strength (crush)		
Thermal Characteristics	-40°C to +70°C	
Storage Temperature	-20°C to +70°C	
Operating & Installation Temperature	-30°C to +70°C	
Fiber property and Transmission Performance	9/125µm	
Fiber Type (µm)	G.652.A/B/C/D (low water peak)	
Type of Fiber	<=0.39 dB/Km	
Maximum Attenuation (db./km) 1310 nm-1625nm	<=0.25 dB/Km	
At 1550 nm	125.0 ± 1	
Cladding Diameter (µm)	245 ± 10	
Coating Diameter (µm)		
Cable properties	ø2.8 mm jelly filled loose tube with 2-16 fibers	
Loose Tube	E- Glass Yarns	
Strength Member	15mm Corrugated Steel Tape	
Armoring	1.15 mm black MDPE Sheath, IEC 60811, IEC60708	

PASSIVE COMPONENTS SPECIFICATION

CAT 6 UTP Cable		
Description		Compliance (Yes / No)
MAKE	LEVITON/HENRICH/CORNING	
Type	Unshielded Twisted Pair, Category 6, ANSI/TIA/EIA 568-B.2.1	
Conductors	23 AWG	
Insulation	Polyethylene	
Jacket	LSZH	
Approvals	UL Listed	
	TIA-568-C.2 CAT 6 (formerly TIA-568-B.2-1)	
Operating temperature	-20 Deg. C up to +60 Deg. C	
Frequency tested up to	250 MHz	
Delay Skew	25ns-45ns / 100m MAX.	
Impedance	100 Ohms + / - 6 ohms	
Performance be provided along with bid	Attenuation, Pair-to-pair and PS NEXT,ELFEXT and characteristics to PSELFEXT, Return Loss, ACR and PS ACR	
RL	17.3 dB min.	
Attenuation	32.8 dB min.	
NEXT	38.4 dB min.	
PS-NEXT	36.4 dB min.	
ACR	5.6 dB min.	

PS-ACR	3.6 dB min.	
ELFEXT	19.8 dB min.	
PSELFEXT	16.8 dB min.	
UTP Patch Panel		
Type	24-port, Modular, PCB based, Unshielded Twisted Pair, Category 6, ANSI/TIA/EIA 568-B.2.1	
Description	extreme 6+ 24-Port Patch Panel	
Standard Compliance	extreme 6+ system components meet or exceed the requirements for channel and component-level performance for TIA Category 6, cULus Listed, NOM and ACA.	
Features	The patch panel shall meet or exceed the requirements for Category 6 described in TIA-568-C.2 as well as the Class E requirements described in ISO/IEC 11801-B.	
	The panels shall be made of 16 gauge steel, and shall have a black painted finish with white silk-screening	
	The plastic elements shall be fire-retardant with a UL flammability rating of 94V-0.	
	The patch panel shall be configured with six port modules.	
	The patch panels to include Retention Force Technology or equivalent which promotes consistent performance over the life of the system.	
	Should have Installer friendly design to allow for quick installation due to standard 110 terminations on the rear of the panel which follows the normal installation color sequence (blue, orange, green, brown) from left to right.	
	Should have T568A and T568B wiring cards for 110-style IDC terminations	
	Should have Color-coded front labeling for easy port identification (TIA-606-A compliant)	
	Terminates 26-22 AWG solid conductors	
	Capable of multiple determinations	
UTP Patch Cord (3 Feet or 7 Feet)		
Description	Low Smoke Zero Halogen CAT 6 Patch Cord	
Features	The cable jacket for these cords is designed to minimize the release of halogen gases and toxicants into the air, reducing the potential of hazardous contact in occupied spaces.	
	Low Smoke Zero Halogen CAT 5e and CAT 6 Patch Cords are for use in patching environments with poor air circulation where personnel and equipment may be exposed to corrosive gases and fumes during combustion.	
	Must Independently tested and verified by Intertek (ETL) for CAT 6A component performance	

