STATE HEALTH SOCIETY BIHAR

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

2014

State Health Society
Pariwar Kalyan Bhawan, Sheikhpura, Patna-800 014

TENDER TITLE:	**Request for Proposal for Selection of an Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline**
CONTRACT PERIOD:	**5 YEARS**
PRE-BID MEETING	**September 8, 2014 at 11:00 hrs.**
CLOSING DATE:	**September 22, 2014 at 15:00 hrs.**
OPENING OF TECHNICAL BID:	**September 22, 2014 at 16:00 hrs.**

Abbreviations

ALSA	Advance Life Support Ambulances
ACD	Automatic Call Distributor
AMC	Annual Maintenance Contract
BG	Bank Guarantee
BLSA	Basic Life Support Ambulances
CCTV	Close Circuit Television
EMD	Earnest Money Deposit
ERC	Emergency Response Centre
ERS	Emergency Response Services
GIS	Geographical Information System
GoB	Government of Bihar
GPS	Global Positioning System
GSM	Global System for Mobile Communication
IEC	Information, Education, Communication
IMR	Infant Mortality Rate
ED	Executive Director
MIS	Management Information System
MMR	Maternal Mortality Ratio
NHM	National Health Mission
O & M	Operation and Maintenance
PH	Public Health
PRI	Primary Rate Interface
RFP	Request for Proposal
SHSB	State Health Society, Bihar
SoP	Standard Operating Procedures
UAT	User Acceptance Test

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This RFP document is not an agreement and is not an offer or invitation by the SHSB or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document may not contain all the information each applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the SHSB, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. SHSB, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

The SHSB, its employees and advisors, also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this RFP Document.

SHSB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

The issue of this RFP Document does not imply that SHSB is bound to select a bidder for implementing the Project and SHSB reserves the right to reject all or any of the Proposals/Bids or withdraw or cancel the RFP Document or annul the selection process at any time without assigning any reasons whatsoever.

The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the SHSB or any other costs incurred in connection with or relating to its proposal.

All such costs and expenses shall remain with the bidder and the SHSB, its employees and advisors, shall not be liable in any manner whatsoever for the same and for any other costs or other expenses incurred by an BIDDER in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

Notification for Request of Proposal (RFP)

Ref: **Date:**

To,
All Prospective Bidders

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

Sir,

The State Health Society, Bihar (SHSB) invites proposals for "**Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline**".

The Background Information and Terms of Reference are provided in Request for Proposal (RFP). This RFP is available to all eligible Agencies and the agency will be selected through procedures described in this RFP.

The RFP includes the following documents:

- Datasheet
- Terms of Reference
- Minimum specifications for Hardware
- Functional Requirement Specifications (FRS) of applications
- Instruction to Bidders
- Eligibility Criteria
- Payment schedule and terms
- SLA
- Submission & Evaluation of the Proposal
- Technical & Financial Submission Forms and
- Annexures

A Pre-bid meeting will be held on the date notified in Notice Inviting Request for Proposals wherein all issues/clarifications sought by Bidders will be discussed and finalized. The deadline for receipt of proposals shall be on the date mentioned in Notice Inviting Request for Proposals.

SHSB reserves the right to accept or reject any or all proposals, and to annul the selection process and reject all proposals at any time prior to the award of contract, without thereby incurring any liability or any obligation in any form to the affected firms on any grounds.

Executive Director
State Health Society, Bihar

Data Sheet

Sr.	Information to Bidders
1.	Name of the Client: **State Health Society, Bihar** **Website: www.statehealthsocietybihar.org** **eMail ID: statehealth_society@yahoo.co.in and hmis@statehealthsocietybihar.org** Client's Representative: **Executive Director, State Health Society, Bihar** Method of selection: **Least Cost Selection (LCS) Method**
2.	Financial Proposal to be submitted together with Technical Proposal: **Yes** Name of the assignment is: **Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline** More details on the services are provided in the Terms of Reference (ToR).
3.	There shall be a **pre-proposal meeting** as under:- Date and Time: **September 8, 2014 at 11:00hrs** Venue: Conference Hall, State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, Patna – 800014.
4.	Proposals must remain valid for 120 days from the submission date.
5.	Cost of RFP Document: **NIL**
6.	The Bid Security amount is as under in prescribed format:- **INR 15, 00, 000/- (Rupees Fifteen Lakh only)** as demand draft in the favour of "**State Health Society, Bihar**" payable at Patna.
7.	Association with other agency/ firms/consultants as a consortium or a sub-consultant for this assignment are not allowed under the assignment.
8.	Eligibility Criteria: **As per mentioned in the RFP**
9.	**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.
10.	Under this contract the Agency's payments are as mentioned in Terms of Reference (ToR). It is expected that Agency will quote its fee considering all requirements for satisfactory performance of the services which are included in ToR. If the agency has not considered any component for performance of the services, no extra payment shall be made on this account.

Sr.	Information to Bidders
11.	Amounts payable by SHSB to the Agency under the contract shall be subject to deduction of TDS. The SHSB will pay Service Tax, on prevailing rates as applicable on the services.
12.	Proposals must be submitted no later than the following date and time: **Date: September 22, 2014, Time: 15:00 hrs.**
13.	Date of Opening of Technical Proposal: **September 22, 2014, Time: 16:00 hrs.**
14.	Date of Technical Presentation: **To be announced later**
15.	**The duration of the assignment**: The contract will be initially for a period of five years which may be further extended for a maximum period of three years on the requirements, availability of resources and satisfactory performance of work.
16.	**Expected date for commencement of Service**: within 45 days of signing of agreement.

Terms of Reference

1. **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 redress. The call centre will be accessible 24x7 through the number. Citizens would access the services through a 3 digit number and will be available in Hindi & English.

Presently there is no available facility or system in Bihar wherein a citizen can receive basic medical information, advice, counselling without visiting a doctor, pharmacist or a Heath Centre. A robust real time mechanism for grievance redress for users of the public health institutions is also not available. The solution used worldwide for providing basic health advice/information is tele-triage.

In order to address this felt need, a 24x7 health helpline is proposed to be established for the people of the state focussed on but not limited to the following objectives:

- Providing information on health care service delivery, healthcare facility information etc.
- Information Directory for tracking health services providers/institutions, diagnostic services, hospitals etc.
- Providing health guidance/advice on most commonly prevalent conditions & diseases through a proven & tested triaging system using algorithms
- Real-time grievance redress on matters related to health care service delivery
- To provide counselling support for adolescents and others
- Linkage with all emergency response services such as 102, 1099 etc. ambulance services
- To provide a central reporting facility at headquarters for the people and health care providers during any emergencies such as occurrence of epidemics / disaster
- Complaint Registration about person/ institution relating to deficiency of services, negligence etc. in government healthcare institutions.
- Advice on long term ill conditions like diabetes, heart issues etc.
- Response to health scares and other localized epidemics
- Counselling and advice (stress, depression, anxiety, post-trauma recovery, HIV, AIDS, STI etc.)
- Health and symptoms checker (initial assessment, flu advice, pregnancy related information etc.)
- First aid information/advice
- Any other health related services

24X7 Health Helpline

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.

The Health Helpline would be equipped with the 3 digit number and necessary infrastructure to establish and operate the Health Helpline. Each computer will have software which can (i) capture all

beneficiary data, (ii) retrieve relevant algorithm and disease summaries sufficient to handle common minor ailments, maternal and child health information and chronic diseases, (iii) access information database to display the relevant referral institution/facility/contact details etc., (iv) access appropriate state/national health program as required, (v) record all the calls that are made to the helpline and (vi) the necessary server & power back-ups to ensure 24X7 operations. As each beneficiary's call is taken, the data must be entered into the computer and uploaded onto the secure server(s). Everything must function so as to provide uninterrupted services as per agreed upon SLAs.

All data must be made available to the government through a robust monitoring system in which data is captured and securely transmitted and stored. All data will be made available to the GoB. Further, it is required that reports in pre-agreed formats are sent to designated officials at daily, weekly and monthly frequencies. Additionally, the officials of SHSB and Department of Health will require various data analytics as per agreed upon intervals.

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). However SHSB reserves the rights to change the roaster for call centre executives based on the requirement. The helpline will be staffed with paramedics, Medical Officers (MOs) & trained call centre executives. A panel of doctors from State Govt. Service will be on roster for medical advice to the citizen via this integrated call centre. **Based on the call volume and requirement of the State Health Society, Executive Director SHSB, may extend the capacity of the call centre to 100-seat (250 man days in a day; 100 -100 in two shifts and 50 in late night shift).** The application software system provided by the bidder should have all necessary features and functionalities to achieve the above-mentioned operational excellence objectives. The services will be available in 2 languages, viz. Hindi & English. The bidder will offer financial bid stating **total expenditure per seat per shift (8 hours) per month** for the services provided.

2. **INTRODUCTION**

Due to the recent advances in medical triage, it is now possible to provide medical advice to a beneficiary with minimal degree of error. As a result, the application of technology for providing such medical advice to any beneficiary can help better utilize valuable resources towards treating people with a more serious condition. In light of these advances, the Govt. envisages the setting up of a health helpline in the state. The health helpline is aimed towards providing health related services like first level medical advice, details of nearby medical facilities etc. Because of the nature of the services being offered, the number of services being provided can be increased or decreased, depending on their acceptance and relevance. A toll free number is proposed to be used to render these services to the citizens of the state.

Some of the key services include:
- Medical advice using Triage (classifying the caller's condition into "critical", "serious" or "stable" states).
- Counselling

- o Psychological counselling (Anxiety, Depression, suicidal tendencies, chronic diseases like cancer etc.)
  - o Family planning counselling
  - o Counselling about stigmatized diseases (HIV, AIDS etc.)
- First level medical advice and suggestive medication
- First aid advice
- Information Directories Services: Through three digit number, citizens can have access to the details of various facilities in their area like medical facilities- hospitals, pharmacies, independent practitioners, diagnostic services, rehabilitation centres and other health care services.
- Women and child health care information
- Information regarding alternate medication (AYUSH)
- Nutrition and hygiene Information
- Health alerts and warnings
- Submission of any department related grievances
- Information regarding schemes of Health Department.
- Grievance Redress - Registration, Tracking and Resolution of citizen grievances
- Ambulance Referral Services - Tracking of Ambulance through Ambulance Tracking System and referral services

3. OBJECTIVES OF THE PROJECT

The key objectives to be achieved through this project are:

a. To assist the people particularly in Rural and Interior areas who are facing difficulties in getting information on health problems and access to a qualified doctor. Counselling of patients especially the vulnerable i.e. the old, women, children and poor.

b. Speedy and Effective redress of complaints /grievances of general public against any government medical institution/service/person etc.

c. Providing much wanted transparency in the area of redress of public grievances.

d. Creation and maintenance of database on
- Ambulance referral services
- Number of Calls/Complaints/Grievances received per day per month and per year.
- Reference number assigned for each Call/complaint/grievance received.
- Number of Calls/Complaints/Grievances communicated to SHSB (Wherever necessary).
- A record of various diseases or problems for which calls received.
- Record of various call types is to be maintained by the successful bidder and forwarded to the SHSB periodically or as directed by the SHSB.

4. ENVISAGED BENEFITS

The expected outcomes of this project include:

a. Access to health information for all strata of society.

b. State would be better equipped to handle any health crisis by effectively managing the information dissemination process, and directing people to the right place in the least amount of time.

c. State would be able to optimize the resources in the Healthcare system – funds, personnel, facilities etc.

d. Increased acceptability of confidential medical counselling services, resulting in a decrease in the number of people suffering from such conditions.

5. PROJECT SCOPE

It is envisaged to engage an agency with the requisite capability and experience through outsourced model to operate a toll-free 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**: 'Call Centre' will serve as a single point of contact for ambulance services in Bihar. The call centre with its ambulance tracking mechanism will track and monitor ambulances registered with the department. Request shall be forwarded to the nearest available ambulance. Call centre executives shall follow-up with the ambulance driver for the requested service. The successful vendor shall develop the database of ambulances with complete details. At present there are around 1000 ambulances available with the govt. Each ambulance is fitted with a GPS device. The successful vendor shall be responsible for maintaining GPRS requirements (internet data plan) for the GPS devices for tracking through the ambulance tracking system.

- **Grievance Redress**: 'Call Centre' would enable citizens 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 centre 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. Minimum functional requirement for the Grievance Redress software is given at the Annexure. The successful bidder shall also develop and deploy an Android based mobile application for officials to update the status of registered grievances and view reports.

- **Medical Advice**: 'Call Centre' will provide medical advice and referrals services based on tele-triage. The paramedics 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.

- **Implementation, Operation and Maintenance of Ambulance Tracking System**
  - o It should be possible to map the location of Ambulance on Google MAP
  - o It should be possible to send SMS Alert to Nearest Available Ambulance
  - o It should be possible to get SMS based confirmation form Ambulance
  - o It should be possible to send SMS Alert to Patient / Attendant so that they can track the Ambulance if required.
  - o It should be possible to send SMS Alert to Emergency Doctor so that he can guide the staff in ambulance in case of emergency.
  - o It should be possible to plot the route of the Ambulance on the MAP and tracking the same if required.
  - o It should be possible to send SMS Alert to the administrator in case of major route diversion.
  - o It should be possible to keep Monthly fuel consumption record based on the actual running of the vehicle.

6. IVR FEATURES AND FUNCTIONALITY

The call centre IVR should provide minimum below list of services –

Sr.	IVR Structure Requirements
1.	The successful bidder selected to run the Call Centre will be required to design the IVR tree structure in consultation and with the approval of the SHSB. The SHSB may suggest changes and customization in IVR tree structure From time to time, which the successful bidder will be required to execute.
	The Bidder should be able to configure important messages/information on IVR free of cost during the waiting period of caller. The content and time period for such messages/information shall be decided by the SHSB.
	If there is any change in IVR voice menu option then SHSB will provide only English/Hindi tree structure content [in text format]. It will be successful bidder's responsibility to convert it in to audio format.
	IVR should provide music or Key announcements when customers are kept on hold or during call waiting.
	IVR system must have ability to integrate with other system like Grievance Redress, Tele-Triage and Ambulance Tracking System for fetching data/information on real time basis.
	IVR should support the following languages – English and Hindi.
	Ability to capture all the customer's interactions with the IVR and pass it to the Call Centre (i.e. CTI Integration).
	By referring the caller's request various priority based service is to be provided through IVRS & CTI.
	Ability to announce reference number for transaction or service request.
	Ability to add multiple messages on the IVR system and to schedule different messages in specific dates and for a specific period. Ability to voice out marketing messages based upon customer type.
	Ability to route the caller to the ACD when the customer requires talking to an executive.
	Ability to support "call back" option in the event of long call waiting.
	Ability to change the IVR Tree by the system user, with no change in the software, through GUI Interface.
	Ability of a return IVR call to be made to minimum 50% caller just after call is complete for knowing the feedback to access the satisfaction level of the caller about the knowledge of the executive about the health services and overall satisfaction level about the call. Feedback has to be recorded within CRM system.
	Ability to support audio-text for playback of regulations, procedures and Frequently Asked Questions (FAQ) as per the IVR Call Flow & Call Tree.
	Ability of administrators to monitor where an identified caller is on the IVR tree, it can be used to identify the callers and making the outbound call so as to understand their difficulties / problem in using the IVR system.

- Up-dation in IVR menu: - The development time and cost of modification or Up-dation of IVRS menu options is directly dependent upon the task to be performed. The task can be categorized into two segments:
  - o Minor Changes [e.g. Up-dation in IVR menu tree option such as title change or number or sequence change for an existing option.]. This should be performed with no cost to the SHSB.
  - o Major Change- these changes can be transaction related or any operation through IVRS [e.g. installation of New menu option in IVRS which needs integration of IVRS + CRM + Other Software]

7. ACD FEATURES AND FUNCTIONALITIES

ACD should provide minimum following features and functionalities:

Sr.	ACD Functionalities Requirements
1.	Ability to configure ACD ▪ by executive ▪ by skill ▪ by group ▪ by priority ▪ o by call type
2.	Enhanced conditional routing. One feature could be "Ring One" according to at least one of the following configuration: ▪ With 'Least Recent' - the extension that received a call the longest time ago will be on the top of the list ▪ With 'Fewest Calls' - the extension that received the least number of calls will be on the top of the list ▪ Random selection
3.	Call back on queuing basis in the event of all executives being busy
4.	Adjustable queuing limits
5.	Voice Response Integration
6.	Call routing to be done based on the following: ▪ Day of week ▪ Time of day ▪ Executive Skill based routing ▪ Nature of the call (Ambulance Service related calls – such calls are to be attended on priority, Grievance Redress related call, Medical Advice Related call) ▪ Language selected by the customer in IVR ▪ Queue Statistics
7.	Calls from the segments mentioned below would need to be attended by more experienced, multi- skilled and suitably trained executives: ▪ Ambulance Services ▪ Medical Helpline ▪ Calls received from Hospitals ▪ Any other segment which the SHSB decides to add in future
8.	System should have ability to announce call queue waiting time for all customers. Call queue waiting time is the waiting time in Automatic Call Distributor (ACD) queue after pressing prescribed digit to talk to the executive but before being answered by the executive.
9.	ACD should support Web based administration like adding new executives, assigning skills etc.
10.	Supervisor should be able to do silent monitoring of calls. Supervisors should be able to barge in an executives call and also if required take a call from an executives and attend it.

