

Request for Proposal for Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline

Corrigendum

Date: September 21st, 2014

The RFP Document stand amended with this corrigendum. The original copy of this corrigendum shall be enclosed with the original technical bid and its copy should be enclosed with the copy of technical bid.

I. General (page 8 of the Original RFP)

The paragraph "The Health Helpline is proposed to provide timely and appropriate health related information & advice to the public. It would also help reduce minor ailment load on PHCs and help regulate patient flow at public health facilities, towards this end, the Government of Bihar has decided to engage reputed and qualified non-profit organizations with the requisite capability and experience through a public private partnership." is amended as *"The Health Helpline is proposed to provide timely and appropriate health related information & advice to the public. It would also help reduce minor ailment load on PHCs and help regulate patient flow at public health facilities, towards this end, the Government of Bihar has decided to engage reputed and qualified organizations with the requisite capability and experience through a public private partnership."*

II. General (Page 9, para 3 of the Original RFP)

The paragraph "The successful bidder will be required to establish & operate a 60-seat 24 x 7 Health Helpline with provision of 60 executives in two shifts and 30 executives in third shift (total 140 man-days in a day) through the extensive use of proven & indigenous medical triage software with algorithms/protocols and appropriate information and communication technologies (ICT)" is amended as *"The successful bidder will be required to establish & operate a **60-seat 24 x 7 Health Helpline with provision of 60 executives in two shifts and 10 executives in third shift (total 130 man-days in a day)** through the extensive use of proven & indigenous medical triage software with algorithms/protocols and appropriate information and communication technologies (ICT)."*

III. Project Scope (Page 11, Para 3 of the Original RFP)

a. Implementation, Operation and Maintenance of Ambulance Tracking System

- i. The text "It should be possible to keep Monthly fuel consumption record based on the actual running of the vehicle." is being deleted from the scope of work.
- ii. The text "System shall be able to record and report the non-compliance of ambulance request confirmed by the call centre executives by the ambulance driver/representative." is being added in the scope of work.
- iii. The text "System shall be able to generated ambulance-wise running KM based upon the work assigned including source and destination for ambulance running on daily/weekly/monthly/periodically basis" is being added in the scope of work.
- iv. The text "System shall send ambulance-wise log report to Nodal Officers for each District on their eMail on monthly basis or as per the requirement." Is being added in the scope of work.
- v. The text "System shall be able to send SMS alert in case of tampering with GPS device. SMS shall be sent following an escalation matrix finalized by SHSB." is being added in the scope of work.
- vi. The text "System shall be able to send periodic SMS alert in case of non-functional GPS in Ambulances following an escalation matrix finalized by SHSB. SMS should be sent following the same matrix after GPS becomes operational." Is being added in the scope of work.

b. Following clauses are being added in the scope of work for the project –

- i. A web portal shall be developed for disseminating information on all services to be provided by the call centre under Grievance redress, Ambulance Tracking and Medical Helpline
- ii. Portal shall host the web applications such as Grievance Management, Vehicle Tracking etc.
- iii. Portal shall offer the facility to citizens to upload their health related query along with medical reports, data on medical history etc. which can be responded by the doctors.

IV. General (Page 16 of the Original RFP)

The paragraph “the minimum specification for the hardware and indicative Bill of Quantity (BoQ) has been mentioned in the Annexure. Non-compliance of specification shall lead to rejection of bid summarily. Bidder shall attach the compliance certificate and brochure of the proposed models part of their technical proposal. To meet the SLAs mentioned in the RFP, bidder may propose additional hardware and include the same in the BoQ.” is amended as *“The minimum specification for the hardware and indicative Bill of Quantity (BoQ) has been mentioned at the Annexure. Non-compliance of specification shall lead to rejection of bid summarily. Bidder shall attach the compliance certificate and brochure of the proposed models part of their technical proposal. To meet the SLAs mentioned in the RFP, bidder may propose additional hardware and include the same in the BoQ. Further to meet the SLA, successful bidder shall be responsible to upgrade/add to the IT infrastructure during the currency of the contract.”*