	Should have Cable construction provides excellent alien crosstalk suppression and EMI/RFI protection	
	Should have Slim Line plug features a narrow profile for less congestion in higher density applications	
	Strain relief boot ensures long-term network performance	
	Outside diameter of .240" easier to manage	
	26 AWG stranded conductors for maximum flexibility	
	Same cord for UTP or Shielded installations	
STANDARDS COMPLIANCE	TIA-568-C.2	
	IEC 61935-2	
	Flame Propagation IEC 60332-1 [1,2] (2004-07)	
	RoHS compliant	
	ISO/IEC 11801	
PHYSICAL SPECIFICATIONS		
Materials:	Conductor: 24-gauge, Category 5e/6 stranded UTP	
Plug:	94V-0	
Cable Sheath:	PVC, Low Smoke Zero Halogen	
Dimensions:	Lengths: 1, 2, 3, and 5 meters	
Color:	Blue, White, and Grey with matching boots	
INFORMATION OUTLETS		
MAKE	LEVITON/HENRICH/CORNING	
Description	extreme 6+ Connector	
Standard Compliance	extreme 6+ system components should meet or exceed the requirements for channel and component-level performance for TIA Category 6, cULus Listed, NOM and ACA.	
Features	Should terminates 26-22 AWG solid conductors	
	Should be Capable of multiple determinations	
	Must have Gas-tight IDC connectors prevent corrosion	
	Should have Dual-layer T568B/T568A wiring label simplifies punch down	
	Should have Patented Retention Force Technology or equivalent to protects tines from damage from 4- or 6-pin plugs	
	Must have Pair Separation Tower design or equivalent which facilitates separation of conductors	
	To Comply with TIA-568-C.2 requirements	
	The connector is configured in a 180° configuration such that the punch field is in the back, allowing for rear termination	

	The connectors shall also be in compliance with all National Electrical Codes; compliant with FCC Part 68; UL listed; and independently verified.	
	All plastics used in construction of the connector bodies shall be fire-retardant with a UL flammability rating of 94V-0.	
	The connector shall provide a ledge directly adjacent to the 110-style termination against which the wires can be terminated and cut in one action by the installation craftsman	
	Connector wiring is universal and will accommodate installation color codes for T568A and T568B wiring schemes	

Data Leakage prevention:

Requirements

Solution should provide for built-in policies for multiple industries and geographies, and can those be accessed, used, and applied simultaneously (i.e., Transport, Healthcare and Insurance policies etc.)

Solution should have single policy to scan or discover data wherever it is stored, transmitted or used, on the network.

Solution should have centralized interface for policy editing and policy management, across all components and single policy for all the channels

Solution should have 1700+ pre-defined policy template on basis of Industry standard and geographical region.

Solution should be able to analyse HTTPS traffic at gateway level with the help of Inbuilt SSL decryption component and SSL solution should be in gartner leader list.

The solution should have an agent for printers to detect data leaks over print channel

Solution should have wizards to perform fingerprinting both structured and unstructured data

System should provide ODBC connection to databases for fingerprinting and option should be available to select particular number of rows and columns

Solution should have method of detection of fingerprinted data allow you to specify which columns of data constitute a match on a per-policy basis.

System should provide a method for fingerprinting documents such as PCI, HIPA, CAD drawings or merger and acquisitions documents or any confidential documents.

Solution should have method of detecting fingerprinted documents support detection of the same text or portions of text in different file formats or any kind of manipulation. For example, if a fingerprinted document is in Microsoft Word format, then system should detect that same text that has been cut and pasted directly into an email.

Solution should have advanced Machine Learning – Ability to automatically learn sensitive information from copies of information that needs to be protected and also automatically learn false positives.

Solution should be capable to send automatic alert via email to source & automated work-flow.

System should support the ability to automatically notify senders or their managers when a policy has been violated.

Solution should have feature to view identity information on the sender (such as full name, manager name, business unit) and destination of the transmission (e.g., data sent to a blog, chat board, spyware site) for all channels.

Solution should have option to create separate roles for technical administration of servers, user administration, policy creation and editing, incident remediation, and incident viewing for data at rest, in motion.

Solution should have capability to analyze text inside image with the help of OCR.

Solution should have option to create URL categories based policy with the help of inbuilt URL categories or after integration with third party product URL categories.

Solution should have endpoint agent for Windows 32 & Windows 64 bit, Mac & Linux OS.