8. CRM

CRM should provide minimum below mentioned features and functionalities:

Sr.	CRM Requirements
1.	The Call Centre CRM should be able to support all functionalities given below: ▪ All executives should capture/log details of each call in the CRM systems which should be easily accessible by the SHSB's officials ▪ Relevant screen pop-ups to the executives along with the details of previous calls during the last 30 days, on the executives desktop on the basis of CLI, DNIS (Dialled number Identification Sequence) etc. ▪ CRM system should capture all caller related interactions (queries / complaints / enquiries) through various channels like Call, eMail etc. ▪ CRM system should have screens for creating and tracking interactions related to

Sr.	CRM Requirements
	queries, requests and complaints ▪ SHSB will not pay any additional cost for extending the use of CRM for other purposes. The successful bidder must ensure that licensing should not be any issue for usage in respect of users.
2.	The call centre pop-up screen in CRM must have basic information about the caller as first screen that is immediately seen on call being routed to the executives, if he has called in the past.
3.	CRM system should allow executives to see all the requests given by the caller in the past regarding Ambulances, Grievance Redress, Medical Helpline etc. and responses given by the system.
4.	CRM system should have ability to sort all query related transactions based on date.
5.	CRM users should be able to view details of any transaction.
6.	The executive must have facility to mark calls as closed, open, call back on a certain date & time etc. with his specific remarks in detail. System will route the call on reminder date and time to an executive who is free for follow-up.
7.	All transactions within CRM should be audit trailed
8.	All master data fields coming from other integrated applications should be read only within the CRM system.
9.	CRM system should have appropriate escalation Management of open calls to Senior Executives/ Supervisors / Manager.
10.	CRM system should have the ability to send SMS notifications to callers at various key touch-points
11.	CRM system should have an effective feedback capture screen.
12.	CRM system should have ability to export data into different file formats.
13.	CRM system should provide support for online performance management: ▪ Ability to define KPI's in the system ▪ Online view for the overall Call Centre performance against the defined KPI (Can be seen by SHSB officials, Managers and Supervisors only) ▪ o Online view for specific executives performance against the defined KPIs (can be shown by the executives him/herself or the Supervisor/Manager)
14.	Knowledge Base module should be made available in the CRM system with at least the following capabilities: ▪ Call Centre Procedures ▪ General information (Hospitals, Schemes etc.) ▪ Changes in the services ▪ Frequently Asked Questions (FAQ) ▪ Configurable list of users who can edit the knowledge base database ▪ Searching capabilities in the knowledge base

9. CTI (COMPUTER TELEPHONY INTEGRATION)

The CTI should provide minimum following features and functionalities:

Sr.	CTI Requirements
1.	CTI should support the following features: ▪ Soft phone / hard phone, call pick up facilities through executives desktop ▪ Call transfer systems for escalation of calls to supervisor, to other executives, along with screen popups and the interaction history, duly recorded ▪ Call 'HOLD' facilities, in order to facilitate the executives to browse the information ▪ required to answer the request ▪ Call "Retrieve from Hold" facilities

Sr.	CTI Requirements
	▪ Call 'Conferencing' facilities, with supervisor, manager, SHSB officials, Ambulance drivers etc. ▪ Call 'Forward' facilities ▪ Intelligent transfer of calls (without disconnection of the call in case a call meant for one segment, lands on to the executives of another segment.) ▪ Echo cancellation feature- removal of echo that occurs when a caller speaks or dials during a prompt ▪ Call wrap up facilities with appropriate notes / comments, along Call Identification number
2.	Executives to have a facility to transfer the call outside the call centre domain, by placing an outward call to SHSB officials etc., if needed, by keeping call on conference
3.	Executives to have a desktop software, executive log in, log out, and make themselves ready and not ready from the executives desktop application
4.	Executives should have access to real-time statistics for themselves and the queues to which they are associated. For example, from the executive desktop application, executives should be able to see how many calls they have handled today and how many calls are currently in queue for their team.
5.	Executives should be able to interact with their supervisor and other executives through text chat / messages.
6.	Executives can be configured to enter reason codes for not ready and logout.
7.	CTI solution will provide for building the script for all types of caller interactions
8.	The solution will have options to categorise the interactions in a systematic fashion compatible to the SHSB, so that the retrieval becomes easy
9.	The solution will have provision to automatically build the script on-line, through the Executive-Caller interaction process, by the authorised Executives / supervisors
10.	CTI solution will have provision to import scripts from remote locations
11.	Ability to support auxiliary codes to enable Call Centre executives to indicate their current mode of operation (i.e. Available/Unavailable/Wrapping Up/At Lunch, etc…)

10. INFRASTRUCTURE GUIDELINES

Some of the facilities/ equipment which must be provided in the Call Centre is as follows:

a. Desktop PCs for each seat

b. Internet facility on all PCs

c. Head phones for each call centre executive

d. Dedicated Hardware i.e. Server, SAN Storage, Firewall, IPS, Server Load Balancer etc.

e. Local Area Network

f. Appropriate number of telephone instruments

g. Hot Button Programming on all Telephone sets

h. Conferencing Facility on Telephone sets

i. CCTV camera in the call centre for security and monitoring purposes.

j. IVRS (interactive voice recognition system)

k. SMS gateway with provision of 1 crore transactional SMS per year (total 5 crores SMS)

l. Computer Telephony Integration (CTI) Server

m. Adequate air-conditioning for all IT equipment.

n. One UPS (Uninterrupted Power Supply) running in hot Standby mode each with enough capacity to handle entire load of the Call Centre with minimum one hour backup.

o. Provision for power-back through silent generator set of adequate capacity for call centre

p. Ambulance Tracking Systems

q. Data Wall to be installed for Ambulance Tracking System

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.

The Infrastructure requirements for the Call Centre are as follows:

- The Call Centre shall receive incoming calls from the telecom operator through state-of- the- art Switch/EPABX.
- The Call Centre network must have multi-level security mechanism to protect it from attackers, hackers, worms, viruses, spamming etc.
- The Call Centre network shall have firewall installed to protect unwanted intrusion into the network.
- The Call Centre network shall have Antivirus solution from reputed vendors.
- There must be adequate provision in the Call Centre for maintaining the required data redundancy and backup of the call record database application. There should be no loss of data or discontinuity of service due to hardware/server failure.
- The Call Centre shall have provisions for sufficient numbers of the incoming lines with a facility to terminate additional lines in future.
- The Call Centre shall have spare capacity to house sufficient number of additional seats. However; space will be provided by the SHSB but successful bidder will have to make sufficient provision for additional seats by setting up entire infrastructure in such a way.
- The Call Centre shall have capability to logically partition the switching system to avoid interference with other set of users.
- Call Centre Executives will be able to take calls, answer in the chosen language Hindi and English. All interactions will be logged and maintained in the Call Centre for later reporting and analysis.
- Each workstation shall be latest state-of-the-art PC with colour TFT, Monitor, USB bases optical Mouse, Key board etc.
- Provide Call Record Management software to record the call details and should be able to issue a unique query number for each call for future reference.
- The Call Centre desks should be connected to a LAN (Local Area Network) connection for the execution of application software.
- Each workstation would have good quality headsets and telephone instruments from reputed brand with advanced features like background noise cancellation.
- It should have Voice Logging Facility for recording and playing back executives conversations, so that it can be used to monitor/analyse/review on regular basis.

All hardware proposed and installed by the successful bidder shall be brand new. Any refurbished or used equipment shall not be offered. SHSB shall have rights to reject such hardware installed by the bidder. In case of rejection, bidders would be required to replace the hardware.

10.1. Business and System Capability
- The bidder will assure core functionality to provide qualified personnel, facilities and equipment necessary to provide toll-free telephone, fax, and web-based services.

- Callers should receive a "live" (human) answer if the executives are available, rather than navigating an automated answering system. In case all call centre executives are busy, IVR option shall be made available to the caller.
- Office space must accommodate administrative, counselling and support staff and confidential records as well as sufficient telephone and data lines, telephones and computer hardware.
- The successful 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.

10.2. Hours of Operation

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.

11. MANAGEMENT AND STAFFING

The Call Centre would be dealt by specific teams, each dealing with a specific service.

- **Ambulance Services**

  The call centre executive/paramedical shall takes the details of the caller and registers the request. System shall generate a unique ambulance service request number which shall be sent to the mobile number of caller. Call centre executive shall locate the nearest Ambulance based on the ambulance tracking and confirm the availability. Once the availability is confirmed, request shall be fulfilled and ambulance details shall be sent on the mobile number of the caller.

- **Counselling services**

  The bidder should develop a staffing plan that will provide live call response and counselling, seven days a week by trained specialists.

- **Basic Health Advice:**

  The paramedics would provide basic health advice that does not require any advanced medical suggestion. The health advice includes information on disease conditions, health facilities available in the particular regions, advice on local epidemics and prevention etc.

- **Medical advice**

  There would be medical doctors comprising of doctors who would provide advice on medical conditions. Doctors shall be deputed by SHSB for providing assistance to the caller.

- **Grievance Redress**

  Operator shall take the details of the grievance in the application and generate a unique ID for each grievance. Operator can also know the status of complaint online and share the details with the caller.

  The successful bidder must assure a ratio of at least one supervisor for every 15-20 paramedics / executives, and provide adequate orientation and ongoing training for all staff. In addition the team would comprise of Call Centre Manager, Supervisors, HR specialist, IT expert and System & Database Administrator with adequate experience and certification. The bidder has freedom to appoint any other staff who they feel to contribute to the services better.

11.1. Training of Call Centre Executives

- The successful bidder will be solely responsible for the training of the call centre staff. The Govt. will assist the selected bidder in case there is any department specific information that is required for the smooth operation of the system.

- The successful bidder will train the paramedics/executives on general aspects of working in a call centre, as well as training the paramedics for using the various IT systems including the medical triage system. The training will include, but may not be restricted to the following topics:
  - Professional Customer Care
  - Correct pronunciation (English and Hindi)
  - Using phrases properly
  - Call handling
  - Dispositions
  - Reporting
  - Quality Assurance/ Monitoring
  - Proper use of the various IT systems
  - Call flow
  - Demographic overview

11.2. Successful Call Centre Executive Profile

- **Skills**
  - Excellent communication skills in Hindi and English
  - Good typing skills (minimum 40 words per minute)
  - Ability to interpret needs and articulate best responses
  - Ability to deliver good rebuttals
  - Ability to mirror the caller's style

- **Academic and Professional background**

  Minimum 20% strength of the call centre executives shall be paramedics and other operators/executives may be minimum intermediate with diploma in computer application/science. Supervisors should be minimum graduate with diploma/PG diploma in computer application/science.

  The executives/paramedics/supervisors should ideally possess work experience of at least two years in the relevant field.

12. OPERATING GUIDELINES

12.1. Call centre interface

This provides the interface to the users and helpdesk operators for logging, tacking, resolution & closing of calls. The services and information will be provided in two languages, viz. Hindi and English. The following are different types of interfaces that can be used by the helpdesk operators:

- Ambulance Services: Ambulance Tracking System shall be integrated and used for the purpose of addressing the request for referral services.
- Grievance Redress: This shall be used to register, track, update and close grievances under several categories and sub-categories.

- Medical Helpline: This application will primarily be a medical triage application, which assists the helpdesk paramedics in providing sound advice to the beneficiary. The application would also include a detailed MIS system for generating system logs. Further, an application which is able to provide information mentioned as part of the scope of services will also have to be used.
- Health helpdesk: The helpdesk staff will consist of doctors as decided by SHSB based on the requirement.

12.2. Call Flow

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

✓ A beneficiary dials the 'three digit number' of call centre.

✓ The call is received by a call centre executive/paramedical staff within 5-10 seconds. If the call centre executives are busy, IVR option shall be played and call shall be put in a queue. All the time, preference shall be given to ambulance services.

✓ If call is related to Ambulance Service, follow flow is followed:
  - Operator takes the details of the caller, locates the nearest Ambulance based on the ambulance tracking system and confirm availability
  - If the request is confirmed, system/operator shall send SMS/Call to both patient & driver.
  - Tele-Caller will also coordinate with the Driver for the quick service.

✓ If the call is related to Medical Advice, following flow is followed -
  - If the beneficiary needs information, counselling or medical advice, then citizen details are captured and entered in the system
  - The paramedic provides information to the beneficiary as per the data that is available with the helpdesk.
  - If the beneficiary asks for medical advice then the paramedic asks for symptoms from the citizen.
  - The paramedic provides advice with the support of clinical decision support system available to him/her.
  - The paramedic can suggest hospitals/private practitioners to be visited by the beneficiary for further clinical advice.
  - The paramedic 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 counselling, 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 as per the roaster. Task is generated for the concerned doctor.
  - The doctor then tries to provide the relevant information, counselling or advice to the beneficiary.
  - It should be possible to have Simultaneous calling option on Doctor's contact number.
  - It should be possible to send Alerts to Doctors on SMS of various tasks.

✓ If the beneficiary seeks information regarding medical facility, call centre executive provides data on the same such as -
  - Advice regarding hospitals.
  - Advice regarding Lab facilities.
  - Advice regarding Nursing care.
  - Advice regarding Psychiatric problem.
  - Advice regarding Blood SHSBs.

- o Advice regarding Eye SHSBs.
- o Advice regarding Mother Care.
- o Advice regarding Child Care.
- o Advice regarding long term diseases.
- ✓ If the beneficiary wishes to register complaints, a complaint is registered and a unique complaint registration number is given to the beneficiary. This information is sent to complainant and action taking authority based on the resolution matrix. Action taken authority can take action and update the status through web portal or by calling the call centre. In case the complaint is not resolved in the given timeline, it automatically gets escalated to next level. For Grievance Redress also a proper escalation hierarchy should be followed as per SOP given by SHSB
- ✓ Feedback on the service is collected from the beneficiary

12.3. Specifications

a. The call centre should maintain a call closure rate of 100%, which will be sent to SHSB on regular basis.

b. The successful bidder shall ensure and enter into specific agreements related to complete security of information, database and the behaviour of its employees while answering the calls.

c. The Call Centre shall have the facility of handling telephone lines from more than one telecom operator in future. It should also have the capability of Call Holding and Skill-based Call Routing facilities. It shall also bear the Internet charges incurred by the Call Centre.

d. The successful bidder would engage at least one in-charge per shift, who would be fully conversant with all aspects of the Helpline processes and subject matter.

e. The Call Centre executives would record the name, address, contact details, queries, disease type, reply to the query by the call centre, escalation details etc. in a suitable format which is approved by the SHSB. In case of a repeat call by a caller, the name and other personal details of the caller shall be retrieved from the database automatically after entering the telephone/mobile number of the caller.

f. Calls will be answered within 3-5 rings with hold time not more than 10 seconds.

g. The Call Detail Database containing the information about the personal details of the callers, queries raised, answers given, etc. shall be maintained on a web enabled database which can be accessed from anywhere on the web by authorized users.

12.4. Quality assurance in operations

- **Call Recording and Monitoring**

  All calls received by the paramedics/call centre executives will be recorded using the "state of the art technology", enabling electronic transfer of the recorded calls (*.mp3 files) to the SHSB upon request. Such calls will also be used for paramedic training & coaching for which supervisor will listen to calls for improving the performance of paramedics. These recording shall be preserved for minimum twenty four (24) months.

- **Call Verification**

  Calls will be made available at all times to the SHSB staff for any necessary due diligence.

12.5. IT Infrastructure Standards

The software developed/customized for the system shall be audited by the agency from a security & controls perspective. Such audit shall also include the IT infrastructure and network

deployed for system. Following are the broad activities to be performed by the Agency as part of the security review. The security review shall subject the system for the following activities:

- Audit of Network, Server and Application security mechanisms
- Assessment of authentication mechanism provided in the application/components/ modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc.

12.6. Backup services

a. Successful 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 Call Centre operations need to be backed up daily & need to be handed over to the SHSB on a monthly basis using storage media.

c. It will be the duty of successful bidder to secure permissions required for providing the services with access to the databases etc.

d. The successful bidder should provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.

12.7. Reporting Requirements

The following daily and monthly trending reports must be provided by the successful bidder:

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)
o) Executive Hours Report
p) Staffing Distribution Report
q) Number of instances the operator found busy
r) Calls made / referred to stakeholder institutions
s) Call type
t) Development of suitable Management Information System (MIS) for reporting periodical progress in redress of public grievances

u) Category/Sub-Category-wise complaint registration/resolution status

v) Category/Sub-Category-wise Complaint escalation status

w) Area wise disease / problem based analytical report on monthly/ Quarterly basis based on call data base. Prepare and submit disease/problem based schematic maps for districts/groups of districts

x) Any other report as requested by SHSB

13. DURATION OF THE PROJECT

The contract period is initially for five years and may be extended for next three years based on performance and availability of resources.

14. Roles and Responsibilities

14.1. State Health Society, Bihar

- **Facilitate identification and handover of suitable premises for the call centre**
- The three digit number for call centre shall be provided at the time of implementation.
- Procurement of telephone & PRI lines in the department name
- Validate the algorithm that will be used by the successful bidder for medical triage.
- Facilitate the availability of data of all health care service providers, health care facilities and diagnostic facilities in the public health domain
- Audit and conduct inspections
- Designate a person to be as a single point of contact
- Payment of toll-free shall be done by the SHSB.

14.2. Successful Bidder

- Renovate the premises for running the call centre as per specifications provided by SHSB.
- The paramedics appointed by the successful bidder must possess the minimum qualifications as specified in the RFP.
- Plan, launch, operate and monitor the 24X7 hour call centre.
- Procure all the required equipment, software etc. required for the helpline.
- Routine report on the regularity of the service, adherence to service level parameters, manage the data and providing analytics as required
- Provide application software including triaging software, algorithms/ protocols. Software specifically required for Health information help line which includes Scope of Work and also has the provision for up-gradation/ addition as per SHSB's directions/requirements in future. The software so developed/purchased will essentially be licensed in the name of State Health Society, Bihar.
- Provide Customized Complete Solution for Call Centre with detailed Specifications of Hardware & Software.
- Implement, operate and maintain Ambulance Tracking System by procuring necessary hardware and software as per the RFP.
- The successful bidder will be responsible for rendering the services from the inbound call centre. All costs related to the establishment, operation and maintenance of this call centre will be borne by the successful bidder. The bidder will be solely responsible for obtaining all statutory approvals required for operating such a service. It may request Government assistance for such approvals if required.

- The successful bidder will engage competent and efficient staff to run the centre in full capacity. The department reserves the right to conduct inspection of any employee and call centre at any time.
- Create systems to ensure secure storing of data captured during the calls.
- Design an online reporting dashboard for different levels of officials with appropriate security; the concerned officials should be able to access and analyse these reports and graphics through her/his computer from anywhere
- Create appropriate operational measures to evaluate and report on the efficiency of the health helpline at pre-agreed intervals
- Obtain all statutory approvals required for operating such a service. It may request Government assistance for such approvals if required.
- Engage adequate staff to operate the call centre in accordance with the SLAs.
- Appoint a person to be the nodal point for coordinating with the State Health Society, Bihar.
- Ensure compliance of the extant labour laws in Bihar.
- Put in place adequate and effective mechanisms to deal with complaints of sexual harassment of women at workplace.
- Responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- The successful bidder is required to do all prior work of installing the required hardware & software, recruitment and training of paramedics, test dialling etc. in 45 days' time from the date of award of contract to them and should start operations within this period.
- Set up Call Centre & commence services within 45 days of signing of agreement including the following:
    - Put in place, standardized and validated algorithms and disease summaries that cover major prevalent diseases in India, for using in medical triage.
    - Customize the IT Solution to meet the local language needs in the State of Bihar.
    - The bidder will ensure necessary power backup.
    - Recruit, train and induct necessary para medical and technical resources.
- Responsible for program management activities like coordinating with the Govt. Departments / offices (for information) and telecom service providers for smooth running of the operations.
- Ensure adequate training of the staff in organizational behaviour so that it is fully courteous and is full of enthusiasm while at work.
- Ensure necessary power backup for uninterrupted service
- Recruit, train and induct necessary medical, para medical and technical resources.
- Conduct Research and Analysis of data generated and furnish the conclusions to designated SHSB officials as on required basis.
- Provide all call-logs, voice-logs, voice recordings and other necessary details as and when required by Govt. of Bihar.
- Manage the data generated through fail proof Data Storage System and arrange for furnishing of Daily Reports to designated SHSB/Health Department Officials.
- Conduct Research and Analysis of data generated and furnish the conclusions to designated SHSB/Health Dept. Officials as on required basis.
- Insure assets from a public limited company approved by IRDA.