V. Hours of Operation (Page 17 of the Original RFP)

The paragraph *“It’s a 24 x 7 service; therefore the time schedule would be divided into 3 shifts of 8 hours duration each. For the morning shift (6 am to 2 pm) and second shift (2 pm to 10 pm) 60 executives (paramedics & operators) shall be provisioned whereas for the night shift (10 pm to 6 pm), 30 executives shall be provisioned. However, this roaster may be changed any time by SHSB during the contract period, as per the need”* is amended as *“It’s a 24 x 7 service; therefore the time schedule would be divided into 3 shifts of 8 hours duration each. For the morning shift (6 am to 2 pm) and second shift (2 pm to 10 pm) 60 executives (paramedics & operators) shall be provisioned whereas for the night shift (10 pm to 6 pm), 10 executives shall be provisioned. However, this roaster may be changed any time by SHSB during the contract period, as per the need.”*

VI. General (Page 18 of the Original RFP)

The successful bidder shall be responsible for providing training to staffs of SHSB and District Health Societies of Bihar on operation of the new system. Training shall be organized in Patna.

VII. Timeline for Commencement of Services

The timeline for commencement of services is being revised from 45 days to 70 days from the date of issue of Letter of Intent.

VIII. Reporting requirements (Page 21 of the Original RFP)

Following MIS is being added in the list –

- i. MIS for request of services (ambulance, medical helpline and grievance) based on phone number, Patient ID (generate by the medical helpline software), Reference Number, location (panchayat/block/district) etc.

IX. Roles and Responsibilities (Page 22 – 24 of the Original RFP)

- a. The last paragraph under responsibility of the successful bidder “All assets (movable/immovable) procured by the successful bidder for running of call centre Project in Bihar shall be property of State Health Society, Bihar. The successful bidder will hand over all the assets including software/s at the time of completion/termination of the project. After handing over all assets (movable/immovable) related to project and all data generated during the whole currency of the project; Service Provider will also have to vacate the premises allotted by the department within the given time frame” is amended as *“The successful bidder will hand over all the assets excluding IT hardware at the time of completion/termination of the project. After completion/termination of the contract, SHSB shall have the rights to use the IT hardware infrastructure for six months. The successful bidder shall maintain the IT infrastructure for six months in the event of completion/termination of the contract. After handing over all applicable assets (movable/immovable) related to project and all database, log files etc. generated during the whole currency of the project, successful bidder will vacate the premises allotted by the department within the given time frame. IT infrastructure shall be handed over to the successful bidder after completion of the six months.”*
- b. The text *“The successful bidder shall co-ordinate with SHSB vendors for managing the DR site for smooth back-up of data of call centre applications at the DR site finalized by SHSB Identification of agency and*

setting-up of DR shall be the responsibility of SHSB. Incremental data from call centre data centre shall be pushed to the DR every 4 hours and complete synchronization of data from call centre data centre shall be done every 24 hours. " Is being added in the responsibility of the successful bidder.

X. Revised pre-qualification criteria (Page No. 25 of the Original RFP)

1. The invitation for bids is open to all entities registered in India who fulfil prequalification criteria as specified below.
2. Consortium of Companies may bid for the project. However, number of members in a consortium shall be restricted to maximum two companies and one member can participate in one consortium only. One of the members of the consortium should act as the lead bidder and be responsible to the SHSB for discharging project responsibilities. Proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations there under to SHSB. A duly signed Consortium Agreement shall be attached to the Proposal, failing which bid will be summarily rejected.
3. Projects executed for bidder's own or bidder's group of companies shall not be considered.
4. The Bidders shall satisfy all of the criteria below:

For each category of pre-qualification criteria, the documentary evidence is to be produced with pre-qualification / technical bids. If the documentary proof is not enclosed for any or all criteria the submission of Tender is liable for rejection. The bidder shall meet the all following criteria for eligibility:

Sr.	Eligibility Criteria	Supporting Document
1.	The Bidder (or both members of the consortium) should be entity registered in India under Companies Act 1956 or Societies Act or Partnership firm and should have been in operation for a period of at least 5 years as on March 31, 2014.	Copy of the Registration Certificate.
2.	The Bidder (or Lead Bidder in case of a Consortium) must have an average annual turnover of not less than INR 3 Crores in last three financial years (as on 31-03-2013) as evidenced by the audited accounts of the bidder.	Audited Balance sheet and Profit & Loss Account
3.	The bidder (or Lead Bidder in case of a Consortium) should have experience of implementation and running at least two (2) call centres for Central Govt. / State Govt. / PSUs with minimum twenty (20) seats in the last five years.	Copy of work order and experience certificate from the employer.
4.	The bidder (both members of the consortium) will provide scanned copies of (i) PAN card (ii) Service Tax Registration Certificate and (iii) Sales Tax / VAT certificate, if applicable along with income tax return of last three assessment years (FY 2010-11, 2011-12 and 2012-13).	Copies of: <ul style="list-style-type: none"> ▪ PAN card ▪ Service Tax Registration Certificate ▪ Sales Tax or VAT certificate, if not applicable then declaration¹ ▪ Copy of Income Tax Return filled by bidder in last 3 Financial Years
5.	The bidder (both members of the consortium) must have cleared up-to-date VAT/Service Tax dues, as applicable.	The latest copy of VAT returns submitted by the bidder, if not applicable then declaration; AND The latest copy of Service Tax returns submitted by the bidder
6.	Declaration of Anti-collusion Bidding (all members of the consortium)	Declaration of Anti-collusion Bidding as given in the RFP
7.	Bidders (both members of the consortium) must not have been blacklisted/banned/declared ineligible by any entity of any State Government or Govt. of India or any Local Self Government body or public undertaking in India for participation in future bids for unsatisfactory past	Self-declaration by the bidder (both members of the consortium) in the format given in the RFP

¹ If the declaration is found to be incorrect, bidder's proposal shall be summarily rejected.

Sr.	Eligibility Criteria	Supporting Document
	performance, corrupt, fraudulent or any other unethical business practices or for any other reason during the past 5 years	
8.	Submission of Power of Attorney for signing the bid, letters etc. on behalf of the bidder (both members in case of a consortium)	Power of Attorney to be provided as per the format given in the RFP
9.	Agreement between consortium members detailing clear roles and responsibilities of each consortium member	MoU between Consortium Members, if applicable

- XI.** Section: 16.2.1 – Evaluation of Technical proposal (Page No.28 of RFP) stands deleted.
- XII.** Text given in serial no-9 on pages no 6 of the RFP – “**Evaluation Criteria:** Technical Proposals shall be evaluated on the basis of the criteria provided in the RFP. **Method of selection:** The selection is based on **Least Cost Selection (LCS) Method** and procedures described in this RFP, in accordance with the policies of the Govt. of Bihar” is amended as “financial bid of only those bidders will be opened, who have technically qualified in technical bid”.
- XIII.** The text – “The envelope containing the financial proposal shall not be opened till the technical evaluation is complete. The financial proposal of only such bidders will be opened who obtain minimum qualifying marks / standards prescribed for the technical proposal” is amended as – “financial bid of only those bidders will be opened, who have technically qualified in technical bid”.
- XIV.** The text – “Pre-qualification criteria” given in any page of the RFP is amended as “eligibility criteria”.
- XV. SLA (Page No. 30 of the Original RFP)**
The SLA parameter “Number of calls unanswered” stands deleted.
- XVI. General Conditions of Contract (Page No. 38-41 of the Original RFP)**
Following clauses are being added in the General Conditions of Contract section –
- a. **Pre-mature Termination** – In case of termination by the SHSB on reasons other than breach of contractual agreements by the successful bidder or on mutual consent between SHSB and the successful bidder, SHSB shall return the Bank Guarantee of the successful bidder. In case of termination on breach of any contractual obligation by the successful bidder, bank guarantee shall be forfeited by SHSB.
 - b. **Exit Management**
An Exit Management plan shall be furnished by Successful Bidder in writing to the SHSB within 60 days of signing of contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the project implementation, and the SLA -
 - ✓ A detailed program of the transfer process that could be used in conjunction with a Replacement successful bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - ✓ Plans for the communication with such of the successful bidder's staff, suppliers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
 - ✓ (if applicable) proposed arrangements for the segregation of the successful bidder's networks from the networks employed by the Purchaser and identification of specific security tasks necessary at termination;
 - ✓ The successful bidder shall handover Grievance Management Application, Ambulance Tracking System, & GIS/google maps used for tracking ambulance, medical tri-age solution for medical helpline and its source code, database & its structure, log-files, master data etc. to SHSB on completion/termination of contract
 - ✓ Plans for provision of contingent support to SHSB and replacement successful bidder for six months or time period decided by the SHSB however such time period shall not exceed six months.