Sl.No.	IP Phone	Complied (Yes/No)
1.	VoIP Protocol Supports	
	SIP Ver 2 (RFC 3261)	
	Redundant Server: RFC 3263 DNS SRV	
2.	Network Support	
	TFTP	
	RTP	
	DNS	
	TCP/UDP	
	SNTP	
	DHCP	
	ENUM support(RFC 3261)	
	TLs, SIPS and SRTP for Secure communication	
3.	Call Features	
	Call Originate and Answer	
	Call handling of upto 4 simultaneous calls	
	Call Transfer (Blind / Attended)	
	3 Way Call Conference	
	Music on Hold	
	Call waiting Indication	
	Mute	
	Redial	
	Call logs (Received/missed/dialed calls)	
4.	Audio	
	Speech codecs (G.711, G.726, G.729 and G.722 HD wideband audio)	
	DTMF Tone Generation	
	Acoustic Echo Removal	
	Voice Activity Detection	
	Comfort Noise insertion	
5.	User Interface:	
6.	Display :4 line backlit B/W display	
7.	Handset	
8.	Hands free :Full Duplex	
9.	Head set : mic interface	
10.	Keypad : 28 Keys or above with minimum 5 freely programmable and 4 variable function keys	
11.	VPN and LLDP-MED and RTCP-XR support	
12.	Phone Book /Address Book : At least 1000 contacts	
	Menu driven user interface	
	Voice/Ring Volume adjust	
	Speed dialing (abbreviated Dialing)	
	On-Hook /Off-hook Dialing	
13.	Call Logs : Dialed, Missed, Received. (Minimum 100)	
	Clock – Time & Date	
	Selectable ring tones	

	Last number Redial	
14.	diagnostic features: Logging, SIP Tracing and SYSLOG	
15.	Authentication: Digest Authentication	
16.	Dialing By number / extension SIP URI dialing support and also from web interface of the phone From Call logs and Address Book Support for local dial plan on the phone	
17.	Ports/ Connectors: Two IEEE 802.3 Ethernet RJ-45 jacks of which 1 port Gig Ethernet support + USB port Handset (RJ-4P4C) and Headset-RJ 4P4C Jack	
18.	User features	
	Call blocking (deny list)	
	Blocking of anonymous calls	
	Ability to handle 4 simultaneous calls	
	Busy lamp field support	
	Voice mail Support	
	On-line Help	
	TR-69/TR-111 management	
	Auto Provisioning with PNP	
	Do not Disturb	
	Web Interface	
	Personalized Ring tones.	
	Multiple language support	
	Multiple SIP Server Support	
	XML Mini browser support	

60 KVA Silent Diesel Gen-set

Sl. No.	Description	Compliance (Yes/No)
1.	GENERATOR TYPE: i. Heavy duty fabricated steel skid type base-frame with anti-vibration mounting isolators. ii. Skid mounted radiator, fan & protecting guards. iii. Diesel fuel tank capacity : 90/120 litre iv. Earthing & Neutral connections up-to first water level. v. Automatic / Manual start-up option vi. AMF/Manual	
2.	ENGINE i. Prime Power 60 KVA ii. 4 Stroke Diesel Engine with Electronic / Mechanical Fuel Governor iii. Water Cooled iv. Direct coupled with Alternator v. Self Ventilated / Regulated vi. Speed 1500 RPM vii. No. of Cylinder: Vertical or Inline viii. Aspiration: Natural / Turbo charged. ix. Ambient Temperature: 50 Degree Centigrade	

	X. Cooling system: Water cooled. Tropical Radiator	
3.	ALTERNATOR i. Brushless ii. Self excited iii. Automatic Voltage Regulated iv. Automatic Frequency Regulated v. 230/400 Volt 3-Phase, 4 Wire, 50 Hz (Nominal frequency) vi. H Type Insulated	



Annexure- 10: Staff Deployment and Training

CALL CENTRE STAFF:

COMMUNICATION OFFICER (CALL TAKER)

Who are responsible for attending all the calls and taking down the basic information related to the caller and emergency. The capacity of each CO in a shift of 8 hours is approximately 500-600 calls. They undergo 21 days training before assuming the role of the CO.

DISPATCH OFFICER (DO)

Who sensitize the emergencies and decides the dispatch of ambulance to the emergency site and coordinate with the ambulance staff/ first responder and emergency response centre physical for virtual handling. The capacity of each DO in a shift of 8 hours is approximately 90-100 calls. They undergo 21 days training before assuming the role of the CO.

POLICE DISPATCH OFFICER (PDO)

Who take care of exclusive police cases and also the legal aspect of the medico-legal cases. These are the personnel provided by the police department.