- The successful bidder will abide by the workplace safety measures prevalent in India and will need to upgrade their facility/service in case of changes in rules prevalent in the state or country. Government will not be responsible for any accidents or loss of life caused by the bidder's negligence. The successful bidder will also have to pay for all indemnities arising from such incidents and will not hold SHSB/Department of Health responsible or obligated.
- 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.

15. ELIGIBILTY CRITERIA

15.1. The invitation for bids is open to all entities registered in India who fulfil prequalification criteria as specified below.

15.2. Consortium of bidders is not allowed to participate in the bid.

15.3. Projects executed for bidder's own or bidder's group of companies shall not be considered.

15.4. The Bidders shall satisfy all of the criteria below:

For each category of pre-qualification criteria, the documentary evidence is to be produced with prequalification / 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 should be established IT Services/Consulting Company registered under Companies Act 1956 and should have been in operation for a period of at least 5 years as on March 31, 2014.	Copy of the Certificate of Incorporation issued by the Registrar of Companies.
2.	The Bidder 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 company.	Audited Balance sheet and Profit & Loss Account
3.	Net worth of the bidder should be at least INR 2 Crores as on March 31, 2013.	Certificate from the Chartered Accountant.
4.	The bidder should have experience of implementation and running at least two (2) call centres for Central Govt. / State Govt. / PSUs with minimum thirty (30) seats in the last five years.	Copy of work order and experience certificate from the employer.
5.	Bidder will provide scanned copies of (i) PAN card (ii) Service Tax Registration Certificate and (iii) Sales Tax / VAT certificate along with income tax return of last three assessment years (FY 2010-11, 2011-12 and 2012-13).	Copies of: ▪ PAN card ▪ Service Tax Registration Certificate ▪ Sales Tax or VAT certificate ▪ Copy of Income Tax Return filled by bidder in last 3 Financial Years
6.	The bidder must have cleared up-to-date VAT/Service Tax dues.	The latest copy of VAT returns submitted by the bidder; AND The latest copy of Service Tax returns submitted by the bidder
7.	The bidder must have been assessed and must possess a valid ISO/IEC 27001:2013 or above certificate as on the date of submission of proposal.	Copy of ISO/IEC 27001:2013 Certificate
8.	Declaration of Anti-collusion Bidding	Declaration of Anti-collusion Bidding as given in the RFP
9.	Bidders 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	Self-declaration by the bidder in the format given in the RFP

Sr.	Eligibility Criteria	Supporting Document
	for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason during the past 5 years	
10.	Breach of general or specific instructions for bidding, general and special conditions of contract with the Purchaser or any other Department/ Agency/ Undertaking or Company under the control of Government of Bihar or Government of India, during the past 5 years may make a company ineligible to participate in the bidding process.	Self-declaration by the bidder on the letter head duly signed by the Authorised Signatory
11.	Submission of Power of Attorney for signing the bid, letters etc. on behalf of the bidder	Power of Attorney to be provided as per the format given in the RFP

16. SUBMISSION OF & EVALUATION OF THE PROPOSAL

16.1. Submission of Proposal

Bids submitted through e-mail or fax or some other means will not be considered.

- The rate/price must be clearly written, or typed, in the bid format on the same sheet or on the bidder's sheet in the format provided without any alterations or overwriting in the rate/price. In case of any unavoidable alterations/overwriting the full signature of the bidder should be put next to such alterations/overwriting clearly indicating the changed rate/price.
- Each of the pages of this Tender Document (both the Original and the Duplicate) may be duly signed by the Bidder and the firm/company's rubber stamp be put below the signature.
- The price quoted by the bidder in the price bid shall be firm and fixed during the period and shall not be subject to any variation or escalation whatsoever, on any account.
- Price shall be quoted only in Indian Rupees.
- Price quoted shall include all applicable taxes, duties, etc. and as per format enclosed.
- In the event of any increase or decrease in the rate of taxes due to any statutory notification/s during the Term of the Agreement, the consequential effect shall be to the account of the Successful Bidder. However, this will exclude Service Tax wherein any increase or decrease shall be to the account of SHSB.

The Proposal shall be submitted in sealed envelopes as marked below. Bidder shall submit its proposal in the following covers:

- **Envelope 1** – "**Technical Proposal** for Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline, State Health Society Bihar (SHSB)"
- **Envelope 2** – "**Financial Proposal** for Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline, State Health Society Bihar (SHSB)"
- **Envelope 3** – **Bid security** in the form of Demand Draft

The information "Technical Proposal" and "Financial Proposal" should be specifically mentioned on the cover of respective envelopes. The format of covering letter for technical and financial proposal is given in RFP.

All parts of the Proposal (sealed Envelope 1, 2 and 3) marked as above, shall be placed in a sealed outer envelope or a box, with the following inscription:

"**Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline, State Health Society Bihar (SHSB)"**

Submitted by: _____ (Name & address of the company)

Bidder can submit the Proposal by registered post/courier or submit the same in person, so as to reach the designated address by the time and date stipulated. No delay in the submission of the Proposal for any reason will be entertained. Any Proposal received by SHSB after the deadline for submission of the Proposals stipulated, shall not be opened.

16.2. Evaluation Method

The detailed evaluation methods for Technical and Financial proposal are specified below.

16.2.1. Evaluation of Technical Proposal

Technical proposals of all bidders which meet the basic requirements (i.e. timely submission, bid security, sealing of application etc.) would be taken up for evaluation as per the technical bid evaluation criteria. All bidder scoring 60 or above marks would be technically qualified and would only move into the next stage of financial evaluation. The technical evaluation shall be carried out on the following criteria:

Detailed Evaluation:

Sr.	Parameter	Max. Marks
1.	**Agency's Background and Experience**	**60**
a.	Bidder's experience of implementing/ running call centre for Central Gov./State Gov./PSU sector with minimum 30 seats - ▪ 2 – 5 Projects: 70% ▪ 6 – 8 Projects: 90% ▪ More than 8 Projects: 100%	30
b.	Previous experience in implementing medical triage solutions ▪ 1 project: 70% ▪ 2 projects: 90 % ▪ 3 projects: 100 %	10
c.	Bidder's combined turnover from Call Centre operations for financial year 2010-2011, 2011-12 and 2012-13 - Up-to 5 crores: 60% > 5 – 7 crores: 70% > 7 – 10 crores: 90% > 10 crores: 100%	20
2.	**Technical Solution** ▪ Approach and Methodology ▪ Project Implementation Plan ▪ Call Centre Architecture ▪ Salient features of proposed solution ▪ Work Plan ▪ SLA Measurement ▪ Capacity Building ▪ Scalability of Hardware ▪ Time Management & Efficiency	**25**
3.	**ISO 9001:2013 or above certification**	**5**
4.	**Call Centre Manager** ▪ MBA (Operations/IT/Systems) / MCA / MS (IT/Software Systems / Computer Science) – 5 ▪ Relevant experience of 8 or more years – 4 ▪ PMP/PRINCE 2 Certification - 1	**10**

Evaluation would be done the basis of supporting documents submitted along with the technical proposal.

16.2.2. Evaluation of Financial Proposal

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.

16.2.3. Final Evaluation

Final selection of the agency shall be as per **Least Cost Selection (LCS)** method. The contract shall be awarded to the bidder who quotes minimum for providing the services as per the scope of work and SLA mentioned in the RFP.

The SHSB reserves the right to accept or reject any tender and can partially accept any or all the quotations received, without assigning any reason whatsoever.

16.2.4. Return of Earnest Money Deposit

The Earnest Money Deposits (EMDs) of the unsuccessful bidders will be returned to them within 30 days after issuance of the work order to the successful bidder(s).

16.2.5. Rejection of incomplete and conditional bids

Incomplete bids, conditional bids, and bids not conforming to the terms and conditions are liable for rejection by SHSB.

16.2.6. LAST DATE OF SUBMISSION OF PROPOSAL

The Proposals must be received / submitted not later than **September 22, 2014 15:00 hrs.** for the **Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline, State Health Society Bihar (SHSB)** at the following address:

Executive Director
State Health Society, Bihar
Pariwar Kalyan Bhawan, Sheikhpura, Patna – 800 014

16.2.7. DATE OF PROPOSAL OPENING

The technical proposal will be opened for evaluation on the Proposal Submission on **September 22, 2014** at 16:00 hours in the Conference Hall, State Health Society. The authorized representatives of the bidders may choose to attend the proposal opening. The authorized representatives must carry authorization letter, if they wish to attend the proposal opening.

16.2.8. PERIOD OF VALIDITY OF FINANCIAL PROPOSAL

The offers quoting rates, terms and conditions shall remain valid initially for one year from the date of opening of the technical bid for award of the contract which can be extended further for at the sole discretion of Executive Director, SHSB.

17. PAYMENT TERMS AND SCHEDULE

The payment shall be made on monthly basis against the services provided by the agency subject to the following terms and conditions:

1. The successful bidder shall submit its invoice to the SHSB.

2. If the government rules or orders require any other deductions to be made by the SHSB, the same would be decided by the ED, SHSB and his decision shall be final.

3. If a vendor fails to meet the criteria for minimum availability of Call Centre Professionals or any other requirement as mentioned in this tender document or normal practice in the trade and industry, or for any misconduct by any of its workers/employees/professionals during any time in a given month, the SHSB may at his sole discretion deduct up to 5% of the usual amount of payment (if full work is rendered for that month) for a month as penalty.

4. SHSB reserves the right to deduct amount from the bill as penalty if not meeting the SLAs.

SLA Measurement Tool:

SLA measurement tool shall be deployed to monitor service levels in delivering the services in respect of all deliverables covered under the scope of work detailed in the tender schedule.

All the Technical Support, Technical Maintenance, Up-gradation and services mentioned in the scope of work shall be incorporated in the SLAs at the time of agreement with penalties for delays apart from above indicated penalties.

The tool shall ensure smooth identification and facilitation of the resolution of incidents as they arise during the operations. The services shall be continuously monitored by IT – operations staff and system management tools. In case of exceptions, the responsible operation staffs are automatically notified. Monitoring is performed by the Service Provider on 24X7 basis and in case of any incidents (including those that may occur on non-working days), concerned IT staff and user groups shall be notified.

Basic service levels expected, and penalty in case of breach, which have to be measured through the SLA tool, are detailed below:

Parameter	Limit/Process	Method	Penalty if any
Average Handle Time (AHT)	< 200 sec	Automatic Call Distributor (ACD) report	
Average Time to answer a call	< 10 sec	ACD Report	1% of the monthly billing if exceeding 10 sec
Number of calls unanswered	Up-to 0.05%	ACD Report	0.5% of the monthly billing if exceeding 0.05%
Average wait time (AWT)	< 30 sec	ACD Report	1% of the monthly billing if exceeding 30 sec
Abandon rate	< 5%	ACD Report	1% of monthly billing if the abandon rate is >5% for the month
Uptime for Hardware	> 99%	Monthly hardware uptime report	1% of monthly billing if <99% for a month
Resolution for information calls	> 95 %	CRM reports	1% of monthly billing if < 95%
Call quality based on Sampling	> 95 %	Call recording	0.5% if quality is less 95 %

Parameter	Limit/Process	Method	Penalty if any
Security breach	NIL	Reports	2% of monthly billing for each instance
Short logins	> 99%	login database on daily basis	1% of monthly billed amount if less than 99%
Lease Line Uptime	> 99.5 %	Monthly report of Lease Line	0.5% of monthly billed amount if less than 99.5%

Penalties

In case of unsatisfactory services in any manner, notice will be issued for improvement in the service by the SHSB giving one week time. The SHSB may take action including termination with notice if the services are not improved within 7 days. Any appeal in this case shall lie with the ED, SHSB whose decision shall be final and binding.

- In case the infrastructure is not installed and ready for operations within 45 (forty) days from the date mentioned in the work order, a penalty shall be imposed at the rate of INR 10,000/- per day.

- In case there is a serious security breach or number of instances crosses more than 3 in a quarter, SHSB reserves the right to cancel the contract and impose hefty penalty on the successful bidder.

- In case successful bidder fails in delivery of satisfactory services and the Department manages for such services or part thereof, recovery of additional financial liability will be affected as risk and cost from the successful bidder.

- The SHSB will have the discretion to charge penalty at double the standard rate (as mentioned in above) for a particular SLA component in case it is not met for three or more months.

- The SHSB will have discretion to terminate the contract, in case the vendor earns penalty successively for five months for a particular SLA component, during the entire contract period. It is further be clarified that this right is the prerogative of the SHSB only.

- The Bank Guarantee may be invoked for unsatisfactory service provided to the SHSB after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the SHSB. The Security Deposit can be forfeited / invoked to set off claim of the SHSB for penalty.

- In the event of equipment/system failure, the successful bidder will be required to make alternate arrangements and ensure that the call centre runs uninterruptedly and smoothly. During the period of failure, the successful bidder shall make suitable arrangements as agreed with the SHSB.

- The successful bidder will provide a relevant tool to calculate all above performance parameters results of which may be vetted by the SHSB independently. In case, any inaccuracy is found in the results of the tool for any parameter, the SHSB may consider levying maximum penalty for that parameter.

- 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 service provider'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 15 day period ending on that day.

18. INSTRUCTION TO THE BIDDER

18.1. General

18.1.1.   In preparing their Proposals, bidders are expected to examine in detail the documents comprising this RFP Document. Material deficiencies in providing the information requested may result in rejection of a bidder. Bidders are requested to submit the proposal and all their correspondence in English.

18.1.2.   Bidders are advised that the Selection of Agency shall be on the basis of an evaluation by SHSB through a transparent selection process and as per State Govt. guidelines. Bidders will be deemed to have understood and agreed that no explanation or justification of any aspect of the Selection Process will be given and that SHSB's decisions are without any right of appeal whatsoever.

18.1.3.   Any entity which has been barred, by the Central / State Government in India or by any entity controlled by them, from participating in any project and the bar subsist as on the date of proposal submission due date, would not be eligible to submit a Proposal.

18.1.4.   Bidder shall be responsible for all of the costs associated with the preparation of its Proposal, Presentation to SHSB including visits to SHSB, etc. SHSB will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

18.1.5.   Bidders are expected to visit SHSB office to understand its functions, future plans, activities involved in performing day to day activities. This will facilitate the bidders in understanding the role and expectations from the Agency providing Call Centre Services and the same shall be kept in mind while proposing the team for these services.

18.1.6.   Strict adherence to formats, wherever specified, is required.

18.1.7.   All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also.

18.1.8.   No change in/or supplementary information shall be accepted once the RFP is submitted. However, SHSB reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by SHSB may be a ground for rejecting the RFP

18.1.9.   Mere submission of information does not entitle the Bidder to meet an eligibility criterion. SHSB reserve the right to vet and verify any or all information submitted by the Bidder.

18.1.10.   If any claim made or information provided by the Bidder in the RFP or information provided by the Bidder in response to any subsequent query by SHSB, is found to be incorrect or is a material misrepresentation of facts, then the RFP will be liable for rejection. Mere clerical errors or bona-fide mistakes may be treated as an exception at the sole discretion of SHSB if adequately satisfied.

18.2. Number of Applications

Each bidder is eligible to submit one proposal in the format prescribed in the RFP.

18.3. Proposal Validity

The Proposal shall remain valid for acceptance by the SHSB for a period of 120 days from the last date of submission of proposals. In case of need SHSB may request the bidders to extend the period of validity of their proposals on the same terms and conditions.

18.4. Pre-bid meeting

18.4.1.   To clarify and discuss issues with respect to the Project and the RFP, the SHSB shall hold a Pre-bid meeting.

18.4.2.   Prior to the Pre-bid meeting, the Bidders may submit a list of queries and propose deviations, if any, to the Project requirements and/or the Agreement. Bidders must formulate their queries and forward the same to SHSB as per the time schedule set out in the RFP Document ("Data Sheet"). The SHSB may, in its sole discretion or based on inputs provided by Bidders that it considers acceptable, amend the RFP.'

18.4.3.   Bidders may note that the SHSB will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders would have to be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP with all its contents. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

18.4.4.   The SHSB will endeavour to hold the Pre-bid meeting as per Bidding Schedule.

18.4.5.   Attendance of the Bidders at the Pre-Proposal meeting is not mandatory.

18.4.6.   Bidders can submit their queries through email, three days prior to the pre-bid meeting date. Enquiries, if any, can be sent at statehealth_society@yahoo.co.in and hmis@statehealthsocietybihar.org in following format in 'Excel' only –

<table>
<tr><td colspan="4" align="center">BIDDER'S REQUEST FOR CLARIFICATION</td></tr>
<tr><td colspan="2">Name of Organization submitting request</td><td colspan="2">Name, designation and contact number of person submitting request</td><td>Complete address of the organization including phone, fax and email points of contact</td></tr>
<tr><td colspan="2" rowspan="3"></td><td colspan="2" rowspan="3"></td><td>Tel:</td></tr>
<tr><td>e-Mail:</td></tr>
<tr><td>FAX:</td></tr>
<tr><td>Sr.</td><td>Bidding Document Reference(s) (section number/ page)</td><td>Content of RFP requiring clarification</td><td>Points of clarification</td></tr>
<tr><td>1.</td><td></td><td></td><td></td></tr>
<tr><td>2.</td><td></td><td></td><td></td></tr>
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18.4.7.   All communication seeking clarifications pertaining to the RFP document, if any, should reach the designated official three days prior to Pre-bid meeting date. Any communication received after the due date will not be entertained.