- ✓ The successful bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- ✓ Each Exit Management Plan shall be presented by the successful bidder and approved by the SHSB.
- ✓ The terms of payment as stated in the Terms of Payment Schedule include the costs of the successful bidder complying with its obligations under this Schedule.
- ✓ In the event of termination or expiry of contract, Project Implementation, or Operation and Management SLA, each Party shall comply with the Exit Management Plan.
- ✓ During the exit management period, the successful bidder shall use its best efforts to deliver the services.
- ✓ Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

XVII. Technical/Financial Forms (Page 43 of the Original RFP)

- a. The technical form "*Form TECH – V: Particulars of the Bidding Organization*" should be submitted for both the bidders, in case of consortium.
- b. Remaining technical/financial form may be on the letter head of the lead bidder, in case of consortium.

XVIII. Bill of Quantity (Page 75 of the Original RFP)

- a. Quantity for Firewall is being amended as 2 (two).
- b. Link Load Balancer (1 in quantity) is being added in the BoQ. The minimum technical specification for link load balancer has been given in this corrigendum.
- c. Bandwidth requirement is being amended as follows –
 - i. First Link of Lease Line (1:1) of 10 Mbps speed from BSNL.
 - ii. Second Link of Lease Line (1:1) with 10 Mbps speed from some other ISP.
 - iii. Links shall be on Fibre only and it should be laid underground from the nearest Point of Presence/Interconnect. Overhead Fibre wouldn't be accepted in any case.
 - iv. Lease line shall be procured by the successful bidder in the name of SHSB.
 - v. SHSB shall make the payment to the ISPs. However, the successful bidder shall be responsible for co-ordinating and ensuring SLAs regarding lease line.

XIX. Minimum Technical Specification for SAN (Page 77-78 of the Original RFP)

- a. The specification "*The Proposed SAN Array should support RAID Levels: 0, 1, 1/0, 5 & 6*" is amended as "*The Proposed SAN Array should support RAID Levels: 10, 5 & 6*"
- b. The specification "*The storage system should be configured with iSCSI, NFS and CIFS license. The NAS functionality should be provisioned natively or through external appliance*" stands deleted.
- c. The specification "*The storage array must have complete cache protection mechanism either by de-staging data or providing complete cache data protection with battery backup for up to 72 hours or more.*" is amended as "*The storage array must have complete cache protection mechanism either by de-staging data or providing complete cache data protection with battery backup for up to 72 hours or more or using any equivalent technology.*"
- d. The specification "*Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives*" is amended as "*Storage should support non-disruptive online firmware upgrade for Controllers.*"
- e. The specification "*The SAN array should support virtual/Dynamic provisioning and also provide alert to monitor the virtual LUNs.*" is amended as "*Standard provisioning and LUN creation feature should be available*"
- f. The specification "*Dual controller SAN Array scalable to minimum of 400 or more seamlessly (data in place Upgrade) within the same pair of controller*" is amended as "*Dual controller SAN Array scalable to minimum of 400 or more seamlessly within the same pair of controller.*"