Apart from the above following personnel will also be deployed at the call centre:

1. Team leader: for every 15 CO/DO
2. Feedback and research officer (1person on every 15 call dispatch officer): To take continuous feedback from the patients using the 108-Ambulance service so as to improve/ upgrade the services being provided to the people of Bihar.

DISTRICT MANAGER:

For every district there will be a District manager (head of operations) and is responsible for all administrative functions within the district including interaction with hospitals /District government officials..

ZONAL MANAGER:

The zonal manager will be head of the zone and all respective district managers will report to him.

Annexure- 11: SOFTWARE REPORTING FORMATS

EMERGENCY RESPONSE SERVICES - SHS, Bihar [A-CALL DETAILS]

Emergency call-type-wise summary sheet

Up to reporting month: [...-2014]

Print date & time

Sno	Emergency call-type		during the month		upto the month	
	code	type	No. of cases	% of cases	No. Cases	% of cases
1	2	3	4	5	6	7
1	01	Unattended calls	n	$(n/N) \times 100$	p	$(p/P) \times 100$
2	02	Emergency calls	m	$(m/N) \times 100$	q	$(q/P) \times 100$
3	03	Other calls	o	$(o/N) \times 100$	r	$(r/P) \times 100$
		Total:	N	$(N/N) \times 100$	P	$(P/P) \times 100$

Note: Col no. 5 & 7 values should be up to 2 decimal places;



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EMERGENCY RESPONSE SERVICES - SHS, Bihar
[B-DEPARTMENT-WISE DETAILS]
Emergency type-wise summary sheet
Up to reporting month: [.....2014]
Print date & time

Sno	Emergency		during the month		upto the month	
	Code	Type	No.of cases	% of cases	No. of Cases	% of cases
1	2	3	4	5	6	7
1	01	Medical (exclusively)	n	$(n/N) \times 100$	p	$(p/P) \times 100$
2	02	Police (exclusively)	m	$(m/N) \times 100$	q	$(q/P) \times 100$
3	03	Fire (exclusively)	o	$(o/N) \times 100$	r	$(r/P) \times 100$
4	04	Medical and Police	a	$(a/N) \times 100$	s	$(s/P) \times 100$
5	05	Medical and Fire	b	$(b/N) \times 100$	t	$(t/P) \times 100$
6	06	Medical, Police and Fire	c	$(c/N) \times 100$	u	$(u/P) \times 100$
7	07	Other (if any)				
		Total:	N	$(N/N) \times 100$	P	$(P/P) \times 100$

Note: Col no. 5 & 7 values should be upto 2 decimal places; Row no. 4, 5, 6 are those cases where combined emergencies occurs. It is not like [Total of Medical and Police cases]



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EMERGENCY RESPONSE SERVICES - SHS, Bihar

[D.1-TYPES OF CASE WISE DETAILS]

Chief complaint-wise summary sheet order by code

Up to reporting month: [.....2014]

Print date & time

Sno	Chief complaint		during the month		upto the month	
	code	Type	No. of cases	% of cases	No. of Cases	% of cases
1	2	3	4	5	6	7
1	01	Abdominal Pain/ Problems	n	$(n/N) \times 100$	p	$(p/P) \times 100$
2	02	Animal Bites/Attacks	m	$(m/N) \times 100$	q	$(q/P) \times 100$
3	03	Allergies Reactions)/ Envenomations (Stings, Bites)	o	$(o/N) \times 100$	r	$(r/P) \times 100$
		Total:	N	$(N/N) \times 100$	P	$(P/P) \times 100$

Note: Col no. 5 & 7 values should be up to 2 decimal places; report should be sorted on CODE



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EMERGENCY RESPONSE SERVICES - SHS, Bihar

[D.2-TYPES OF CASE WISE DETAILS]

Chief complaint-wise summary sheet order by type

Up to reporting month: [.....2014]

Print date & time

Sno	Chief complaint		during the month		upto the month	
	code	Type	No. of cases	% of cases	No. of Cases	% of cases
1	2	3	4	5	6	7
1	01	Abdominal Pain/ Problems	n	$(n/N) \times 100$	p	$(p/P) \times 100$
2	02	Animal Bites/Attacks	m	$(m/N) \times 100$	q	$(q/P) \times 100$
3	03	Allergies Reactions)/ Envenomations (Stings, Bites)	o	$(o/N) \times 100$	r	$(r/P) \times 100$
		Total:	N	$(N/N) \times 100$	P	$(P/P) \times 100$