18.4.8.   SHSB shall endeavour to clarify the queries to all the bidders by posting clarification on the SHSB web site, www.statehealthsocietybihar.org (under tender section) within a week time, without identifying the party seeking the clarifications.

18.5. Amendment of RFP

At any time prior to the Proposal Due Date, SHSB for any reason, whether on its own initiative or in response to clarifications requested by a prospective bidder may modify and/or amend the RFP Document or part thereof by the issuance of an amendment.

Any amendment thus issued shall form a part of the RFP Document and shall be communicated through SHSB Website.

To give the prospective bidders reasonable time in which to take such amendments/modifications into account for preparing their Proposals, SHSB reserves the right to extend the Proposal Due Date.

18.6. Proposal Requirement

Responses to all proposal requirements must be addressed in the Technical Proposal. The Technical Proposal consists of a narrative description of how the bidder will manage all aspects of the call centre described in Terms of Reference. Bidders may provide additional information or recommendations relevant for consideration in the SHSB's determination of award of the contract.

Technical proposals must be organized into the following sections:

Section 1: Organizational Background and Experience

a. Bidders should describe the background, experience, and structure that qualify the bidder to undertake the functions and activities required in the RFP.

b. Bidders should include a description of current contracts and responsibilities including a description of experience and/or current contracts of public health and/or health care nature, number and type of employees and sizes and description of customer base.

c. Bidders must provide a list of two current or former clients who can be contacted for references regarding the bidder's provision of services similar to those required in this RFP. The list should include a name, address, telephone number and e-mail address for someone in that agency with sufficient authority to provide information and references to the SHSB.

d. Bidders must provide a list of call centres that the bidder has managed within the last five years.

Section 2: Staff Qualifications

a) Demonstrate that the call centre will be administered and managed with qualified management staff. This must include an organizational chart and narrative outlining the roles and responsibilities of the Program Manager and other key staff. CVs of key staff must be included in the prescribed format only. The numbers and types of staff for each component/function must be identified. Describe any unique staff qualifications such as education and/or experience that would serve the needs of the Department in a public health emergency.

b) Provide the proposed training strategy to train new staff and maintain continuing education, or refresher training, for existing staff. Describe the confidentiality policy and include an explanation of staff training in confidentiality.

c) Describe how on-going training for operators will be accomplished with rapidly changing "Question and Answer" scripts.

d) Submit information that demonstrates the bidder's ability to dedicate the necessary resources required to provide the requested services.

Section 3: Software solution proposed by the bidder for the Grievance Redress, Tele-triage Solution and Ambulance Tracking System & its salient features

Salient features of proposed solution, solution architecture, Provide a summary on indigenous tele-triage algorithms, customization requirement etc.

Section 4: Proposed Approach and Methodology

Provide a completed work plan outlining the implementation of this project. In all sections below, the bidder must address in detail how they will address all the program requirements included in the Terms of Reference.

Describe bidder's proposed computer and data system, including hardware and software used for each type of major function.

a. Accessibility and Staffing
1. Describe how the call centre will operate on a continual basis, 24 hours a day, 7 days a week, 365 days a year.
2. Describe how the bidder will set-up and operationalize the call centre operation to fully operational status in 45 days of singing of contract.
3. Describe approximately how many calls the bidder can handle per hour if each call lasts 3-4 minutes.
4. Describe how the call centre will be accessible to all persons throughout the state.
5. Describe how the bidder will ensure sufficient numbers of English and Hindi speaking staff during all hours of call centre operation.
6. Describe staff training and how the bidder will ensure that operators are culturally competent, have sufficient oral and written communication skills, and have the ability to handle inquiries and requests from callers in a courteous and professional manner, including calls received in crisis situations and/or from irate callers.

b. Integrated Voice Response Systems
Describe the integrated voice response (IVR) system. Describe how it would operate including the routing system for obtaining automated educational messages/answers to frequently asked questions and the capability to default to live operators.

c. Response Times
Describe how the bidder will ensure the timely answering of all calls and access to a live operator. Describe bidder's anticipated experience with blocked and abandoned calls.

d. Caller Assistance/Information Dissemination
Describe how the bidder will provide continually updated information contained in the SHSB provided "Question and Answer" script to operators and link callers to service providers, if needed and directed by the Department.

e. Caller Database: Maintenance and Data Reporting
1. Describe the bidder's ability to utilize a standardized database to record data on each caller and export the raw data into a delimited flat file, spreadsheet software, such as Microsoft Excel. Attest that the bidder will collect all required information on each call.
2. Describe the bidder's ability to produce reports at required intervals.

f. Management Reports
1. Describe the bidder's capability to submit detailed management reports on each call, as well as summary reports.
2. ii. Describe the quality control measures in place to assure accuracy and timeliness of all reports.

g. Quality Assurance and Improvement

Describe how the Department will be kept informed about questions from callers that the "Question and Answer" script does not answer.

Attest to how customer complaints, compliments and other service related comments/suggestions and protocol will be handled, as well as complaint follow-up.

Describe how the bidder will assess performance of call centre services, staff training, and reporting to the Department.

18.7. Association of consultants

Association with other agency/firms/consultants as Associates or Joint Venture arrangement or Consortium or a sub-consultant for this assignment are not allowed under the assignment.

18.8. Conflict of Interest

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the selection process. Any bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, SHSB shall be entitled to forfeit and appropriate the Bid Security as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the SHSB and not by way of penalty for, inter alia, the time, cost and effort of the SHSB, including consideration of such bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to SHSB under the agreement or otherwise.

18.9. Fraud and Corrupt Practices

Bidders and their respective officers, employees, executives shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained herein, SHSB may reject a proposal without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an executive, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the selection process.

Without prejudice to the rights of SHSB hereinabove, if the bidder is found by SHSB to have directly or indirectly or through an executive, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, such bidder shall not be eligible to participate in any of EOI/ RFP issued by SHSB during a period of 5 (five) years from the date such bidder is found by SHSB to have directly or indirectly or through an executive, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be. For the purposes of this, the following terms shall have the meaning hereinafter respectively assigned to them:

a. "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the selection process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the SHSB who is or has been associated in any manner, directly or indirectly, with the selection process or the LOA or has dealt with matters concerning the agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official

resigns or retires from or otherwise ceases to be in the service of the SHSB, shall be deemed to constitute influencing the actions of a person connected with the selection process); or (ii) engaging in any manner whatsoever, whether during the selection process or after the issue of the LOA or after the execution of the agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the agreement, who at any time has been or is a legal, financial or technical adviser of the SHSB in relation to any matter concerning the Project;

b. "**fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the selection process;

c. "**coercive practice**" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the selection process;

d. "**undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the SHSB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or (ii) having a Conflict of Interest; and

e. "**restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the selection process.

18.10. Award of Contract

Once the successful bidder has successfully negotiated with the government and agreed to undertake the project, a letter of acceptance would be sent to the bidder and it will have to execute a contract with the government within 15 days of receiving the letter. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral parts of the contract. The successful bidder would be provided services for a period of 5 years with a possibility of extension for another 3 years based on the performance of the successful bidder and availability of resources.

18.11. Commencement of Services

The Successful Bidder shall commence the service only after the issue of the Letter of Commencement by the SHSB allowing the successful bidder to commence activities envisaged under the RFP. Letter of Commencement shall be issued subject to following confirmations:

a. Call Centre and all other infrastructure are equipped and complete in all respects as per the terms and conditions mentions in this RFP.

b. All statutory requirements essential and necessary to run the service in the State of Bihar have been complied with.

The Successful Bidder shall start full operations of Call Centre within 45 days of signing of contract. Any exceptions may be approved and confirmed in writing from the SHSB to avoid penalty.

19. GENERAL CONDITIONS OF CONTRACT (GCC)

19.1. Use of Contract Documents and Information

a. The selected Service Provider shall not, without department's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished for operations of call centre or for the knowledge of paramedics in performance of the contract. The disclosure to any such employed person shall be made in confidence and extend only as far as may be necessary for purposes of such performance.

b. Any document, other than the contract itself, given to the successful bidder shall remain the property of department and shall be returned (in all copies) to the Department on completion of the Service Provider's performance under the contract.

19.2. Performance Security

The Agency will furnish within 10 days of the issue of Letter of Acceptance (LOA) for a project specific contract, an Account Payee Demand Draft/ Fixed Deposit Receipt/ Unconditional Bank Guarantee (in SHSB format)/ in favour of "**State Health Society Bihar**" payable at Patna, from any nationalized or scheduled commercial Bank in India for an amount of 10% of Contract value Performance Security valid for a period of one (1) year beyond the stipulated date of completion of services. The Bank Guarantee will be released after one year of successful completion of the assignment.

19.3. Notice

Any notice given by one party to the other pursuant to this bid shall be sent to the other party in writing to the other party's address. A notice shall be effective from the date when Notice in writing is delivered or tendered or affixed at a conspicuous place, whichever is earlier.

19.4. Payments

The payments shall be made on monthly basis and as per the provisions of agreement and RFP.

19.5. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Patna only.

19.6. Termination for Default

The Department may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the contract in whole or part:

a. If the successful bidder fails to deliver any or all of the services within the period(s) specified in the contract

b. If the successful bidder, in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Without prejudice to the rights of SHSB hereinabove, if the bidder is found by SHSB to have directly or indirectly or through an executive, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, such bidder shall not be eligible to participate in any of EOI/ RFP issued by SHSB during a period of 5 (five) years from the date such bidder is found by SHSB to have directly or indirectly or through an executive, engaged or indulged in any corrupt practice,

fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be. For the purposes of this, the following terms shall have the meaning hereinafter respectively assigned to them:

   a. "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the selection process or during execution of contract

   b. "**fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the selection process or execution of the contract;

   c. "**coercive practice**" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the selection process or execution of the contract;

   d. "**undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the SHSB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process or during execution of contract; or (ii) having a Conflict of Interest.

19.7. Confidentiality

Information relating to the examination, clarification, evaluation for selection, and recommendation of the preferred bidder/ successful bidder shall not be disclosed to any person who is officially not concerned with the process or is not a retained professional advisor advising SHSB in relation to, or matters arising out of, or concerning the process. SHSB shall treat all information submitted as part of Proposal as confidential and shall require all those who have access to such material to treat the same in confidence. SHSB shall not divulge any such information unless it is ordered to do so by any authority that has power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or SHSB.

The successful bidder shall maintain full confidentiality of the data supplied while answering customer queries/complaints. Under no circumstances will the successful bidder divulge/reveal/share such data for the purpose other than for meeting the SHSB's requirement. Any violation of this confidentiality clause may result in instant termination of the contract and the successful bidder shall pay liquidated damage of IRN 50, 00, 000/- (Rupees Fifty Lacs) to the SHSB and the SHSB shall reserve the right to blacklist the service provider for any future contracts. The decision of the SHSB shall be final in this regard and binding on the successful bidder.

19.8. Litigation History

Any entity which has been barred/blacklisted by the Central/ State Government, or any entity controlled by it, from participating in any assignment/ project, and the bar subsists as on the date of Application (even if the litigation is pending on the same dispute (barred / blacklisted) under the jurisdiction / arbitration/ laws), would not be eligible to submit Application, either individually or as an associate.

19.9. Force Majeure

   a. Notwithstanding the provisions of Termination for Default and Penalty clauses, the service provider shall not be liable for forfeiture of its Security Deposit, penalty or termination for

default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of force majeure.

b. Force majeure shall mean and be limited to the following:
- War / hostilities
- Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the successful bidder.

c. The successful bidder shall advise the SHSB by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such force majeure conditions. In the event of the delay lasting for over two months, if arising out of causes of force majeure, the Department reserves the right to cancel the order.

d. The completion period may be extended in circumstances relating to force majeure by the SHSB. The successful bidder shall not claim any further extension for the completion of work. The SHSB shall not be liable to pay extra costs under any conditions.

e. The bidder shall categorically specify the extent of force majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any force majeure cause, the bidder shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the bidder without being subject to price reduction for delayed delivery, as stated elsewhere.

f. It will be prerogative of the SHSB to take the decision on force majeure conditions and the Department's decision will be binding on the bidder.

19.10. CONTENT MANAGEMENT

The selected bidder and their personnel shall not either during the term or after expiration of the contract disclose any proprietary or confidential information related to Call Centre services (data/information/query handled) during the assignment. SHSB will have full right to counter check these activities and authenticity while handling/taking over the all information/Data related to Call Centre (till last date of assignment) with the CRM software used by bidder to the SHSB official authorize by ED, SHSB. The process of handover should be completed within 7 days after termination of contract for providing Call Centre Services.

After verification of the same and satisfaction of SHSB, performance Bank guarantee will be released to the bidder.

19.11. ARBITRATION

If the parties are unable to resolve the Dispute by way of amicable settlement in accordance as above, the parties shall refer such Dispute for Arbitration. Any dispute or difference of any nature whatsoever or regarding any right, liability, act, omission or account of any of the parties hereto arising out of or in relation to this Agreement shall be referred to the Sole Arbitrator appointed by the Executive Director, State Health Society, Bihar or some other official [s] of the SHSB/ Department of Health who may be nominated by the Executive Director. The Selected bidder will not be entitled to raise any objection to any such Arbitrator on the ground that the Arbitrator is an official of the SHSB/Department of Health or that he has to deal with the matters to which the contract relates or that in the course of his duties as an SHSB official of the SHSB he

had expressed views on all or any of the matters in dispute or difference. In the event of the Arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, the Executive Director as aforesaid at the time of such transfer, vacation of office or inability to act, shall designate another person to act as Arbitrator in accordance with the terms of the Agreement such person shall be entitled to proceed with the reference from the point at which it was left by his predecessor. It is also a term of this Agreement that person appointed by the Executive Director, SHSB as aforesaid shall act as Arbitrator as here under. The Award of the Arbitrator so appointed shall be final, conclusive and binding on all parties to the Agreement, subject to the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications/amendments of or re-enactment thereof and the rules made there under and for the time being in force shall apply to the Arbitration proceedings under this clause.

The Award shall be made in writing within three months after entering upon the reference or within such extended time with mutual consent of the parties as the Sole Arbitrator shall by writing under his own hands make.

The place of arbitration shall be Patna only. The language to be used in the arbitral proceedings shall be English. The dispute, controversy or claim shall be decided in accordance with the Indian Laws only.

Each Party shall bear the cost of preparing and presenting its own case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the arbitration award otherwise provides. The award of the arbitration panel shall be final and binding and neither Party shall be entitled to commence or maintain any action in a court of law upon the Dispute, except for the enforcement of an arbitral award granted pursuant to this part.

19.12. Termination for Insolvency

The Department may at any time terminate the contract by giving written notice to the successful bidder, if the successful bidder becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the SHSB.

TECHNICAL AND FINANCIAL SUBMISSION FORMS

Form Tech - I: Proposal Covering Letter
[On the Letter head of the Bidder]

Date:

To
The Executive Director
State Health Society, Bihar
Government of Bihar

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

Dear Sir / Madam,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal for the same.

We are submitting our Proposal in our own individual capacity without entering into any association / as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal you receive nor to select the Agency, without incurring any liability to the bidders. We acknowledge the right of SHSB to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to SHSB any additional information it may find necessary or require to supplement or authenticate the Proposal.

We certify that in the last five years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:
a. We have examined and have no reservations to the RFP Documents, including any Addendum issued by SHSB;
b. We have not directly or indirectly or through an executive engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with SDMC or any other public sector enterprise or any government, Central or State; and
c. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

d. We declare that We/any member of the company, are/is not a Member of a/any other company applying for Selection.

e. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the services for the Project or which relates to a grave offence that outrages the moral sense of the community.

f. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our member.

g. We further certify that no investigation by a regulatory authority is pending against us or against our CEO or any of our Directors/ Managers/ employees.

h. We hereby irrevocably waives any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by SHSB and / or the Government of Bihar in connection with the Selection of Agency or in connection with the Selection Process itself in respect of the above mentioned Project.

i. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, I/We shall have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened.

j. We agree to keep this offer valid for 120 days from the Proposal Due Date specified in RFP.

k. A Power of attorney in favour of the authorized signatory to sign and submit this Proposal and documents is also attached herewith in Form Tech- III.

l. In the event of my/our being selected, I/We agree to enter into an Agreement for the project awarded to us by the SHSB.

m. We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours sincerely,
Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Form TECH - II: ANTI COLLUSION CERTIFICATE
[On the Letter head of the Bidder]

Date:

To
The Executive Director
State Health Society, Bihar
Government of Bihar

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

We hereby certify and confirm that in the preparation and submission of our Proposal for "**Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline**" against the RFP issued by State Health Society, Government of Bihar, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this _____ Day of _____, 2014

For_____

(Name)
Authorized Signatory

Form TECH - III: 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 " **Selection of Agency for Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline**" 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 2014.

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.

Form TECH - IV: Format for Affidavit

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of INR 1000)

Affidavit

I, M/s...................................., (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 .... , 2014

Name of   the Applicant

…………………………

Signature   of   the Authorized Person

………………………… Name of the Authorized Person

Form TECH – V: Particulars of the Bidding Organization

Name and full address of the Company	
Details of Registered Office Address Telephone No(s) Fax No(s) E-mail address Company website	
Turn Over of the Company (in crores) 2010-11: 2011-12: 2012-13: **Average Annual Turnover:**	
Turn Over of the Company from Call Centre Operation (in crores) 2010-11: 2011-12: 2012-13: **Total:**	
Net worth of the Company (in crores)	
Income Tax Registration number (PAN)	
Service Tax Registration No.	
Whether Public limited company or private limited company(give details)	
Name and addresses and designation of the persons who will represent the Bidder while dealing with Directorate. (Attach letter of authority)	
Has the organization blacklisted by any state or central government entity or PSUs. If yes, kindly give details of the govt. entity and reason for blacklisting	
Details of ISO/IEC 27001:2013 Assessment	

(Authorised Signatory)

Name:_____

Designation & Authority:_____

Place:_____

Date:_____

Stamp:_____

Company Name:_____

Business Address:_____

Form TECH - VI: Past Experience

For each project being shown as relevant past experience of providing services being described in the RFP, please provide a profile based on the following template. Please provide only broad details of the projects:

Customer/client Name	
Name of the contact person from the client organization who can act as a reference with contact numbers	
Name	
Designation	
Address	
Mobile Number	
Contact Number	
eMail ID	
Project Details	
Project Title	
Start Date and End Date	
Current status (in progress / completed)	
Number of responding staff deployed on this project (peak time)	
Order value of the project (in rupees lakhs)	
Narrative description of project (Highlight the components / services involved in the project that are of similar nature to the project for which this tender is floated	
Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated	
Description of the key areas where significant contributions are made for the success of the project	
Order copies & Performance certificate received from client is attached with this statement	

Enclose copy of Customer satisfaction Certificate issued by the Employee in last 3 months or at the end of project whichever is earlier.

