



## **ZIQITZA HEALTH CARE LIMITED**

**Tender for Supply and Installation of Servers,  
Projectors, UPS, UTM and Networking Items  
for the Control and Dispatch Centre at Bhopal,  
MP.**

**Ziqitza Health Care Limited  
23rd Floor, Sunshine Tower  
Senapati Bapat Marg,  
Dadar West  
Mumbai-400013  
[www.zhl.org.in](http://www.zhl.org.in)**

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## Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicant(s), whether verbally or in documentary form by or on behalf of Ziqitza Health Care Limited (ZHL), or any of their employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the ZHL 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 does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for ZHL, 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. ZHL, 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.

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

## SECTION 1 - NOTICE INVITING TENDER

Sealed Tenders are invited by Ziqitza Health Care Limited (ZHL) on behalf of Department of Health and Family Welfare , Government of MP from the registered bodies for procurement of the following items as per details given below:-

**Servers, SAN Storage, Contact Center solution, Network Equipment, UTM, UPS, Bio-metric, Television, Projector, Printer, Rack for Servers, Un-installation and re-installation of Data Center Components.**

Tender No and Date	ZHL RFP 006 dated 23 <sup>rd</sup> Aug , 2019
<b>Items to be procured</b>	<b>Items for Setting up of Emergency Response Centre as detailed in the RFP document</b>
Date and Time for Pre-Bid Meeting	2 <sup>nd</sup> Sep , 2019 at 11:00 A.M
Last date of sale of Tender Paper	5 <sup>th</sup> Sep , 2019 at 12:00 P.M
Date and Time for Submission of Tender Documents	9 <sup>th</sup> Sep , 2019 at 10:00 A.M
Date and Time of Opening of Technical Proposal	9 <sup>th</sup> Sep , 2019 at 11:00 A.M
Date and Time of Technical Presentation	9 <sup>th</sup> Sep , 2019 at 02:00 P.M
Venue for the above	Ziqitza Health Care Limited, 6 <sup>th</sup> Floor, Kamla Nehru Hospital, Hamidia Campus, Bhopal- 462001
Date of opening of Financial Proposal	9 <sup>th</sup> Sep , 2019 at 05:00 P.M

The RFP document can be downloaded from [www.zhl.org.in](http://www.zhl.org.in) up to 1800 Hrs pm on 5<sup>th</sup> Sep' 2019.

## **SECTION 2 - ELIGIBILITY CRITERIA**

1. The Bidder should be registered body under the Companies Act or any other Act of State Government or Government of India for at least three years as on the date of submission of the Proposal/Bid.
2. A bid may come from a single bidder having a minimum annual turnover of Rs. 10 crore for last three financial years. The bidder must attach audited accounts or certificate duly certified by Chartered Accountant for last three years as supporting documents.
3. The bidder must have experience of setting up or implementing Control Room for 108 operations or similar in at least one state of India in any one of the last three financial years. The work-orders and/or any other supporting documents/experience certificates issued by the client pertaining to such works done satisfactorily in the past should be provided. Bidders cannot participate for part of the items required and need to participate for all the items mentioned in the schedule of requirements.
4. An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder/proposer has not been blacklisted in the past by any of the State Governments across the country or Government of India and that it will not form any coalition or cartel with the other bidder/proposer. The Bidder should not have been black listed by any State or Central Govt. Institutions or disqualified by any of its clients on account of non-fulfillment of contract for supply/maintenance, Malpractices, cheating or any related issues.

## SECTION 3 - INSTRUCTIONS TO BIDDERS

### 1. Definitions

“Service Provider” means Ziqitza Health Care Limited having its registered office at 23rd Floor, Sunshine Towers, Senapati Bapat Marg, Dadar (West) Mumbai -400013

“Purchaser” means Department of Health and Family Welfare, Government of

MP “Supplier” means Successful Bidder(s), to whom the contract is awarded

“Bidder” means those who submit the bid.

### 2. General Instructions to Bidders

a. An affidavit to the effect is to be submitted by the bidder that it has not been blacklisted in the past by any of the State Governments across the country and Government of India and that he will not form any coalition or cartel with other bidder.

b. The bidder to inform himself fully. The bidder shall be deemed to have been satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he find any discrepancy in the RFP document including terms of reference, he should submit his issue/question in writing within 3 days after the pre-bid meeting is held.

#### c. Cost of the RFP Document

The Cost of the RFP Document – Rs. 25,000+ GST (Rs. 29,500) should be remitted by way of a Demand Draft/Bankers’ cheque payable in favour of Ziqitza Health Care Limited, Mumbai along with the bid documents. If remitted earlier at the time of pre-bid meeting, they need not submit again.