- g. The specification “The storage system should be scalable up to minimum 30 TB of usable capacity using SAS drives.” Is amended as “*The storage system should be scalable up to minimum 20 TB of usable capacity using SAS drives.*”

XX. Minimum Technical Specification for SAN Switch (Page 78-79 of the Original RFP)

The specification “Switch should protect existing device investments with auto-sensing 1, 2, 4 Gbps capabilities.” is amended as “Switch should protect existing device investments with auto-sensing 2, 4, 8 Gbps capabilities.”

XXI. Minimum Technical Specification for Firewall (Page 80-81 of the Original RFP)

- a. The specification “*Firewall throughput of minimum 8 Gbps*” is amended as “*Firewall throughput of minimum 16 Gbps*”
- b. The specification “*Virtual Interfaces (VLANs) support for at least 1000 VLANs for forming Secure server Farms and DMZs*” is amended as “*Virtual Interfaces (VLANs) support for at least 400 VLANs for forming Secure server Farms and DMZs*”
- c. The specification “*Support for Active/Active & Active/Standby failover*” is amended as “*Support either Active/Active & Active/Standby failover or Active/Passive & Active/Active DPI failover*”
- d. The specification “*Support for bidirectional state sharing between Active/Active failover pair members for support of advanced network environments with asymmetric routing (PBR) topologies, allowing flows to enter through one Firewall appliance and exit through the other, if required*” stands deleted.
- e. The Specification “*Accessible through variety of methods, including console port, Telnet, and SSHv2*” is amended as “*Accessible through variety of methods, including console port and SSHv2*”

XXII. Minimum Technical Specification for Server Load Balancer (Page 82-84 of the Original RFP)

- a. The specification “*Able to support spanning-tree – STP, RSTP (Rapid Spanning Tree Protocol), MSTP (multiple spanning tree protocol)*” stands deleted.
- b. The specification “*IEEE 802.1D Spanning Tree Protocol (STP)*” stands deleted.
- c. The specification “*Should have at least 10 - 10/100/1000 Ethernet ports and scalable to 24 10/100/1000 Ethernet ports*” is amended as “*Should have at least 8 - 10/100/1000 Ethernet ports and scalable to 16 10/100/1000 Ethernet ports.*”
- d. The specification “*Should support switch back plane of 54 Gbps or higher*” stands deleted.
- e. The specification “*Should have front panel LCD screen for initial configuration and statistics*” stands deleted.

XXIII. Minimum Technical Specification for Core Switch (Page 84-85 of the Original RFP)

- a. The specification “*Active switching bandwidth should be 700 Gbps with offered modules*” is amended as “*Active switching bandwidth should be 700 Gbps with offered modules/switches*”
- b. The specification “*Should have 80 x 10/100/1000 Mbps Ethernet ports distributed over 2 line cards required, 24 x 1000 BaseSX ports*” is amended as “*Should have 80 x 10/100/1000 Mbps Ethernet ports distributed over 2 line cards / multiple switches required, 24 x 1000 BaseSX ports*”
- c. The specification “*Should have at least two spare slots after fully populating as per the requirement*” is amended as “*Should have at least two spare slots/additional two switches after fully populating as per the requirement*”
- d. The specification “*Shall support On-line insertion and removal for cards*” is amended as “*Shall support On-line insertion and removal for cards/switches*”
- e. The specification “*Support for 9 RMON groups using external Probe*” is amended as “*Support for 4/9 RMON groups*”

XXIV. Minimum Technical Specification for Router (Page 85-87 of the Original RFP)

- a. The specification “*Should have embedded hardware based (IPSec and SSL) Encryption card accelerator*” is amended as “*Should have embedded hardware based (IPSec and SSL) Encryption card accelerator or on-board crypto services*”

- b. The specification “Should have 1 slot, supports NM, NME and NME-X type modules and Should support management of power to module slots, to reduce energy consumption” is amended as “Should have 1 slot and Should support management of power to module slots, to reduce energy consumption”
- c. The specification “Console Port ,& Auxiliary Port” is amended as “Console Port ,& Auxiliary/USB Ports”
- d. The specification “Dial-Backup -> Required” is amended as “Dial-Backup -> Optional”
- e. The specification “Dial-on-Demand -> Required” is amended as “Dial-on-Demand -> Optional”

XXV. Minimum Technical Specification for Desktop (Page 88 of the Original RFP)

The specification “Wireless-N LAN card” stands deleted.