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

Form TECH – VII: Key Personnel

Using the format below, please provide the summary information on the profiles of personnel; you propose to include for evaluation and the roles they are expected to play in the project:

Sr.	Proposed role	No. of Resources	Area of Expertise	Key Responsibilities

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

Form TECH- VIII: CV of Key Personnel

Please provide detailed professional profiles of the staff proposed. The profile for a single staff member must not exceed two pages.

Description	Details
Name	
Designation	
Role proposed for	
Current responsibilities in the responding firm	
Total years of experience	
Total years of relevant experience	
Years of experience with the responding firm	
▪ Degree ▪ Academic institution graduated from ▪ Year of graduation ▪ Specialization(if any)	
Professional certifications (if any)	
Professional experience details(project wise) ▪ Project name ▪ Department/Government/client ▪ Key features in brief ▪ Location of the project ▪ Designation ▪ Role ▪ Responsibilities and activities ▪ Duration of the project	
Covering Letter: Summary of the Individual's experience which has direct relevance to the project (maximum 1 page)	

Each CV must be accompanied by the following undertaking from the staff member:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member]
Date:

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

Form TECH – IX: Undertaking on Service Level Agreement

(Company letterhead)

[Date]

To
The Executive Director
State Health Society, Bihar
Government of Bihar

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

Sir,

1. We do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to State Health Society, Bihar.
2. However, if the proposed resources are found to be not sufficient in meeting the Service Level requirements given by State Health Society, Bihar then we will augment the resources without any additional cost to the Society.

Yours faithfully,

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

Form TECH – X: Undertaking From OEM on Authorization of Use of their Products

(To be provided in original as part of Technical Proposal on letter head signed by the authorized representative of OEM in favour of 'bidder' for the RFP)

To
The Executive Director
State Health Society, Bihar
Government of Bihar

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

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of bidder> ("Bidder") have due authorization from us to bid and provide our products and services, to State Health Society, that are listed below as per Request for Proposal (RFP) document. The <name of Bidder> ("Bidder") is authorized for providing the Solution, Implementation, Training & Maintenance Services and Information Technology Infrastructure Services to SHSB on our behalf. We further endorse the warranty, contracting and licensing terms provided by Bidder to SHSB as per RFP terms.

1. Product / Component
a)
b)
c)
2. Product / Component
a)
b)
c)

We also certify that the equipment /system software provided by us are not end of life products and the maintenance support / updates / patches for the proposed products will be provided till the project period.

Date: SIGNATURE OF AUTHORISED PERSON
Place: FULL NAME OF SIGNATORY
                               DESIGNATION AND SEAL OF SIGNATORY

Date: COUNTERSIGNATURE OF BIDDER
Place: NAME
                               DESIGNATION AND SEAL

Form TECH - XI: Solution Information

Solution for Call Centre	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version and Year of Release	Original Supplier /OEM	Description (include major features/ services only)	O&M Support (Warranty/A TS/… as required as per RFP) Provided By	Reference in the submitted proposal (Please provide page numbers/section- number/volume)
Web server						
Application Server						
Grievance Redress Management						
Ambulance Tracking System						
Tele-Triage Solution						
CRM						
IVRS						
Database						
Operating System						
Reporting Engine						
Workflow Engine						
CMS						
Security						
Identity Management						
Audit						
Any Other Proposed						
Infrastructure Services						
EMS						
Backup Software						
Messaging Solution						
SMS Gateway						
Anti-Virus						
SAN Management Software						
Others (Insert each item in a separate row as required)						

Note: It is possible that Bidder has not suggested the solution as the above list is indicative only. In case any of the items is not provided, Bidder may indicate N/A in the corresponding cells.

Form TECH - XII: Bill of Material: Solution Information

Solution for Call Centre	Reference in the submitted proposal (Please provide page numbers/ section-number/ volume	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Unit of Measurement	Number of Licenses
Web server				
Application Server				
Grievance Redress Management				
Ambulance Tracking System				
Tele-Triage Solution				
CRM				
IVRS				
Database				
Operating System				
Reporting Engine				
Workflow Engine				
CMS				
Security				
Identity Management				
Audit				
Any Other Proposed				
Infrastructure Services				
EMS				
Backup Software				
SMS Gateway				
Anti-Virus				
SAN Management Software				
Any Other Proposed (Insert each item in a separate row as required)				

Note: It is possible that Bidder has not suggested the solution as the above list is indicative only. In case any of the items is not provided, Bidder may indicate N/A in the corresponding cells.

Form TECH - XIII: Bill of Material: Infrastructure

Technical Bill of Materials	Reference of the information in the Submitted Proposal (Please provide page number/ section-number /volume)	Services proposed to be hosted on the Server (if applicable)	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space,	Compliance as per the Specifications given in the RFP (Yes/No)
EPBX														
ACD														
Digital Voice Logger														
Hard Phone														
Headphone														
Blade Chassis / Enclosure														
Rack (42 U RACK with power distribution unit)														
Application Server														
Database Server														
Web Server														
Backup Server														
Access Control Server/ Single Sign On														
Antivirus Server														
SAN (External Storage) - List the total capacity offered on FC and SATA disks														
Tape Library														
Backup Media (Tape cartridge)														
SAN Switch														
Link Load Balancer														
Server Load Balancer														

Technical Bill of Materials	Reference of the information in the Submitted Proposal (Please provide page number/ section-number /volume)	Services proposed to be hosted on the Server (if applicable)	Quantity	Make and Model	Year of Introduction	Operating System along with version (if applicable)	Processor and Number of Cores Offered (if applicable)	Architecture (RISC/EPIC/CISC) (if applicable)	RAM (if applicable)	HDD (if applicable)	LAN Ports (if applicable)	HBA (if applicable)	Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space,	Compliance as per the Specifications given in the RFP (Yes/No)
Firewall														
UPS														
Desktop														
Laser Printer														
Others (Insert each item in a separate row as required)														

Form TECH - XIV: 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-800 014

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 INR (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 72 months from the date of its execution.

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 vendor and not withstanding 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 of ……………………..2014

Witness

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

(Official Address)   Designation with Bank

Form FIN I - Financial Proposal Covering Letter

(To be placed in the sealed cover containing financial bid)

[Location, Date]

To,
The Executive Director
State Health Society, Bihar
Pariwar Kalyan Bhawan, Shiekhpura, Patna - 14

Dear Sir,

We, the undersigned, offer to provide services **"Establishment, Operation and Maintenance of Toll Free Call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline"** in accordance with your Request for Proposal [--------*2014*] and our Technical Proposal. Our attached Financial Proposal is for the services to be provided for five years.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Data Sheet.

Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the contract, I/ We hereby propose to implement the project as described in the RFP document in conformity with the conditions of contract, technical aspects and the sums indicated in this financial proposal.

I/ We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations and conditions.

If our proposal is accepted, we undertake to deposit performance security deposit of 10% of project value within 10 days of issue of LoA.

I/ We agree to abide by this proposal/bid for a period of 120 days from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.

Unless and until the formal contract is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the Government of Bihar.

We submit the Schedule of Rate as appended herewith.

Yours faithfully

Name, Title and Signature of the Authorized Signatory

Seal of the Organization

Date: ……………………

Form FIN II - Summary of Costs

Sr.	Service	Cost per Seat per Shift (8 hours) per Month (excluding service tax)	
		Amount (Rs.)	In Words (Rs.)
1.	For **Establishment, Operation and Maintenance of Toll Free call Centre for Ambulance Services, Grievance Redress and Medical Advice Helpline** as detailed in the RFP		

Note:

1. The costs are inclusive of setting up costs of call centre like Hardware, Software, salary & allowances, recruitment & training, staff insurance & others, housekeeping, AMC of hardware, software, up-gradation of software, equipment, printing and stationary and all other miscellaneous expenses inclusive of all taxes (excluding service taxes), duties, fees etc.

2. In case number of seats are to be increased, it shall be done based on the cost per seat per shift (8 hours) per month quoted by the bidder.

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

Form FIN III - Details of Cost Estimate for Analysis
Fixed and Operational Cost for Call Centre for Five Years

Sr.	Particulars	Details	No.	Amount	Remarks
1.	Call centre Establishment				
2.	Call centre operation				
3.	Client Hardware				
4.	Server, Storage and Backup				
5.	Software*				
6.	Manpower				
7.	Ambulance Tracking System				
8.	SMS Gateway for 5 crores transaction SMSs				
9.	Out of the pocket expense				
10.	Others (please add one row each for additional heads)				

*- Give break-up for each category of software including database licenses separately

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

ANNEXURES

Annexure I: Functional & Technical Specification of Grievance Redress Application (GRA)

This section describes the technical and functional requirements of the GRA application and Web portal -

I. **General Requirements of the Application**

1.1. Application Modules should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server.

1.2. GRA should be based on open architecture and compliant with Service Oriented Architecture, with all the functions as natively integrated applications on a single interoperable open platform.

1.3. GRA should provide wide range of security features such as single sign-On (SSO), Multiple Authentication, Authorization and Integrated User management

1.4. GRA should have single sign-on access across applications and should be intuitive, with easy-to-use user interface that can be accessed via the web interface.

1.5. GRA application should have capability to compile reports using inbuilt tools.

1.6. GRA application should be easy to customize and configure workflow engine to customize the workflows.

1.7. Alert and alarms are to be generated automatically for informing persons concerned, over dashboard, reports and on their mobile phones as well as in the existing data management system. Users should be allowed to configure alerts as well as delivery systems within the application.

1.8. Mobile Application

1.8.1. Mobile applications for GRA shall be native mobile applications and shall be capable of working in offline mode.

1.8.2. Mobile application should work on Android (latest version of software) mobile phones/Tabs.

1.8.3. Web application should be compatible with all leading Web Browsers in India

1.8.4. Mobile application should be in Hindi

1.8.5. Mobile application should work in offline mode and data sync should be done automatically/manually whenever network is available

1.8.6. Mobile application and data available on the client infrastructure should be secure and encrypted.

1.8.7. Mobile application suite should provide the functionality to perform on demand Auditing and Monitoring of client synchronizations.

1.8.8. Mobile application solution should support both push and pull based synchronization methods

1.8.9. Mobile application solution components should support security standards for data at rest and Transport Layer Security for data movement on the air.

1.8.10. Mobile application solution should support remote provisioning and authentication of clients.

1.8.11. Mobile application solution should be designed and robust enough to work in a low bandwidth environment

1.8.12. Mobile application solution should work on all leading Broadband/GPRS/ CDMA/Cable based internet services

1.8.13. Mobile application should support integration with native device features like Camera, GPS, etc.

1.8.14. Mobile application should be able to utilize device specific UI features for providing rich user experience

1.8.15. Mobile application solution should support incremental only data transfer between client and server

1.8.16. Mobile application solution should be able to capture client last synchronization dates and ability to generates alerts and reports based on pre-defined rules

1.8.17. Mobile application solution should provide a certificate based authentication to assure client and server identities and trust relationship. So as to prevents eavesdropping, message tampering, forgery, and man-in-the-middle attacks.

1.8.18.   Mobile application shall have the ability to remotely update to the latest version.

1.8.19.   Mobile application should be able to work just as well with a slow internet connection as fast connection.

1.9. The workflow should be able to send notifications when manual intervention is required in a process

1.10.   System will allow the system administrator to maintain a list of privileges and assign, alter or revoke rights that may be view, add/create, edit/alter/update, delete/remove/archive to each form control of every user interface

1.11.   System should provide facility to impose mandatory requirement of password format, number of digits etc.

1.12.   System should provide facility so that; Passwords must be stored in encrypted forms by the system and these cannot be retrieved by the system administrator who may only reset the password

1.13.   System will display the list of users and allow each user to be assigned roles, privileges as well as alter or revoke them

1.14.   Solution should come with tools for data migration, upgrades etc.

1.15.   Solution should utilize modern workflow capabilities in streamlining interactions among functional processes.

1.16.   GRA should have ability to:

- o   Support configurable Password policies
- o   Support TCP/IP, HTTPS, HTTP c. Provide automatic time out for entry transaction
- o   Configure the number of permissible application log-in attempts
- o   Support role based access control

1.17.   Mobile and Web Application should enforce secure login as per the Login process, where users will have to authenticate his/her Username, Password to access the home page.

1.18.   System should provide the ability to securely access the application(s) from a remote location

1.19.   System should provide for online help, general information and instructions

1.20.   System should use standard drop-down lists wherever possible for standard values to be selected by the User

1.21.   System should have capability to cut/ paste/ format, etc. at a field level on the inputs screens, output screens, etc.

1.22.   System's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window

1.23.   System should have an ability to configure restricted and mandatory fields wherever relevant

1.24.   GRA applications should be able to connect to third-party products using standard protocols.

1.25.   System should at the time of input pre-fill the field with the next value in the restricted list that matches the characters which have already been entered

1.26.   System should include a calendar tool which can be used to graphically select a date when a date field is to be used

1.27.   System should have the functionality to:

- i.   Define user groups
- ii.   Define users
- iii.   Map users to groups
- iv.   Assign the users a role and privileges in the applications
- v.   Assign the menus/ forms/ functionalities in the system to the users / groups

     vi.   Grant / impose data-based access / restrictions to the user's

     vii.   Define menus and attach such menus to users/ groups

    viii.   Disable/re-enable users / groups from the system

     ix.   Disable / re-enable modules within application

1.28.   System should store all authentication credentials of users in an encrypted format

1.29.   System should allow administrator to forcibly log out users, in case needed

1.30.   System should provide the facility for recording of audit trail. System should maintain following categories of logs:

     I.   System access logs

     II.   System health logs

    III.   System error logs

1.31.   System should have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the system. An audit trail is a record of actions taken by either the user or the system triggers. This includes actions taken by users or Administrators, or actions initiated automatically by the system as a result of system parameters. All information related to all the actions (Create/read/Update/delete) with date and time, user details should be captured. Reports of audit trails should be provided.

1.32.   The solution should be based on open architecture and compliant with Service Oriented Architecture, with all the functions as natively integrated applications on a single interoperable open platform

1.33.   System should time-out after a stipulated period of idle time.

1.34.   Application shall have the capability to share data via API with other departmental databases.

1.35.   Web based application shall have a provision to export data in CSV, HTML, PDF and MS Word/Excel.

1.36.   Application shall be able to track the performance of each stakeholder based on pre-defined indicators.

1.37.   Application should have the provision to send an email or SMS to a user when a predefined parameter is met.

1.38.   Application will follow predefined logic, which governs the flow of questions, based on answers provided.

1.39.   Application shall have the ability to capture all data points in the protocol, including photographs, when prompted by the application.

Usability Requirements

a. System should be UNICODE compliant and should provide complete support for the Hindi and English language. It should be able to perform the necessary display, read, write, and update, query, generating data including all reports etc. operations in Hindi and English for all modules / functions.

b. Screen layout and designs, menu options, and other system formats etc., should be designed keeping in mind ease of use by the department staff.

c. Should allow only the authorized Department officials/ Vendor to update information obtained from the departments

d. Should be accessible to citizens, department officials, other government officials

e. Should not allow any user to upload information beyond his/ authorized sections

f. Should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.

2. Requirement for Web Portal for GRA

2.1. GRA portal would support bilingual versions in English and Hindi. Receipts/Certificate will be both in Hindi and English. The Hindi language implementation needs to be based on Unicode standards.

2.2. GRA portal should provide portal behaviour which is requested and expected from Web sites e.g. browser functionality, indexing by search engines, etc.

2.3. Simplifies the customization of the portal look and feel

2.4. Portals should be able to accomplish scalability and availability through load balancing and "fail-over" mechanisms.

2.5. Both hardware and software load balancing should be possible.

2.6. The portal should support multiple databases

2.7. The portal server should follow open standards

2.8. Portal should support task management through workflow automation.

2.9. Portal should support optimization techniques like caching.

2.10. Portal should support Unicode.

2.11. It should be possible to connect several systems to one portal environment and to use single sign-on to log onto these systems.

2.12. Portal should provide Web-based administration of the portal.

2.13. It should provide full text search.

2.14. It should provide indexing.

2.15. It should be able to search for patterns like date, telephone numbers or email addresses.

2.16. It should provide keyword search, semantic search and parametric search.

2.17. Features like Quick search, Advanced search and Search by relation should be supported

II. Functional Specification of Grievance Management Application

Sr.	Module	Requirement Description
1	GRA Purpose, Objectives and Scope	The system should make available, the entire data of all the complaints and the status of the complaints at any given time to departmental users/Citizens (through portal), through simple queries and aggregation, with the ability to search, filter and sort.
2		The system should facilitate DOH officials to report all the complaints received and processed by them, along with computation of TATs, and analysis on reasons for delay.
3		The system should facilitate citizens to file complaints/provide feedback on account of services provided by the DOH
4		The system should allow citizens to view and escalate the complaint to higher levels based on defined compliance rules
5		The system should ensure timely resolution of the complaints by allowing defined turnaround time (TAT) for different complaint types, and escalating issues that exceed expected resolution times.
6		The system should allow DOH to analyze the complaints with the help of ready to use MIS reports, queries and drill-down tabular reports & graphs, based on ageing combinations of: Complaint Category, division wise details, comparative charts, benchmarking amongst divisions etc.
7	Functional Architecture	The DOH grievance system should act as a centralized database system for all the grievances. GRA should accept the input in the following scenarios.