#### d. Clarification of Bidding Documents

Issues relating to the project received in writing post 3 days after pre-bid meeting date will be scrutinized and clarified by e-mail or at the pre-bid meeting if received before the date of the pre-bid meeting. Queries to be sent to [contactus@zhl.in](mailto:contactus@zhl.in). Queries received after this due date will not be entertained. However, at any time prior to the date for submission of Proposal ZHL may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda and convey to the persons who have purchased the RFP document. The addenda would also be placed on the website- ‘[www.zhl.org.in](http://www.zhl.org.in)’. Such addenda will become an integral part of the RFP become an integral part of the RFP document. Queries received after this deadline will not be entertained.

- e. Incomplete Proposals in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- f. Strict adherence to formats, wherever specified, is required
- g. All communication and information should be provided in writing and in English language
- h. All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also
- i. No change in/or supplementary information shall be accepted once the Proposal is submitted. However, ZHL reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the Proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by ZHL may be a ground for rejecting the Proposal.
- j. The Proposal shall be evaluated as per the selection criteria specified in this RFP Document.
- k. Technical evaluation of the items tendered will be done by a Technical Committee constituted by the Service Provider and the Purchaser. The Technical evaluation criteria is as given below:

Sl.No	Criterion	Maximum Marks	Marks obtained
1.	Experience of the Firm – a) One year experience – 10 marks b) Two years and more – 20 marks	20	
2.	No of similar projects handled by the bidder in the last two years a. project: 10 marks b. Projects and more: 20 marks	20	
3.	Experience of key Personnel	20	

4.	Technical presentation including Solution Offered	40	
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Financial bid opening shall be done for only those applicants who score at least 70 marks in technical evaluation. The selection of Supplier shall be on L1 basis. During the technical evaluation process it is expected that at least three parties will be shortlisted to ensure competitive financial bidding. Thus, where a minimum of three parties fail to qualify for financial evaluation, then the eligibility criteria of 70 points in the technical scoring may be relaxed only to the extent that three parties finally get selected during the technical evaluation.

The Shortlisted bidders will have to make a presentation covering the following topics:

Brief Company profile, local presence, associates, major clients & projects etc.

- k. The bidder should designate one person ("Contact Person" who shall also be the "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with ZHL. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the authorized Signatory and shall bear the stamp of the firm/ consortium
- l. ZHL reserves the right to reject any or all of the Proposals without assigning any reason whatsoever.
- m. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. ZHL reserves the right to vet and verify any or all information submitted by the Bidder.
- n. If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by ZHL, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion and satisfaction of ZHL.
- o. The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process. ZHL shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
- p. The Bidder shall seal the Technical Proposal and the Financial Offer separately in two envelopes, duly marking the envelopes as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL". These envelopes shall then be sealed in single outer envelope.



- q. The Bidder shall prepare (1) one original and (1) one copy of the Proposal, clearly marked “ORIGINAL” and “COPY” respectively. In the event of any discrepancy between the original and the copy, the original shall prevail.
- r. The Proposal, both the original and the copy shall be typed or written in indelible ink and an authorized signatory of the Bidder or Individual, as applicable. Shall initial each page. Each page should be duly page numbered and an index of the contents should also be made on the first page. The person(s) signing the Proposal shall also initial all the alterations, omissions, additions, or any other amendments made to the proposal.
- s. Sealing and Marketing of Envelopes
- i. The Bidder shall seal the original and the copy of the Bid in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPY”. The envelopes shall then be sealed in a single outer envelope.
  - ii. Each envelopes, both outer and inner, must be super-scribed with the following information:  
Name and Address of Bidder  
Contact person’s name and phone numbers  
Proposal for the Project “MP Emergency Medical Ambulance Services”:  
If the envelope is not sealed and marked as instructed above, ZHL assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of ZHL, be rejected
- t. Earnest Money Deposit & Security Deposit:

The Bidder shall deposit Earnest Money Deposit (EMD) amounting to Rupees Five Lacs Only (Rs.5.0 lacs) in the form of a Demand Draft/Bankers Cheque in favour of “Ziqitza Health Care Limited” payable at Mumbai, along with the bid. In the absence of the EMD, technical proposal of the bidder shall be rejected. The earnest money shall be forfeited in case the bidder withdraws or modifies the offer after opening of the bid but before acceptance of the bid or he does not execute the agreement and deposit security deposit within specified time. Earnest money of unsuccessful bidders shall be refunded soon after final acceptance of the bid and of the successful bidder shall be returned after the security deposit is furnished.