XXVI. Minimum Technical Specification for Link Load Balancer is being added as follows-

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Should have a high performance purpose built hardware based solution with dual core processor or better	
Clustered Multiprocessor operating system	
2 Gbps L7 Throughput scalable to 4 Gbps	
Should have minimum 48 Gbps Backplane	
Should have 8 X 10/100/1000 Mbps fixed ports and scalable upto 12 X 10 / 100 / 1000 Mbps with optional 2GBIC slots for either fiber or copper use	
Dedicated always on (AOM) out of band management port	
Disk capacity 160 GB minimum	
Should support RIP,OSPF	
Should support VLAN,STP,LACP, Trunking	
Should have minimum 1 GB RAM	
Minimum 2 Million Concurrent Sessions	
60K New connections per second at Layer 4	
Should Support Ipv6 environments	
Load Balancing Features	
Should support for minimum 4 links	
Should provide Load balancing for inbound & outbound traffic	
Selection of shortest path to destination based on load/Hops/response time	
Least amount of Bytes	
Least number of users/session.	
Connection completion rate	
Kilobytes /sec	
Quality of Service	
Packet rate	
Drop packet rate	
Cyclic or Round Robin.	
weighted Cyclic or weighted Round Robin	
SNMP Parameters, like router CPU utilization etc.	
Autolast hop	
Should support Static NAT & Dynamic NAT	
Health Monitoring	
Should provide individual health check for each link	
Should be able to do health check on protocols like HTTP, SMTP, POP3, IMAP, DNS, Ping, FTP etc.	
In case of link failure traffic should be diverted to another link automatically	
Should provide GUI interface to configure any health check	
Should be possible to create health check monitors	
Redundancy	
Should support VRRP	
Should Support high availability with active-active or active-passive with session failover	
Should support transparent failover between 2 devices	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Network based failover for session mirroring, connection mirroring and heartbeat check	
Config autosync, manual sync to and from active and backup unit	
Force standby and force offline mode	
MAC Masquerading	
Should have dual power supply	
Bandwidth Management	
Should provide bandwidth management based on any L3-L7 information	
Should support traffic classification on the basis of layer-3 to layer-7 information	
Should provide Minimum & Maximum bandwidth allocation limit	
Should provide bandwidth borrowing between policies	
Should provide rate limiting on peer to peer traffic	
Should support CBQ, WRR, RED mechanism for QoS	
Should support Two-Way bandwidth management	
Should also support to define bandwidth per session in any given policy defined on source/destination/application	
Should support bandwidth management policy	
should be able to classify & limit bandwidth for specific protocols	
Device Management & Reporting	
Should provide HTTP/HTTPS interface management	
Should provide troubleshooting and traffic analysis tool like tcpdump	
Should provide SSH/Telnet/CLI interface	
Should support SNMP V1, V2c, V3	
Should provide LIVE reporting for traffic on each links	
Should show total concurrent sessions, Throughput, new connection, CPU usage, Memory Usage Graph for last 30 days on web based GUI	
Should provide multiple config version option on the appliance	
Should provide system, traffic logs on webGUI	
Should be able to partition the appliance in different system	
Role based admin access with roles like no access, Guest, Operator, Application editor, Resource Administrator and Administrator	
Should provide Network map of all the available and unavailable resources, vip etc.	
Should have option to change the SSL certificate used for management of the appliance	
Should provide detailed historic reporting for link traffic	
General	
19" 1 RU/ 2 RU Rack mountable chassis (Mounting kit / brackets to be supplied)	
OEM should be present in the latest Gartner magic quadrant for the proposed product line.	