Sr.	Module	Requirement Description
8		Citizens lodge the complaint directly into the portal, which is downloaded by the DOH officials for further processing.
9		Complaints registered via e-mail, FAX, call, letter etc. should be registered through an appropriate interface in the application.
10		Complainants visit GRA to track the complaint Status
11	Functional Architecture (GRA Complaint Number Generation)	The token number should be generated for all complaints.
12		The unique number for complaints should be of the format -<source of complaint./<running serial number> /YY. The running serial number should be reset every year. This will ensure that the token number is always unique. It may be noted that a generic token number definition may be required, as a two letter code may be assigned for the division within the token number as a prefix. This is especially important as it may be desirable to keep running numbers for complaints within a division, yet be able to distinguish complaints at state level by division and year, as well as department. A minimum number of digits may also be specified for the complaint number (e.g. "001" and not 1).
13	Escalation	The system will escalate the complaint, in case it is not resolved in the specified time. However, the complainant may also choose to escalate, which can be allowed based on pre-defined rules.
14	User Profiles	The system should allow the citizens/Operators to - 1. Lodge complaints 2. Check status of complaints 3. Escalate complaints 4. Download registered complaints 5. Take print-out of complaints 6. Provide feedback on the resolution provided
15		The system should allow the DOH to - 1. Receive complaints 2. Process complaints 3. Upload complaints 4. Action on escalated complaints 5. Forward complaints 6. Generate MIS reports 7. Identify malicious / habitual complainants 8. Monitor functioning of the call center
16		The system should allow the DOH Grievance cell to - 1. Monitor escalated complaints 2. Analysis on the grievance 3. Analysis of grievance management of the Urban Sector 4. Analysis of grievance by geography, and classes of grievances 5. View grievance status and details 6. Perform trend analysis on the frequency, cause and repetitive nature of complaints.

17	Modules in GRA	The Grievance page will include the following :
		 1. Access to the Grievance input form
		 2. Upload / transfer of grievances to GRA portal
		 3. A fully functional dashboard, customized for the user location, division and access rights, will provide:
		    a. List of pending grievances, with provision to view, and update
		    b. Interface to see feedback from portal
		    c. MIS reports - service category-wise, service sub-category wise, overall, analytical reports, benchmarking of a particular division against others etc. Reports should have capabilities of graphical representations, aggregated tabular and drill down functionality

18		DOH's User Interface & Dashboard will include following features: 1. To escalate the grievances 2. To view and update status & comments of grievances 3. To be able to track and monitor the grievance handled by divisions 4. Detailed MIS Reports - overall, Division wise, benchmarking of Divisions amongst each other. Detailed report for each division

Sr.	Module	Requirement Description
		(as described above)
19		Citizens, Business, & other agencies
		1. Access to Grievance input form. An option to prevent multiple complaints for a single issue in a specific service area may also be considered for the complainant, based on authentication.
		2. Access to view status of complaints
		3. Access to escalate complaints
		4. Ability to provide additional information, if needed by DOH
		For all citizens,
		1. Basic statistics on department wise complaint inventory and resolution, average TATs, complaints types, and trends in complaint resolution.
20	Grievance Resolution Workflow	The status of the complaint should be REGISTERED & OPEN when the complaint is entered into the portal
21		The system should change the status of the complaint to REJECTED when the DOH rejects the complaint. An option of FORWARDED shall exist in case the complaint pertains to another service department / agency.
22		The system should change the status of the complaint to RESOLVED when the DOH resolves the complaint
23		An option to assign a complaint as "NON RESOLVABLE", with corresponding reason (any may be a date when the complaint may be resolved in the future), is required. This will be especially true in cases where capital expenditure or approvals are required for the provision of specific services in defined areas.
24		The system should change the status of the complaint to ESCALATED when the complaint is escalated manually or automatically.
25		The system should change the status to CLOSED when the request for closure is accepted by DOH. The final status – RESOLVED, NON-RESOLVABLE or REJECTED should also remain as a qualifier.
26		The system should change the status to REOPEN when the ESCALATED complaint is accepted by the DOH
27		The system should allow the complaint in the REOPEN state to be changed to RESOLVED, or any of the options listed above
28		The system should allow the status to INPUT PENDING FROM COMPLAINANT when the DOH sought information from the complainant
29		The system should change the status of the complaints in the RESOLVED or REJECTED state to CLOSED state if no action is taken on it for a stipulated time. The system shall send the reminders to concerned officers before taking any action. . The final status – RESOLVED, NON-RESOLVABLE or REJECTED should also remain as a qualifier.
30	Complaint registration	The system should allow citizens to enter the complaints directly into the portal.
31		The system should allow citizens to register themselves on the portal. Verification of users will be done through the mechanism of sending activation codes on mobile / e-mail. Password generation rules will need to be defined. Password will be stored as digest. Forgot password and standard web features shall be enabled.
		The system should keep the history of complaints/feedback registered/provided & subsequent resolution provided by the registered users.

Sr.	Module	Requirement Description
32		The system should allow citizens to lodge a complaint without even registering themselves on the portal.
33		The system should capture the following minimum details: - Complainant details including but not limited to name, address, district, block, panchayat, contact details, APL/BPL, profession etc. and complaint details including but not limited to complaint category/sub-category, first time complaint or escalation, type of complaint, details of complaint. System should allow the user to upload documents in .pdf, picture, .doc etc. format. In case the complaint is a repeat complaint, previous complaint details may also be captured.
34		The system should generate Unique ID on successful registration of the complaint
35		SMS/eMail should be sent to complainant, as well as the concerned officer of the DOH.
36		An SMS should be sent to the complainant with the registration code along with very brief summary of complaint.
37		A consolidated SMS should be sent to mid/senior level officers during working hours on a defined frequency. It may be noted that the status of all complaints will be available on-line.
38		The system should provide an interface to the DOH divisions/state office to view/download the complaints.
39	Complaint received by CGRC	The system should allow cell to login to the portal and lodge a complaint on behalf of the citizens based on the complaint received by them through call, letter, FAX, personal visit etc.
40	Escalation of complaint by System	The system should have an auto-escalation process, which would run on a scheduled basis
41	(Auto Escalation)	The auto-escalation process should search for complaints with REGISTERED status with update date of the complaint more than the number of days defined in the master and send the complaints to the escalation engine. The escalation engine may support multi-tier escalations, and will provide for confirmation of receipt of the complaint, as well as provision to escalate to officers with temporary charge in case the primary resource is absent / not available.
42	Escalation by DOH	The system should allow the DOH grievance cell to escalate the complaints from the user, and mark them as priority.
43		The system should mark the status of the complaints escalated by DOH as DOH ESCALATED and mark the complaint as HIGH priority complaint.
44	Escalation Engine	The system should identify the concerned user defined in the master on the basis of divisions, service type and functional area. This user should be set as the action user.
45		The system should send a mail to the action user giving details of the complaint.
46		The status of the complaint should be changed to ESCALATED.
47	Action on Escalation	The system should allow the action user to login to the portal and view the escalated complaints. At intervals, consolidated complaints – with new complaints and status of older complaints will be "pushed", through e-mail to the action user. Copies may be marked to other officials based on rules defined in the workflow.
48		The action user should be allowed to either accept the escalated complaint or request for closure of the complaint to DOH.
49		The system should change the status of the complaint to REOPEN when the complaint is accepted by the action user.
50		The system should send the complaint to the state admin user if the complaint is sent for closure.
51	Closure Approval by DOH	The system should allow the DOH user to either accept or reject the request sent for closure.

Sr.	Module	Requirement Description
52		If the request is rejected, the complaint status should remain escalated. If the request is accepted, the complaint status should change to CLOSED. A complete audit trail is expected to be maintained for all transactions.
53		The system should send notification to complainant regarding closure of the complaint through SMS and e-mail.
54	SLA Engine	The system should run an automated process, which would search for the complaints in the following state: ESCALATED, REOPEN, NON RESOLVABLE and DOH ESCALATED.
55		The system should identify the complaint level of each complaint, on the basis of the DOH, product type, functional area and complaint type. Each complaint level will have a defined number of days associated with it to act on the complaint in the master setup. This may also be customizable at type of service level.
56		If the complaint status has remained in the current state for more number of days than the number of days defined in the SLA master, the system should notify the users defined in the SLA master. A reminder for such notification should be sent to the action user prior to the escalation.
57	Check Status and View Details	The system should allow the complainant to search for the complaint on the portal on the basis of Token Number. The compliant may also be visible to the user in case he has created a login profile, and either registered the complaint on the net, or provided his login details at the time of complaint.
58		The system should display the details of the complaint along with the history of the complaint. For this purpose, the system should maintain an audit trail. The audit trail will maintain all information, including reminders and alert transmission, irrespective of whether they were acknowledged or not.
59	Complaint Closure	The system should allow DOH to close the complaint with status RESOLVED or REJECTED (or NON RESOLVABLE, as defined above)
60		The system should allow change of status to CLOSED only if the complaint is in its current state for more than the defined period. This implies that closed status is possible only after an interval of no communication from either side.
61		The system should allow DOH grievance cell to close the complaint with status RESOLVED or REJECTED (or NON RESOLVABLE based on the feedback of the complainant. Cell shall make calls to the complainant and register the feedback in the system.
62		On closure, complaint shall be archived.
63		On closure, system should send notification to citizens and concerned officials through SMS/eMail.
64	Reports to DOH	The system should have the facility to generate the following reports:- 1. Division/Sub-Division wise classification of complaints as per category/sub-category wise 2. Classification of complaints as per the complaint status 3. Classification of complaints as per the service and functional area 4. Complaint Details 5. Average Resolving Rate 6. Average Response & Resolution Rate 7. Repeat Complainants, frequency of repeat complaints 8. Analysis of complaints, which get Auto Escalated 9. Generate ad-hoc query / reports based on the user defined parameters 10. All reports should generated in html, excel and "pdf" formats 11. Reports should also be available in graphical format 12. Reports on benchmarking of divisions amongst each other are also desired 13. Trend analysis and other MIS etc. are also necessary, and will include action user wise analysis.
65	Reports for Divisions	The system should have the facility to generate defined reports, which can be "pushed" or e-mailed to defined users. All reports will be available on the portal. Audit reporting and software usage MIS will also be available.

Sr.	Module	Requirement Description
66	Configuration Management	The system should have a facility to set up the following masters: - 1. DOH Master 2. Division Master 3. District Master 4. Block master 5. Panchayat Master 6. Hospitals Master 7. Scheme Master 8. Service Type Master 9. Complaint Type Master 10. User Master 11. Masters to define resolution types, and codes.
67		The system should allow configuring various parameters such as: - 1. Set Escalation Days 2. Defining Complaint Level 3. Complaint Closure Settings 4. Set Service Level Agreements (SLAs). Business rules can be defined for escalations, as well as transmission of reports. Auto archival settings will also be required.
68	Mandatory Requirements	The system should allow integration of the Grievance Management Application with the portals/applications of DOHs (existing or to be come-up within contract period) through API or other suitable technology.
69		The system should support bi-lingual content, necessarily through Unicode. The portal shall be available in 2 languages - English and Hindi.
70	Other functional requirements:	Supports generation of pre-defined and query based MIS reporting.
71		Allows to track/maintain history of a complainant
72		Maintain list of classifications, TATs and disposal status.
73		Online checking , query handling and notification of status
74		Provide automated dispatch of complaints to all divisions
75		Generate report of statutory obligations details based on Insurers
76		Facility to Monitor Grievances processes end-to-end
77		Ability to search details by any parameters
78		Ability to generate analysis of Grievances etc.
79		Ability to auto e-mail & SMS the complaint details to the complainant & DOH
80		GRA will allow nodal officer to view grievance status, action taken, resolution provided, closure status, feedback given, escalation status etc. regarding their particular divisions/sub-divisions
81		Multiple updates against a complaints status should be possible to be made by the authorized users to track the complete development on the complaint redress system.
82		Ability to import/export data from/to the other external systems.
83		Separate administration module for managing the secured logins

III. Functional specification of Mobile Application

Sr.   Functional Description
1.   Solution should allow only authorized user to access the application.
2.   Solution should have simple and user friendly user-interface with rich MIS reporting.
3.   Solution should pop-up a message whenever a complaint is registered where a particular user has to take action.
4.   Solution should allow user to search the complaint details by providing unique complaint ID
5.   Solution should allow user to update the status of complaint.

6. Solution should have a local database in the mobile so as it can provide MIS in offline mode also.
7. Solution should allow user to register/update action/close the complaint.
8. Solution should allow users to click and upload photographs or attach documents while updating the status.

IV. Technology Specification of Grievance Management Application

The following are the minimum technical requirements expected from the proposed system. Bidders are required to provide detailed solution against the requirements in their technical proposal.-

Sr.	Requirement
1.	Proposed solution shall be combination of web and mobile based solution. Mobile application shall be an Android based native application which would work even in the absence of network. Web application should be accessible using standard Web-Browser without any need for extra application client software. Application should be compatible with all leading browsers i.e. Chrome, IE (9.0 to 11 minimum), Mozilla, Safari etc.
2.	The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.
3.	The proposed solution should have necessary security and non-editable audit trail features.
4.	The configuration of the servers should be robust and capable of handling the current load, as well as projected load for at least seven years with no visible degradation in performance.
5.	The solution architecture shall be based on Open Industry standards and Protocol.
6.	The solution shall provide an application architecture that is integrated using a middleware technology.
7.	The source code of application with prologue comments shall be provided along with documentation.
8.	The solution shall provide all the relevant leading technology (e.g. XML, Flat file, messaging etc.) to meet the integration requirements.
9.	The solution shall maintain integration logs that confirm the success or otherwise of the interface, complete with control totals etc.

10.	The initial configuration recommended should have capability of handling transactions for a period of 7 years	

Annexure II: Bill of Quantity

Indicative list of required items are given below. However, it shall be the responsibility of the bidder to do the sizing of the solution to meet the SLA mentioned in the RFP.

Sr.	Item	Unit	Qty.
Hardware			
1.	IP Based EPBX System	No.	1
2.	ACD	No.	1
3.	Digital Voice Logger	No.	1
4.	Application Server	No.	2
5.	Database Server	No.	2
6.	Web Server	No.	2
7.	Backup Server	No.	1
8.	Access Control Server/ Single Sign On	No.	1
9.	EMS Server (Bidder may use technology like virtualization to optimize the number of servers required for EMS.)	No.	As required
10.	Server Load Balancer	No.	1
11.	Firewall	No.	1
12.	IPS	No.	1
13.	Desktops	No.	60
14.	Headsets for call centre executives	No.	60
15.	IP Phones	No.	60
16.	4 Cubes of 50" with controller and wall management software	Set	1
17.	Laser Printer-cum-Photocopier	No.	1
18.	UPS	No.	1
19.	Salient Generator of adequate capacity	No.	As required
Storage & Backup Devices			
1.	SAN (External Storage)	No.	1
2.	SAN Switch	No.	2
3.	Tape Library	No.	1
4.	Backup Media (Tape cartridge)	No.	40
5.	Backup Software with client licenses	No.	As per req.
Network & Security Devices			
1.	Core Switch	No.	2
2.	Router	No.	2
3.	KVM Switch	No.	2
4.	Rack (42 U RACK with power distribution unit)	No.	As per req.
Software			
1.	EMS Software	License	As per req.
2.	Antivirus Solution (server edition)	License	As per req.
3.	Backup Software	License	As per req.
4.	Database	License	As per req.
5.	Antivirus with Spam protection software with 5 years of subscription (Server)	License	As per req.
6.	Antivirus with Spam protection software with 5 years of subscription (Clients)	License	As per req.
Bandwidth			

Sr.	Component	Bandwidth (1:1)
1.	Lease Line (1:1)	20 Mbps

Annexure III: Minimum Technical Specifications for Hardware

This annexure should be submitted with the technical proposal, failing which bids will be summarily rejected. Supporting documents such as product brochure, data sheets etc. are also to be provided with the proposal.

A. IP Based EPBX System

Make and Model (to be provided by the bidder)		
Sr.	**Specifications**	**Compliance (Y/N)**
1.	Proposed model should be TEC approved.	
2.	It shall employ 100% non-blocking, digital switching technology.	
3.	It shall have distributed processing architecture.	
4.	System power supply should be inbuilt and SMPS type which input ranges from 90 – 265 VAC, 48-60 Hz.	
5.	It should have automatic on line self-diagnostic and reporting system, complete with visual indication facilities, fault isolation and recovery features.	
6.	It should be suitable for DTMF as well as the FSK type of telephone instruments.	
7.	The system shall have modular design, flexible and universal slots so that any module can be installed anywhere in the slots	
8.	It shall have minimum 10 participant's conference	
9.	The system shall have an ISDN Digital platform and shall be compatible with ISDN PRI line of Local Service Provider	
10.	The system shall have multiple port interfaces such as analog extension lines, Digital key phone, IP Extension, C.O. Line, GSM/3G, E & M Line, PRI/E1(3 no.) and VoIP. The all interfaces shall be in the form of expansion cards and can be plugged into the universal slots of the system as and when require in the future.	
11.	The system can be programmed through Analog telephone, Digital key phone, and Ethernet without any external devices.	
12.	The system can be programmed remotely if it is connected to the Internet.	
13.	The call ringing sequence would be programmable and have options such as simultaneous, hunting off, round robin and delayed simultaneous.	
14.	The system shall have a built-in remote maintenance facility.	
15.	The system shall have the unrestricted simultaneous dialling facility. Preferably system shall have dedicated DTMF circuit on each port.	
16.	Caller line identification (CLI) on Analog and digital/PRI trunks shall be in-built for both DTMF and FSK telephone instrument	
17.	The system shall have a QSIG Protocol on PRI to support suitable to work with other EPABX.	
18.	The system should support CLI based DISA feature.	
19.	Each port of the system shall be programmable.	
20.	The system shall support flexible numbering for extensions such as it may have extension with 1 digit, 2 digits and up to 6 digits numbers as well as in combination of all	
21.	The system shall have web based software programming tool for system administration. The license copy of the software and all hardware attachments shall be provided for on-site programming	
22.	Access codes, system timers and access to features shall be programmable.	
23.	Storage of outgoing, incoming and internal call reports shall be generated on the SMDR port of the system. It shall also be available online through Ethernet Port.	
24.	Voice guided auto attendant shall be preferably built-in.	
25.	System must have following features: ▪ CLI based DISA (Mobile Extension) ▪ GSM Trunk Connectivity ▪ Multi-Stage Dialling ▪ Returned Call to Original Caller (RCOC) ▪ Automatic Call to Missed (Predefined) Calls on GSM SIMs ▪ Dual Ring ▪ Routing of calls to only permissible legal networks (Logical Partitioning) ▪ SMDR though Ethernet Port	
26.	The system shall provide IP functionality to support IP extensions and trunks over SIP protocol.	
27.	The system shall support minimum 100 IP Users	
28.	Varied type of IP Terminals such as IP Phone, SIP soft phone and Mobile SIP Client shall be supported.	
29.	The system must support following features of IP telephony:	

Make and Model (to be provided by the bidder)	
Sr.	**Specifications**	**Compliance (Y/N)**
	▪ Dynamic DNS (DDNS) ▪ Registrar Server ▪ Proxy Server ▪ Presence Server ▪ NAT and STUN	
30.	Support for ACD call centre with CTI and advanced call routing	