Note: Col no. 5 & 7 values should be up to 2 decimal places; report should be sorted on TYPE

EMERGENCY RESPONSE SERVICES - SHS, Bihar

District-wise Block-wise ambulance utilization in 50 High Focus Blocks [MONTHLY REPORT]

Up to the reporting month: [.....2014]

Print date & time

Total				S.No	during the month												upto the month																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
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EMERGENCY RESPONSE SERVICES - SHS, Bihar

Details of trips [DAILY REPORT]
for the reporting month: [-2014]
Print date & time

Sno	Trip no.	District name	Base location of amb.	Reg. no. of amb.	Call date (DD/MM/YYYY)	Call Time (HH:MM:SS AM/PM)	Service type	Caller type	Chief complaint	Caller name	Caller phone no.	Patient name	Patient Age	Patient gender (Male/ Female)	Patient contact no.	Patient place/ picked from	Reaching time at patient place/ picked from (HH:MM:SS AM/PM)	Hospital reaching time (HH:MM:SS AM/PM)	Base location reaching time (HH:MM:SS AM/PM)	OPD/ IPD/ Emergency no.	Total distance (in Kms)	Trips (Km based)	Driver name	Driver/crew mobile no.	Remarks
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26

Annexure- 12: Financial Bid Format

Financial Format

Summary of Cost Tables

S.No	Items	Total Price (INR) inclusive of all Taxes	Total Price (In words)
1.	Capital Expenditure		
2.	Operational Expenditure		
	Grand Total (INR)		

Summary of Capital Expenditure: CAPEX

1.	Site preparation Cost including Cubicals, Officer cabins, Electrical cabling etc.,	
2.	Hardware and Networking components (LAN Connectivity) for 104 Project	
3.	Software & Third party licenses(if any) for Dial 104 Project	
4.	Training Cost	
	Total (INR)	

Break up of Capital Expenditure:

S.No	Description	A/U	Qty	Rate	Tax any	Total
1	IP Based Call Center Solution with Distributed Cloud based Redundant Server	Lot	1			
	IP Based Digital EPABX					
	Digital Voice Logger Server					
	Voicemail/ IVR /SMS/E-Mail					
	Voicemail/ IVR /SMS/E-Mail					
	Computer Telephony Integration					
	Ambulance Dispatch Management					
	Advance Reporting / tracking System					
	Advance hand held device based application for Ambulance Driver/ Staff on duty/ Doctor on duty					
	Application Software					
2	Hand Held Device	Nos	100			
3	IP Phone	Nos	60			
4	Desktop PC (Window OS & Antivirus)	Nos	60			
5	Laptop (Window OS & Antivirus)	Nos	10			



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6	Network Duplex Printer A3 Size	Nos	25			
7	Server (Windows/Linux& Antivirus)	Nos	5			
8	Storage	Nos	1			
9	San Switch	Nos	2			
10	Firewall	Nos	2			
11	4 Cubes of 50" with controller and wall management software	Lot	1			
12	UPS	Nos	2			
13	Data Leakage Protection with necessary appliances	Nos	100			
14	Link Load Balancer	Nos	2			
15	L3 Switch	Nos	4			
16	Rack & Passive items		As required			
17	60 KVA silent Gen-set	Nos	1			
18	Others if reqd.					

Summary of Operational Expenditure: OPEX

Sl.No.	Description	Annual Rate(Rupees)
1.	Operations Cost of Manpower towards Salaries, Transportation etc	
2.	Site rental	
3.	Miscellaneous viz- Electrical bills, Telephone bills, Stationary, Housekeeping etc	
	Total (INR)	

Note:

- Contract value is the sum total of capital expenditure and operational expenditure quoted by bidder
- All unit rates indicated in the schedules shall be inclusive of (not limited to supply), installation, duties, transport, packing and transit insurance charges etc. Taxes should be indicated under the relevant column in the schedules.
- Department reserves it right to alter the scope (increase quantity / remove certain items).
- The basic cost is all-inclusive of setting up costs of 104 Call Center Project like call center setup, salary & allowances, recruitment & training, staff insurance & others, telephone, Mobile, internet etc., housekeeping, AMC of hardware & software, up gradation of software, equipment, postage & courier, printing and stationary and all other miscellaneous expenses inclusive of all taxes, duties, fees etc.
- All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work
- Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.