The bidder whose proposal is accepted and award issued shall have to deposit Security Deposit within 15 days of award of contract, of an amount equal to 10% of the bid value in the form of a Bank Guarantee. The Performance Security shall be returned to the suppliers on successful completion of contract after the expiry of the period covered under standard warranty and submission of performance security in the name of the Service Provider for an amount equal to 10% of the annual value of the AMC Contract as per financial bid.

- u. Earnest Money /Security deposit is for due performance of the contract. It can be

forfeited by the ZHL in the following circumstances:

- i. When any terms or conditions of the agreement are infringed.
  - ii. When the supplier fails in providing the services satisfactorily.
  - iii. Notice will be given to the bidder with reasonable time before the earnest money / security deposit is forfeited.
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- v. A copy of the RFP Document sealed and signed in all pages by the applicant.

**SECTION 4 – SCHEDULE OF REQUIREMENTS**

<b>Sr no</b>	<b>Required Items</b>	<b>Quantity to be supplied</b>
1	Dialer Server :-Contact center Communication Box to Handle min 360 Channels with integration and Customization as per the requirement	5
2	Media Gateway	3
3	Old server's replacement	3
4	Domain Controller Server	1
5	MS Office Professional	5
6	SAN Switches	2
7	SAN Storage	1
8	Network Switch (POE) Voice & Data	2
9	KVM Switch with Installation and Configuration	1
10	LCD panel, keyboard, touch pad with Installation and Configuration	1
11	Unified Threat Management (UTM) in High availability/Failover with Installation and Configuration with required licenses & subscription	1
12	Biometric with Time Attendance with software installation and configuration & Training with all required accessories.	2
13	Television- with installation and configuration with all required accessories.	2
14	Projector with installation and configuration with all required accessories.	1
15	Multi-function Printer	1
16	Earthing Pit, Installation, Meter Permission	4
17	DG Set – 250 KVA Rental	1
18	Rack for Server & Network Installation and Configuration	3
19	Data Backup software for tape drive	1
20	Uninstallation & Re-installation of Data center components	1
21	Utility-UPS	2

**SECTION 5 – TECHNICAL SPECIFICATIONS**

Required Items	Specifications	Quantity to be supplied
<p>Contact center Communication Box to Handle min 360 Channels with integration and Customization as per the requirement</p>	<p>Contact Center communication box must be mentioned in Gartner’s Magic Quadrant Report for at least 3 consecutive years.</p> <p>Number of agents 120 agents.                      No of channels - 360                      Number of Supervisors 6 supervisors                      Number of admin – 1 admin                      Number of ACD – 120                      Number of Wallboard - 2                      Number of IVR channels - 200</p> <p>5 servers setup with the below specification Dual Intel® Xeon® Processor E5-2697 v4 series, Quad Core Processor, 64 GB RAM, 3 * 2 TB SAS with 7.2 K+ hard disk with RAID-5, Inbuilt Dual NIC port with motherboard, Dual Power point, PCI-e slot. Only Industry Grade Machine from IBM, HP, Dell. Ethernet Adapter at least 2 port per controller.</p> <p>Features Description  <b>Call Server</b>                      - Optimized Call Server that routes call on the network for dynamic CTI based systems. Applicable as per each setup                      - Resource Adapter facilitates communication between Java EE application and EIS. Applicable as per each setup                      - Extensive trunk feature allows for multiple lines per user as required by business. Indicated trunk value is maximum suggested mount. Applicable as per number of trunks (Channels)                      - Comprehensive extension feature allows for unique line extensions assignment to each user as per business requirements. Indicated extension value is maximum suggested mount. Applicable as per agents  <b>Application Server</b>                      - Advanced Application Server for efficient execution of application and with features for maximum scalability. Applicable as per each setup                      - Manual Dial Feature facilitates dialing capability from screen as per requirement by user. Applicable as per each setup                      - Feature allows hang up and hold functionality as per requirement by user. Applicable as per each setup                      - CTI feature provides instant screen-pop as the call is connected and feature allows disposition</p>	<p>5</p>