B. Digital Voice Logger

Make and Model (to be provided by the bidder)		
Sr.	**Description**	**Compliance (Y/N)**
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 centre executives	
5.	Combo writer with latest Read, Write speeds	
6.	Voice Logger software should be compatible with the Call Centre Solution	

C. Server

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
The blades should be half/full height providing dual redundant power connections from the blade chassis.	
Latest generation x86-64 bit processor, two Intel Hexa-Core processors with 2.40 GHz or higher clock frequency available, based on latest Intel chipset, offering 12 MB or higher L3 cache.	
Processor should be latest series/generation for the server model being quoted	
Minimum Memory: 32 GB scalable to 128 GB per blade	
Memory protection with Advanced ECC Protection	
Should have provision for Min. 2 Hard drive bays	
2 X 300GB 10k rpm or more HDD hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks, or min.16 GB compact flash card to be provided. It should be possible to hot swap the drives without shutting down the server.	
2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server	
Should have dual ported 8 Gbps or above Fibre Channel HBA	
Should support heterogeneous OS platforms	
At least 3 Ports available for USB and Network	
OEM should be present in the latest Gartner magic quadrant for the proposed product line.	
Form Factor: Blade	

D. SAN

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
SAN Array should be configured with minimum 10 TB usable space after RAID 5/6	
SAN Array should be rack mounted	
SAN Array should be configured with Dual Controllers for redundancy.	
SAN Array should be configured with minimum 4 x 8 Gbps FC front end host ports and scalable to 8 or more host port spread across dual controllers with at least 8 redundant 4 Gbps back end loops providing continuous access to host.	
SAN Array should be configured with at least 8 GB usable cache or 16GB (or higher) of RAM/Memory/DRAM across dual controllers. Cache shall be used only for Data and control information and shall not be loaded for OS overhead. Cache should be mirrored between the Active-Active controllers.	
The storage array should be able to support intermix of Enterprise Flash, 15 K RPM SAS disks, 10 K RPM SAS disks and 7.2 K RPM SATA /NL-SAS	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Dual controller SAN Array scalable to minimum of 400 or more seamlessly (data in place Upgrade) within the same pair of controller.	
The Proposed SAN Array should support RAID Levels: 0, 1, 1/0, 5 & 6	
The storage array should support Operating System Platforms & Clustering including: Windows Server 2003/2008 (Enterprise Edition), Sun Solaris, HP-UX, IBM-AIX, Linux / Solaris for x86. The storage array should be provided with those host licenses for which it will be connected.	
Redundant power supplies, batteries and cooling fans and data path and storage controller.	
The SAN array should support virtual/Dynamic provisioning and also provide alert to monitor the virtual LUNs.	
The storage system should support data replication from one storage system to another storage system without any server intervention	
The Storage system should be configured with HBA Load Balancing & Auto Failover software.	
The Storage system should have storage management utilities that help in administering the storage. A single storage management console should be used for all storage management related activities. It should support the following: 1. A centralized extensive monitoring, configuration and management of storage components and its connectivity components via a single console. 2. Ability to monitor the status, performance and configuration with utilization. 3. Ability to collect, store and analyze storage performance data. 4. Should have the flexibility to allow the users to set up, enable, delete and remove remote copy volumes, repairs and internal hardware copy volumes.	
SAN Array should support online expansion of LUN's. It must support movement of LUN from RAID5/6 to RAID10 and from SAS drives to SATA/equivalent drives; this functionality should be online, while the LUN is accessed by the Host/Application.	
Vendor should also offer storage performance monitoring and management software. The storage system should support automatic detection of errors, error logging and notification.	
The vendor must provide the functionality of proactive monitoring of Disk drive and Storage system for all possible hard or soft disk failure	
Should be able to support clustered and individual servers at the same time	
Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives	
The storage should provide automatic rerouting of I/O traffic from the host in case of primary path failure.	
All the necessary software to configure and manage the storage space, RAID configuration, logical drives allocation, virtualization, snapshots (including snap clones and snap mirrors) for entire capacity etc.	
Storage subsystem shall support 300GB / 600 GB or higher with 10K RPM (or higher) SAS drives & 1TB/2TB or higher SATA/NL-SAS drives in the same device array	
Presently, the storage sub system shall be configured with 300 GB 15K or higher RPM of SAS drives	
The multi-path software should not only support the supplied storage and operating systems but should also support heterogeneous storage and operating systems from different OEMs.	
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.	
The storage system should be configured with iSCSI, NFS and CIFS license. The NAS functionality should be provisioned natively or through external appliance.	
The storage system should be scalable up to minimum 30 TB of usable capacity using SAS drives.	
Should support hot-swappable physical drive raid array expansion with the addition of extra hard disks	
The array should be configured to deliver at least 10000 disk IOPS at less than 10 milliseconds response. Bidder should enclose OEM certification for the given performance for proposed configuration	
OEM should be present in the latest Gartner magic quadrant for the proposed product line.	

E. SAN Switch

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
The SAN switch should have adequate populated ports to cater for the redundancy in connectivity from any other equipment.	
Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 24 Ports scalable to 48 ports.	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only.	
Switch should have non-blocking architecture	
All 24 ports should be concurrently active	
Throughput of each port in the SAN switch should be minimum 8 Gb/sec full duplex with no over-subscription.	
The switch shall provide Aggregate bandwidth of minimum 600 Gbps end to end.	
Switch should protect existing device investments with auto-sensing 1, 2, 4 Gbps capabilities.	
All the SAN Switch components should be field replaceable units	
The SAN Switch should support Virtual Fabrics feature	
The SAN Switch should enable partitioning of a physical SAN into logical fabrics	
The SAN Switch should enable isolation of logical fabrics by application	
The SAN Switch should provide advanced zoning capabilities	
The SAN Switch should allow health monitoring capabilities	
The SAN Switch should allow performance monitoring capabilities	
The SAN Switch should have support for web based management	
The SAN Switch should support CLI.	
The SAN Switch should have proactive fault detection to avoid any hot-spots in the fabric.	
The SAN Switch should have alerting capability to avoid any hot-spots in the fabric.	
The SAN Switch should support option to configure the switches with alerts based on threshold values for temperature	
Should support the following diagnostics: ▪ Online Diagnostics ▪ Internal Loopbacks ▪ FC Debug ▪ Syslog ▪ Online system health ▪ Power on self-test (POST) diagnostics	
Should support Applications for device management and full fabric management. The management software shall be able to perform following: ▪ Fabric View ▪ Summary View ▪ Physical View ▪ Discovery and Topology Mapping ▪ Network Diagnostics ▪ Monitoring and Alerts	
Should provide enterprise-class availability features such as redundant and hot pluggable components like power supply and FAN.	

F. Tape Library

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Shall support Native data capacity of 36TB (uncompressed) expandable to 72TB (compressed).	
Shall be offered with Minimum of four LTO5/LTO6 FC tape drive. Drive shall support encryption.	
Shall be offered with minimum of 48 Cartridge slots and scalable to minimum 90 Cartridge	
LTO5/LTO6 drive in the Library shall conform to the Continuous and Data rate matching technique for higher reliability.	
LTO5/LTO6 drive shall support 140MB/sec in Native mode and 280MB/sec in 2:1 Compressed mode.	
Tape Library shall provide 8 Gbps native FC connectivity to SAN switches.	
Library shall be able to back up the encrypted keys in a redundant fashion	
Tape Library shall provide web based remote management.	
The library should have cartridge I/O slots for secure & easy off-site backup storage	
Tape library shall support Barcode reader and mail slot.	
1. Tape Library shall have GUI Panel 2. Shall be rack mountable. 3. Shall have option for redundant power supply	
40 LTO5/LTO6 barcode labeled cartridges & 4 cleaning cartridges from the tape library OEM to be provided	

G. Firewall

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Hardware Feature	
The Firewalls should be Hardware based, Reliable, purpose-built security appliance or modules in core switch with hardened operating system that eliminates the security risks associated with general-purpose operating systems with 8 No. of 10/100/1000 Base Tx interfaces, 4 No. of SFP interfaces and 1 Fast Ethernet interface.	
The Appliance should be Full-featured, high-performance firewall, and IP Security/Secure Sockets Layer (IPsec/SSL) VPN technologies deliver robust application security, user- and application-based access control, and remote user/site connectivity.	
Should be redundant supporting Active/Active or Active/Standby Firewall for High Availability & Scalability	
Firewall throughput of minimum 8 Gbps	
IPSEC 3DES throughput of Up to 2 Gbps	
Concurrent Sessions of at least 1,400,000	
IPSec VPN Peers of up to 2500	
Firewall should have at least 1500 SSL VPN peers	
Virtual Interfaces (VLANs) support for at least 1000 VLANs for forming Secure server Farms and DMZs	
Scalability through load balancing and clustering	
Software Features	
Application Security Services	
The Firewall should have Integrated specialized inspection engines for protocols like HTTP, FTP, DNS, SNMP, ICMP, NFS, H.323, SIP, RTSP and many more	
The Firewall should provide advanced inspection services to detect and optionally block instant messaging, peer-to-peer file sharing, and other applications tunneling through Web application ports	
Inspection of H.323, SIP based voice and multimedia streams	
To provide TCP stream reassembly and analysis services to help detect attacks that are spread across a series of packets	
Network Containment and Control Services	
Inbound and outbound access control lists (ACLs) for interfaces, time-based ACLs, and per-user or -group policies for improved control over network and application usage	
Powerful reporting and troubleshooting capabilities that help enable collection of detailed statistics on which ACL entries are triggered by network traffic attempting to traverse a security appliance	
Rich dynamic, static, and policy-based NAT and PAT services	
Secure Connectivity Services	
IPSec VPN services for up to hundreds of simultaneous remote devices	
Support for Internet Key Exchange (IKE) and IPSec VPN standards with hub-and-spoke or meshed VPN configurations	
High-Availability Services	
Support for Active/Active & Active/Standby failover.	
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	
Support for Synchronizing all security association state information and session key material between failover pair members	
Support to perform software maintenance release upgrades on the Firewall failover pairs without affecting network uptime or connections	
Intelligent Networking Services	
Support for multiple virtual interfaces on a single physical interface	
Comprehensive OSPF dynamic routing services	
Capability to forward DHCP requests from internal devices to an administrator-specified DHCP server, helping enable centralized distribution, tracking, and maintenance of IP addresses	
Support for NTP to provide convenient method for synchronizing the clock on the firewall appliance with other devices on a network	
Flexible Management Solutions	
Support for Built-in Management Software for simple, secure remote management of the security appliances through integrated, Web-based GUI	
Should provide a wide range of informative, real-time, and historical reports that give critical insight into usage trends, performance baselines, and security events	
Accessible through variety of methods, including console port, Telnet, and SSHv2	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Strong authentication of users through the Firewall appliance through a local user database or through integration with enterprise databases, either directly using RADIUS and TACACS+ or indirectly with AAA Server	
Others	
OEM should be present in the latest Gartner magic quadrant for the proposed product line.	

H. Intrusion Prevention System (IPS)

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
IPS should support open source as the underlying operating system (not a proprietary OS).	
Monitoring interfaces operate at layer 2, thus requiring no IP address or network reconfiguration.	
To get layered approach to Security, Firewall and IPS should be of different OEM.	
The appliance have inspected throughput of 2 Gbps (scalable to 3 Gbps) for all kinds of ecommerce and web traffic.	
Should not induce Latency into the Network, Latency should be less than 200 microseconds.	
The appliance monitors upto 4 inline segment and has 8 10/100/1000 interfaces for the same.	
The appliance should have separate dedicated 10/100/1000 Mbps interface for management console. None of the monitoring ports should be used for this purpose.	
The IPS should be deployable in the following modes: Passive or IDS mode, Inline Protection Inline Simulation	
IPS vendor should have its own original threat intelligence analysis center and is not overly dependent on information available in the public domain.	
IPS should detect and block all known, high risk exploits along with their underlying vulnerability (not just one exploit of that vulnerability).	
IPS should detect and block zero-day attacks without requiring an update.	
IPS should employ full seven-layer protocol analysis of over 50 internet protocols and data file format.	
IPS should operate effectively and protect against high risk, high impact malicious traffic via default out of box configuration, should be able to block more than 1000 attacks by default.	
IPS should perform state full packet inspection	
IPS should detect and block malicious web traffic on any port	
Does TCP stream reassembly	
Does IP defragmentation	
Does Protocol anomaly detection	
Does Bi- directional inspection	
Detects attacks within protocols independent of port used	
Does Heuristics	
Does Shell Code Heuristic	
Does RFC Compliance	
Does Protocol tunneling	
IPS should do attack recognition inside IPv6 encapsulated packets	
IPS should do active blocking of traffic based on pre-defined rules to thwart attacks before any damage is done.	
Accurately detects & mitigate intrusion attempts and discerns between the various types and risk levels including unauthorized access attempts, pre-attack probes, suspicious activity, DoS, DDoS, vulnerability exploitation, brute force, hybrids, and zero-day attacks.	
IPS should be able to identify and mitigate multi-vector DDoS attack without compromising availability of application to authentic users.	
Allows full policy configuration and IPS sensor control via encrypted communications with remote management system.	
Can enable/disable each individual signature.	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Each signature should allow granular tuning.	
Supports assigning of ports to custom applications.	
Filters traffic based on IP address or network range, protocol, and service in support of organizational security policy to allow/disallow specific types of activity between hosts.	
Should support Active/Passive and Active/Active for the appliance, the HA should be out of the box solution and should not requires any third party or additional software for the same.	
HA solution should support High Protection that is should maintain state such that there is no gap in protection during failure of one of the appliances.	
IPS should fail open in case of power, software or hardware failure when deployed in standalone mode.	
IPS should notify console of unit interruption. The console should receive alert and/or provide additional notification to administrator should any component become non-operational or experience a communications problem.	
IPS Management console should support high availability.	
IPS should support granular management. Should allow policy to be assigned per device, port ,VLAN tag, IP address/range	
IPS centralized management console should integrate with Vulnerability Assessment solutions.	
IPS should offer variety of built-in responses including console alerts, database logging, email notifications, SNMP traps, offending packet captures, and packet captures.	
IPS should offer Includes built-in reports. The console should be capable of producing graphical metrics and time-based comparison reporting.	
IPS vendor should have 24/7 security service update and should support real time signature update.	
IPS vendor product models should have been tested/ certified for NSS/ Tolly tested/ICSA.	
Others	
OEM should be present in the latest Gartner magic quadrant for the proposed product line.	

I. Server Load Balancer

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Architecture	
Able to synchronize configurations, connection-states and persistence to provide state full-failover of applications.	
Able to be deployed in both Active-Standby and Active-Active setups.	
Able to detect system failure or shutdown/reboot, and perform failover to ensure high availability, by using network and serial-connection based heartbeat.	
Able to perform failover based on hardware failure, system failure, SSL accelerator failure, switch board failure, network failure and gateway failure.	
Able to be deployed in a single arm (single subnet) network topology environment.	
Supports SOAP/XML messages from third party applications or devices to modify configuration of the load balancer.	
Supports both CLI via SSH and web-based GUI configuration and administration.	
Able to support minimum three partitions/segments from day one and scalable to 5 partitions/segments	
Able to support links aggregation (802.3ad) and LACP (Link Aggregation Control Protocol)	
Able to support spanning-tree – STP, RSTP (Rapid Spanning Tree Protocol), MSTP (multiple spanning tree protocol).	
Delivery	
Able to load balance ANY IP based application.	
Able to support both TCP and stateless UDP (User Datagram Protocol) applications.	
Able to support static load-balancing algorithms such as round-robin, ratio and priority (with minimum active members).	
Able to support dynamic load-balancing algorithms such as fastest-response, least-connections, combinations of fastest-response and least-connections, and based on specific server resources (such	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Architecture	
as CPU, memory, network utilization etc.).	
Able to support slow ramping of newly available servers to prevent connection bombing.	
Able to support content based application monitoring, such as HTTP/HTTPS, FTP (passive/active), POP3, IMAP, SIP, SMTP, telnet, RADIUS, LDAP (with TLS or over SSL), Oracle, MySQL and SOAP.	
Able to support external customized monitors to perform extended health-checks on the servers and other devices.	
Able to support persistence based on SIP (Session Initiated Protocol), SSL session ID, source IP and destination IP.	
Able to support different cookie persistence methods such as passive, insert, rewrite and hashing.	
Able to support persistence based on any variables in the packet header and payload.	
Able to support NAT and NAPT based on source and destination address.	
Able to return packets based on last-hop MAC address to ensure symmetric routing (which is required for transparent load-balancing of routers, firewalls etc.).	
Able to read into the FULL payload (data) of the packet to make traffic management decision (pool selection, redirect, forward, reject, drop, log etc.).	
Able to read into HTTP header and make traffic-management decision based on HTTP host, URI, method, version, cookie and browser type etc.	
Able to support GUI or TCL (Tool Command Language) for event based (such as client accepted, http error, http response data, auth. failure etc.) rules creation to make traffic management decision.	
Able to control traffic flow based on the content of both outgoing and returning traffic (bi-directional).	
Able to support a mixed combination of IPv6 and IPv4 virtual addresses and nodes.	
Able to support IPv6-IPv4 and IPv4-IPv6 translations.	
Able to support 6in4 and 4in6 tunneling.	
Able to support Ipv6 routing protocols such as RIPng, OSPFv3 and BGP4+.	
Optimization	
Able to provide integrated SSL termination/acceleration, and SSL re-encryption to the servers.	
Able to aggregate multiple connections to a single server side connection.	
Able to transform HTTP1.0 to HTTP1.1 for server connection consolidation.	
Able to provide built-in HTTP compression to reduce traffic usage.	
Able to support content spooling by accepting and buffering large server response, and performing data chunking to the client.	
Able to support integrated rate shaping to allocate bandwidth and priority to specific applications.	
Able to support multi-store caching of static and dynamic web content (RFC2616).	
Security	
Able to support DoS mitigation through connection proxy	
Able to support packet filtering based on layer 3 to layer 7 information	
Able to protect against finger-printing by resource cloaking - block return error codes (from web servers and databases for example), hide server header information and remove source code comment.	
Supports cookie encryption to prevent cookie session hijacking, cookie tampering and cookie information leak.	
Supports AES (Advanced Encryption Standard) encryption.	
General	
Shall be rack-mountable into standard 19"- wide rack.	
Tenders shall specify the dimension of the switch	
Shall support Fast Ethernet IEEE 802.3u) and/or Gigabit Ethernet ports (IEEE 802.3ab or 802.3z).	
Shall be able to support the following load balancing algorithms that can be simple to set up and configure.	
Round Robin	
Weighted Round Robin	
Least Connections	
Weighted Least Connections	
Maximum Connections	
Response Time	
Observed (Least Conn + Fastest Resp)	
Predictive (Observed over time)	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Architecture	
Dynamic Ratio (Based on server utilization)	
Shall be able to support „sticky" connections to servers based on the following switching mechanisms:	
URL switching policies	
URL hashing	
Cookie-based	
Cookie-based hashing	
SSL ID based	
shall support at least one or more of the following configuration modes on the console:	
Command Line Interface	
Text-menu driven	
GUI-based	
HTTP or HTTPS-based	
shall support the following protocols and standards:	
IEEE 802.3x Flow control	
IEEE 802.1D Spanning Tree Protocol (STP)	
IEEE 802.1p Packet Priority, shall include all eight (8) classes of services	
IEEE 802.1q Virtual LAN (VLAN)	
IEEE 802.1ad Link aggregation	
Should be able to manage SIP traffic	
Physical Specification –	
Should have optimize throughput of minimum 2 Gbps at Layer 7 with scalability of 4 Gbps or higher without additional hardware	
Should support minimum 3 Million concurrent connection	
Should support 115000 cps at L4 layer	
Should support 50000 cps at L7 layer	
Should support switch back plane of 54 Gbps or higher	
Should support SSL Acceleration	
Should have at least 10, 000 SSL Transaction per second and scalable to 30, 000 SSL Transactions per second without additional hardware	
Should have at least 10 - 10/100/1000 Ethernet ports and scalable to 24 10/100/1000 Ethernet ports	
Should have at least 2 - SFP 1 Gbps fiber/copper ports	
Should support maximum compression capacity of 2Gbps	
Device should have sufficient flash and Storage to work properly as per the performance spelt-out in the RFP.	
Should have front panel LCD screen for initial configuration and statistics	
Should support RIP,OSPF, BGP	
Others	
OEM should be present in the latest Gartner magic quadrant for the proposed product line/ADC.	