XXVII. Minimum specification for Civil Infrastructure for Space Provided by SHSB for Setting-up the Call Centre

a. Requirement for Work-station for Call Centre Executive

Partition 60mm Thick Slide Tile Base System -1200 mm Ht

Main Frame & Return Frame:

Slide 60mm thick system - 1200 mm Ht made out of Aluminium Extruded System with Anodized finish surface provided with single raceway at ground level & Pre-laminate Particle Board / MDF / Plywood with Laminates of 9 mm thick tile below table top level. Panel above table top should be of soft board finish with the Arrangement of pin up. Provision for power switch should be mounted below table top on laminated finish panel & Data & voice should be placed in the bottom Raceway. Divider Panel of 8mm thick Toughened glass should be provided for a Privacy screen between two Persons.

Table top / Gable end made of 25mm thick Pre-laminated Particle board / MDF / Plywood with laminates with 2mm PVC matching edge binding, The Plastic grommet will be provided on top as per the position for wire management. The top will be supported with gable end to avoid a war-page.

Pedestal: 2 Drawers +1 Files drawer - Carcass & fascia made at of 18mm thick & back should be made out of 9 mm thick pre-lam particle board & inside trays should be made out of MS powder coated with necessary glides (slide) for smooth operations. The central lock should be provided for locking all drawers & 'C' Shape SS Brush Finish handles fixed to all facias.

Chair - Width – minimum 70 cm, Depth – minimum 70 cm, Height – minimum 90 – 101 cm, Seat Height – minimum 44 – 55 cm, Upholstery – Fabric, Pneumatic height adjustment – Yes, Swivel Mechanism – Yes, Base and castors – Nylon and Fixed Armrest - Yes

b. Requirement for Mini-Data Centre

- i. False Ceiling, False Floor for Servers as per requirement
- ii. Gypsum partition work for server area and UPS
- iii. Appropriate Cooling
- iv. Access Control System for secure access for one number of door of the server room
- v. IP-based CCTV Camera and Recording
- vi. Heat resistance boxes for tape library
- vii. Smoke detectors
- viii. Fire Extinguisher
- ix. Water Leakage Detection System
- x. Electric work with ISI marked equipment from reputed brand, as required including UPS input, UPS output, raw power for supporting systems, cables laying & clamping, glanding & termination, lighting, providing & fixing Cable Trays etc.
- xi. Any other civil works

c. General

- i. False ceiling as per requirement
- ii. Bio-metric attendance system for Call Centre Executives/Paramedics
- iii. Air conditioning as per requirement
- iv. Separate washrooms for gents and ladies
- v. Pantry
- vi. Conference Table 10 Seater (Conference table barrel shaped, straight grain cherry veneer including flat solid edge profile and 3 x panel leg sets (full veneer) minimum 3200 L x 1600W, complete with 10 No. conference chairs Medium back non-swivel chairs on black cantilever integral frame including arms, in Tulip .5220 Apricot fabric or equivalent.)
- vii. Filing Cabinets from reputed brand (Open area top retrieval filing unit 5-drawer in cherry laminate with locking system, nominal dimensions (mm) 1130 W x 600 D x 1350 H).
- viii. Four cabins each of approx. 100 sq. feet for on-duty Doctor, Call Centre Manager and Representatives of SHSB executive table, personal storage and executive chair
- ix. Lightning with LED bulbs
- x. Electric work with ISI marked equipment from reputed brand, as required including UPS input, UPS output, raw power for supporting systems, cables laying & clamping, glanding & termination, lighting, providing & fixing Cable Trays etc.
- xi. Cable work with CAT 6 cable, as required
- xii. Water cooler with RO

All items should be provided with 5 years of warranty. All the mentioned items shall need to be approved by SHSB before installation.