Place : Bidder's signature

Date : and seal.



Annexure- 13: Guidelines for preparation of Technical Proposal:

Technical Proposal should comprise of the following:

A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal.

The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.

Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Department reserves the right to take appropriate action in this regard.

Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured. The hardware and network equipments should be planned keeping in mind the application and data requirements for a period of at least 3 years. The hardware and networking equipment face technological obsolescence and thus proper planning for procurement and management is very critical.

The bidder must address the following in their project implementation strategy:

- Approach and Methodology of design, development and management of the
- Application software. The plan should adhere to the software development life
- cycle (SDLC)
- Project Management tools proposed to be used for project.
- A detailed Project schedule with detailed work breakdown structure
- Bidder's plan to address the key challenges of the project.

The technical proposal should address the following at the minimum:

The proposal should have information specific to the 104 Project.

It should describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.

Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter.

It should propose how availability, performance rates for the system will be measured and maintained.



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Project Management Plan including

- Team deployment to cater to the daily growing public emergencies.
- Implementation Methodology and Plan to include:
 - Key implementation objectives, key deliverables and an implementation schedule for the same
 - Roll-out Plan at the specified locations including PERT chart of activities proposed.
 - Indication of Time Frame
 - Acceptance Testing Plan
 - Data Backup plan
 - Escalation Process during implementation
- Quality and Security Assurance Plan
- Training Plan
- Hand holding, Operations and Maintenance Plan
- Bill of Materials (without price) location wise to include all Hardware, Software
- Detailed specifications including make, model and version of Hardware and Networking equipment
- Licensing details of software with details of maintenance arrangements with OEM
- Manufacturer Authorization letters to be attached of all the components of the Bid
- The Service Provider shall be responsible for providing the Exit Management Plan for the project to APTS at the time of submission of bids
- Post Implementation Plan
 - ✓ Manpower Deployment to support operations and maintenance of Services and IT infrastructure
 - ✓ Location, Manpower Structure and Services offered from Help desk
 - ✓ Method of calculating uptime of IT infrastructure and reporting format
 - ✓ Maintenance arrangements with OEM for all supplies arranged through them
 - ✓ Exit Management Plan

Technical proposals should not be more than 60 pages (using Georgia font ; size :11) printed back to back.

- CVs of the key resources (10) along with one PM to be submitted separately as per Annexure 6.

Data Sheet Mapping:

It should be submitted as separate document with all the datasheets. Without this the Bids will be summarily rejected.

Bidders should also provide mapping of the datasheets in the following ways:

Name of the Product				
Model	Specification as per RFP	Specification as per BOQ	Reference in Data sheet as page no., etc	Remark if any



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Annexure- 14: Un-Priced BOQ:

S.No	Description	A/U	Qty	Make	Model
1	IP Based Call Center Solution with Distributed Cloud based Redundant Server	Lot	1		
	IP Based Digital EPABX				
	Digital Voice Logger Server				
	Voicemail/ IVR /SMS/E-Mail				
	Voicemail/ IVR /SMS/E-Mail				
	Computer Telephony Integration				
	Ambulance Dispatch Management				
	Advance Reporting / tracking System				
	Advance hand held device based application for Ambulance Driver/ Staff on duty/ Doctor on duty				
	Application Software				
2	Hand Held Device	Nos	100		
3	IP Phone	Nos	60		
4	Desktop PC (Window OS & Antivirus)	Nos	60		
5	Laptop (Window OS & Antivirus)	Nos	10		
6	Network Duplex Printer A3 Size	Nos	25		
7	Server (Windows/Linux& Antivirus)	Nos	5		
8	Storage	Nos	1		
9	San Switch	Nos	2		
10	Firewall	Nos	2		
11	4 Cubes of 50" with controller and wall management software	Lot	1		
12	UPS	Nos	2		
13	Data Leakage Protection with necessary appliances	Nos	100		
14	Link Load Balancer	Nos	2		
15	L3 Switch	Nos	4		
16	Rack & Passive items		As required		
17	60 KVA silent Gen-set	Nos	1		
18	Others if reqd				

To be part of Technical Proposal