J.   Core Switch

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Hardware	
1. Core switch should have features as under:	
a) High back plane speed (700 Gbps or more)	
b) Active switching bandwidth should be 700 Gbps with offered modules.	
c) The forwarding rate should be scalable to 350 Mbps.	
d) Should have 80 x 10/100/1000 Mbps Ethernet ports distributed over 2 line cards required, 24 x 1000 BaseSX ports	
e) Should have at least two spare slots after fully populating as per the requirement	
2. Should have redundancy at various levels:	
a) Should have redundant Power Supply	
b) Should have redundant Switching engine. The switching & routing performance claimed on the chassis should not degrade with failure of primary switching and routing engine module.	
3. Chassis should support 10G Technology	
4. Support for 30,000 MAC addresses and 1,00,000 IP routes	
5. Layer 3 Features from day 1	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
RIPv1, v2, OSPF, BGP-4, IGMP v3, PIM, SSM, DHCP relay, HSRP/VRRP,IGMP filtering on access and trunk ports, UDLD or equivalent, Spanning Tree protocol 802.1s, Spanning-tree root guard,802.1w, 802.3ad, 802.1-in-802.1 (QinQ) in hardware,IPv4 & IPv6 in hardware with Wire- Rate MPLS Support	
6. Standards	
Ethernet : IEEE 802.3, 802.3u.803.3z,802.ab,802.3ae	
IEEE 802.1D,802.1w,802.1s,802.1p,802.1Q,803.ad	
RMON I and RMON II (or equivalent) standards	
7. High Availability	
Shall support On-line insertion and removal for cards	
Shall support fast reboot for minimum network downtime	
Shall support state full switch-over so that CPU forwarding is not impacted on account of active CPU failure	
Shall support storage of multiple images and configurations	
Shall support link aggregation using LACP as per IEEE 802.3ad	
Shall support VRRP or equivalent	
On power up the platform should use built-in system monitoring & diagnostics before going online to detect failure of hardware.	
8. Protocol Support	
Shall support IPv6 features	
Shall support RIPng and OSPFv3 for IPv6	
Shall support Routing protocols like RIP ver1 (RFC1058)&2 (RFC 1722 and 1723), OSPF ver2 (RFC2328), BGP4 (RFC1771)	
Multicast routing protocols support : IGMPv1,v2 (RFC 2236), PIM-SM (RFC2362) and PIM-DM	
9. QoS	
802.1p class of service (CoS) and differentiated services code point (DSCP) field classification	
Switch should support priority queuing, WRED, Packet classification, marking etc.	
Should support 8 queues per port in hardware	
10. Security Features:	
Shall support multi-level of access	
SNMPv3 authentication	
SSHv2	
AAA support using RADIUS and/or TACACS, which enable centralized control of the switch and restrict unauthorized users from altering the configuration	
Per port broadcast, multicast and unicast storm control to prevent faulty end stations from degrading overall system performance.	
Private VLANs (PVLANs) or equivalent	
IP Access list to limit Telnet and SNMP access to router	
Multiple privilege level authentication for console and telnet access	
Dynamic Host Configuration Protocol (DHCP) snooping	
Standard and extended ACLs on all ports	
11. Switch Management	
Shall have support for Web based management, CLI, Telnet and SNMPv1, 2c,v3	
Shall support Secure Shell	
Imbedded RMON support for four groups – history, statistics, alarms and events	
Support for 9 RMON groups using external Probe	
Should support AAA features through RADIUS and TACACS+	
Should support multiple levels of administration roles to manage and monitor the device.	
Should support Network Time Protocol.	
Should be able to send and receive syslog and SNMP traps from devices.	
Should support pre-scheduled system reboot facility for management ease	
The GUI management interface should provide real-time system and traffic profiling, syslog monitoring real-time device monitoring.	
Shall support Out of band management through Console and external modem for remote management	

K.   Router

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Architecture	
Modular Chassis	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Interface Support Required: The router architecture should have following features	
Ethernet LAN Ports -> 3 x 10/100/1000 Mbps. It should support additional Gigabit Ethernet modules i.e. both 10/100/1000 or SFP type (upgradable upto 4)	
E1 V.35/G.703 Ports -> 4 ports with MLPPP support	
Console Port -> 1	
Should have support for Data, Voice, Video, Security and mobility services.	
Should have embedded hardware based (IPSec and SSL) Encryption card accelerator	
Main requirement	
Should Support ■ Secure Sockets Layer (SSL) ■ Onboard VPN Encryption Acceleration ■ Network Admissions Control (NAC) ■ Multiprotocol Label Switching (MPLS) VPN Support ■ Advanced Application Inspection and Control ■ Dynamic Multipoint VPN (DMVPN)	
Memory Required:	
RAM Required -> 512 MB	
RAM Upgradeable -> 2 GB	
Flash Memory Required* -> 512 MB	
Flash Memory Upgradeable* -> 1024 MB	
Performance Requirements for 64 byte packet -> Minimum 1200 Kpps	
Shall support minimum 50 Mbps of WAN Access with Services	
Router Functional Requirements	
QoS -> ToS, CoS, Queuing, prioritizing, Resource Reservation Protocol (RSVP)	
NAT -> NAT, PAT	
Access Control -> Required	
Interface Card Slots	
Two slots, each slot can support: ■ Shall support variety of interfaces like V.35 Sync/Async Serial (64Kbps, 2 Mbps), G.703, Ch-E1, 3G, E3 Interfaces for future uplink purposes, Ethernet Interfaces – 1Gbps, 10/100 Mbps, ISDN PRI, BRI, ATM, Digital/Analog dialup and remote access modules, wireless	
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.	
Console Port ,& Auxiliary Port	
Protocol Support Required: ■ Should support Routing protocols like IS-IS, RIP v1 & RIP v2, OSPF ver2, OSPF on demand, BGP4, BGP Route-Reflector ■ Should support Multicast routing protocols IGMPv3, PIM-SM, PIM-SS, DVMRP, Ipv4 to Ipv6 Multicast, BFD, IEEE802.1ah, IEEE802.3ag ■ Should support DHCPv6, Ipv6 QoS, RIPng, OSPFv3 ■ Shall support MPLS, Layer2 and Layer3 VPN, L2TPv3 ■ Support for Load balancing Protocol.	
Congestion Management: ■ The router should have proper congestion management to eliminate Network congestion when the link is overloaded. ■ Random Early Detection, Weighted Fair/priority Queuing, IP precedence or DSCP	
IP Multicasting: Type Forwarding -> MBGP/PIM-DM/PIM-SM	
Bandwidth Optimization:	
The following bandwidth optimization features should be	
Dial-Backup -> Required	
Dial-on-Demand -> Required	
Inactivity timeouts -> optional	
VPN Hardware Acceleration (on Motherboard)	
DES, 3DES, AES 128, AES 192, and AES 256	
Accounting:	
The following accounting features should be supported:	
Packet & Byte Counts	
Start Time Stamp & End Time Stamps.	
Network Time Protocol	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Input & Output interface ports.	
Type of service, TCP Flags & Protocol	
Source & Destination IP addresses	
Source & Destination TCP/UDP ports	
Security Requirements: The offered router should have following security features:	
Support for Standard Access Lists to provide supervision and control.	
Controlled SNMP Access through implementation of Access Lists on the router to ensure SNMP access only to the SNMP senior official or the NMS workstation	
Controlled SNMP access through the use of SNMP with MD5 authentication.	
Multiple Privilege Levels for managing & monitoring	
Support for Remote Authentication User Service (RADIUS) and AAA	
PPP CHAP support	
Management Features : The offered router should have the following Management Features:	
The Router shall support Telnet, SSH, Console access.	
The router shall support FTP or TFTP for easy software upgrades over the network.	
Network Management services shall be provided using open standards based protocols like SNMP V2/V3	
Configuration Management: The Router shall support configuration management through the command line interface. GUI based software configuration utility shall be provided. Support of configuration on web interface shall be available.	
Event and System logging: Event and system history logging functions shall be available. The Router shall generate system alarms on events. Facility to put selective logging of events onto a separate hardware where the analysis of log shall be available.	
Pre-planned scheduled Reboot Facility: The Router shall support the preplanned timed reboot to upgrade their hardware to a new software feature and plan the rebooting as an off-peak time.	
Power: Internal Redundant Power supply 200-240 V AC 50 Hz	
Mounting: The offered router should be 19" rack mountable.	
Accessories: Should come with all necessary power cords, adapters, data cables, connectors, CDs, manuals, brackets accessories, wire senior officials, etc., required for installation and commissioning of the equipment.	

L. KVM Switch with LCD Keyboard

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
It should be rack-mountable	
16 Port KVM Switch with IP support	
It should support local user port for rack access.	
1U, 15" LCD Keyboard Drawer	
It should be capable of storing username and profiles.	
It should support high resolution of minimum 1280 x 1024	
It should be capable to auto scan servers	

Rack Mountable LCD Monitor with In-built Keyboard & Mouse
   i.   1 U Rack Mount
   ii.   Display size: 17 inches diagonal
   iii.   Contrast Ratio: 700:1
   iv.   Display colors: 16 million
   v.   Resolution: SXGA 1280 x 1024
   vi.   Brightness: 300 nit
   vii. vii. Compatible to both PS/2 and USB based inputs	

AC INPUT Adapter 100-240V~50/60Hz	

M. Rack (42 U)

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Should be mounted on the floor with castor wheels with brakes. (2+2)	
Should conform to EIA-310 Standard for Cabinets, Racks, Panels and associated equipment.	
Should accommodate industry standard 19" rack mount equipment.	
Front and Back doors should be perforated with at least 63% or higher perforations.	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Should be OEM rack with Adjustable mounting depth, Multi-operator component compatibility, Numbered U positions, Powder coat paint finish and Protective grounding provisions.	
Should have dual power strips, and redundant cooling fan sets, mounting hardware 2 Packs, Blanking Panel.	
Must be lockable on all sides with unique key for each rack.	
Should be compatible with floor-throw as well as top-throw data centre cooling systems.	
Server Rack should have Rack mount Keyboard and Monitor, PS/2 Interface adapter, USB Interface adapter in addition to the above mentioned hardware	
Should have Rear Cable Management channels, Roof and base cable access	
Wire senior officials: Two vertical and four horizontal	
Power distribution: (10 points – 5Amp sockets) power distribution	
Door: The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels.	
Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools.	
Fan trays: With 4 fans	
Depth: 1000 mm	
Metal: Aluminium extruded profile	
Side panel: Detachable side panels	
Width: 19" equipment mounting, extra width is recommended for managing voluminous cables.	

N. Desktop

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Operating system & Software	
Genuine Windows 8 Professional 64-bit or better	
Processor	
Intel(R) Third generation Core(TM) i3 processor [3 GHz, 1MB L2 + 8MB shared L3 cache] or latest	
Memory	
Minimum 4GB DDR3-1333MHz SDRAM	
Hard drive	
Minimum 500GB 7200 rpm SATA 3Gb/s hard drive	
Primary optical drive	
Minimum 8x max. DVD ROM (player)	
Networking	
Wireless-N LAN card	
Memory card reader	
USB 2.0/3.0 6 ports minimum	
Integrated Sound Card	
Multimedia keyboard	
Optical mouse	
Network interface Integrated 10/100/1000Mbps (Ethernet)	

O. IP Phones

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
VoIP Protocols: SIP v2, SDP, RTP	
Network Protocol: IPv4, TCP, UDP, DHCP, SNTP, HTTP, PPPoE	
SIP: 3 SIP Accounts, Main and Secondary DNS Server Support	
Call Progress Tones: Dial Tone, Ring Back Tone, Busy Tone, Error Tone, Waiting Tone	
Data Network: LAN Port (RJ45), 10/100 Base T with and without PoE, PC Port (RJ45)	
Operating Temperature: 10 C to +50 C	
Headset interface: Yes	
Full Duplex Speaker Phone: Yes	

Make & Model Offered - (To be filled by the bidder)	Compliance (Y/N)
Ringer LED: Yes	
Minimum 2 lines, 24 characters Backlit LCD Display	
Minimum 3 party conference	
Call Log: Yes	
Call Mute: Yes	
Echo cancelation: Yes	
Phone Book: Yes	
SIP over TCP: Yes	
Volume control keys for adjusting ringer, speaker, handset, and headset volume	

P. Laser Printer

Make & Model Offered - (To be filled by the bidder)		Compliance (Y/N)
Functions	Printer, Photocopier and Scanner	
Scanner	Color	
Speed	Minimum 28 PPM (A3)	
Resolution	Minimum 1200 X 1200 dpi	
Memory	512 MB or higher	
Interface	USB 2.0 (High Speed) with USB Cable, Parallel	
Network	Yes (10/100Mbps)	
Duplex	Yes	
Paper support	Legal, A4, A3	
Drivers	Yes (MS-Windows XP/ Vista/ 7 / 8)	
Zoom	25 % to 400 %	

Q. 60 KVA UPS

Make & Model Offered - (To be filled by the bidder)		Compliance (Y/N)
Technology	TRUE On-Line (Double Conversion, Microprocessor Controlled Design) in parallel redundant operation	
Input		
Voltage	400V 3PH,480V 3PH	
Input Frequency	45 - 55 Hz (auto sensing)	
Input Connections	Hard Wire 4-wire (3PH + G)	
Input voltage range for main operations	340 - 460 V	
Maximum Short Circuit Withstand (Icw)	50000.0 kA	
Input Total Harmonic Distortion	Less than 5% for full load	
Type of Input Protection Required	3-pole breaker	
Output		
Output Power Capacity	48 kW / 60 KVA	
Max Configurable Power	48 kW / 60 KVA	
Nominal Output Voltage	400V 3PH	
Output Voltage Distortion	Less than 10% at full load	
Output Frequency (sync to mains)	50 Hz	
Crest Factor	3:1 or more	
Waveform Type	Sine wave	
Output Connections	Hard Wire 4-wire (3PH + G)	

Make & Model Offered - (To be filled by the bidder)		Compliance (Y/N)
Output Voltage Tolerance	+/-1% static and +/- 5% at 100% load step	
Output Voltage THD	< 2% for 0 to 100% linear load and < 6% for full non-linear load	
Overload Operation	10 minutes @ 125% and 30 seconds @ 150%	
Bypass	Built-in Maintenance Bypass, Built-in Static Bypass	
Batteries & Runtime		
External Batteries	Available minimum one hour Back-up time on full load	
Battery Bank	Separate battery Bank of reputed make for each ups system comprising one hour backup on 60KVA load. (Min VAH = 96000 with each UPS)	
Battery Circuit Breakers	Separate battery circuit breakers [MCCB] shall be installed with each battery Bank with electronic tripping for deep discharge; over current & over voltage	
Typical recharge time	< 8 hrs.	
Efficiency in Battery Operation	More than 92 %	
Overload Operation	10 minutes @ 125% and 60 seconds @ 150%	
Isolation Transformer		
Isolation Transformer	Inbuilt Isolation Should be Provided	
Energy Use/Efficiency		
Load 25%	95.3%	
Load 50%	96.3%	
Load 75%	96.4%	
Load 100%	96.3%	
Communications & Management		
Control panel	Touch Screen LCD User Interface/LCD User Interface with Keypad	
Environmental		
Operating Environment	0 - 50 °C	
Operating Relative Humidity	0 - 95%	
Operating Elevation	0-999.9 meters	
Storage Temperature	-15 - 40 °C	
Storage Relative Humidity	0 - 95%	
Storage Elevation	0-15000 meters	
Audible noise at 1 meter from surface of un	54.00 dBA	

R. Data Wall

Make and Model (to be filled by the Bidder)		Compliance (Y/N)
Particulars	**Specifications**	
Configuration	4 Cubes of minimum 50" In A 2(C) X 2 (R) Configuration Complete With Covered Base Stand	
Cube & Controller	Cube & Controller should be from the same Manufacturer	
Chip Type	1-chip 0.95" Digital Micro Mirror Device	
Resolution	1400 x 1050 native DMD chip 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	

Make and Model (to be filled by the Bidder)		Compliance (Y/N)
Particulars	**Specifications**	
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 100 mm 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		
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	
RAM	Minimum 4 GB	
HDD	Minimum 500 GB. 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 Fibre interface Adapters	
Accessories	DVD-R,DVD+RW,, Keyboard, mouse	
OS	Supports 64-bit Operating Systems Windows 8	
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 40°C ▪ 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	Minimum 1920 x 1200 per output	
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	

END OF RFP FOR CALL CENTRE IN BIHAR