	<p>assignment to sessions. Applicable as per each setup</p> <ul style="list-style-type: none"><li>- Feature provides ability to monitor availability and breaks of agents in contact centre. Applicable as per each setup</li><li>- Feature allows real time monitoring of campaign performance and agent productivity. Applicable as per each setup</li><li>- Reporting feature allows choosing reports from more than 200 reporting templates as per requirement of the user. Applicable as per each setup</li><li>- Feature allows dynamic multiple contact list management with weightage and priority settings as per requirements. Applicable as per each setup</li><li>- Feature allows the ability to engage in multiple campaigns at the same time. Applicable as per each setup</li><li>- Disposition management feature provides the ability to set and assign various outcomes of a call as per business requirements. Applicable as per each setup</li><li>- Feature provides the ability to create users and manage user privileges dynamically as per business requirements. Applicable as per each setup</li><li>- Feature allows establishing up to five-party conference at any given time. Applicable as per each setup</li><li>- Internal Chat feature allows the agents to chat with the supervisor while on a call. Applicable as per each setup</li><li>- Internal Chat feature allows the agents to chat with other agents while on a call. Applicable as per each setup</li><li>- Feature allows managing and monitoring various breaks of the agents. Applicable as per each setup</li><li>- Feature provides ability to schedule and manage callbacks to the customers. Applicable as per each setup</li><li>- Node flow feature provides the ability to dynamically structure the flow of the business processes. Applicable as per setup</li><li>- Reporting feature allows for scheduling business reports as per requirements. Applicable as per each setup</li><li>- Feature allows the ability to set user presence as per requirements by the user. Applicable as per each setup</li></ul> <p><b><u>Agent Login</u></b></p> <ul style="list-style-type: none"><li>- Agent module with advanced features allows campaign selection and telephony channel selection for inbound or outbound processes as per business requirements. Applicable as per each agent</li></ul>	
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	<ul style="list-style-type: none"><li>- Feature allows the agent to put a live call on hold as per agent requirements. Applicable as per each agent</li><li>- Feature allows the agent to transfer a live call to other user or supervisor as per agent requirements. Applicable as per each agent</li><li>- Feature allows the agent to manually dial calls directly from the screen or telephone as per agent requirements. Applicable as per each agent</li><li>- Feature allows the agent to enter into a conference with other users, supervisor, or any third party as per requirements. Applicable as per each agent</li><li>- Feature allows the agent to terminate the call from the screen or telephone as per requirements. Applicable as per each agent</li><li>- Feature allows the agent to transfer a call to any third-party or to the IVR as per requirements. Applicable as per each agent</li><li>- Feature allows the agent to login/logout of the system. Applicable as per each agent</li><li>- Feature allows the agent to receive calls on the mapped telephone extension. Applicable as per each agent</li></ul> <p><b><u>Administrator Login</u></b></p> <ul style="list-style-type: none"><li>- Administrator module allows for easy setup management, definition of business procedures, and user management. Applicable as per administrator</li><li>- Administrator feature to define parameters for campaign, queues, and group management as per business requirements. Applicable as per administrator</li><li>- Administrator feature to configure media context and routing as per business requirements. Applicable as per administrator</li><li>- Administrator feature to manage and assign user privileges. Applicable as per administrator</li><li>- Feature provides ability to change and manage voice prompts dynamically as per business requirements. Applicable as per administrator</li></ul> <p><b><u>ACD</u></b></p> <ul style="list-style-type: none"><li>- Automatic Call Distributor is an integrated module providing state-of-the-art inbound call routing capabilities to multiple agents based on business rules applicable as per inbound agent</li><li>- Dynamic routing feature providing multiple incoming number identification functionality as per business requirements. Applicable as per ACD Components</li><li>- Routing Customer calls based on Caller line identification. Applicable as per ACD Components</li><li>- Telephony feature allowing for call forwarding on a trunk. Applicable as per inbound agents</li><li>- Dynamic routing feature allowing for multiple protocols as per business requirements to optimize agent productivity. Applicable as per</li></ul>	
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	<p>inbound agents</p> <ul style="list-style-type: none"><li>- Multiple queue support feature providing flexibility in handling multiple incoming processes as per business requirements. Applicable as per inbound agents</li><li>- Feature providing estimated waiting time or queue position announcement for heightened customer service. Applicable as per setup</li><li>- Routing feature providing functionality for calls to be routed based on defined agent skills. Applicable as per ACD Components</li><li>- Routing feature providing functionality for calls to be routed based on defined agent skills in relation to territory. Applicable as per ACD Components</li><li>- Feature allowing agents to seamlessly set a welcome message to incoming calls prior to customer engagement enabling heightened preparation prior to contact. Applicable as per inbound agent</li><li>- Feature allowing for dynamic routing based on language and skill selected by user. Applicable as per inbound agent</li></ul> <p><b><u>Voicelogger</u></b></p> <ul style="list-style-type: none"><li>- Intuitive Voicelogger provides secure real time recording module in various recording formats and applicable as per agent</li><li>- Voicelogger Feature allowing recording in codec format to optimize space and quality requirements. Applicable as per agent</li><li>- Feature to provide the ability to search through recorded database based on filtered parameters. Applicable as per agent</li><li>- Feature to compress voice recording in mp3 format as per business requirements. Applicable as per agent</li><li>- Feature to allow scoring of each voice log session for quality management. Applicable as per agent</li><li>- Feature to allow automatic storage of recorded voice logs. Applicable as per agent</li></ul> <p><b><u>Supervisor Login</u></b></p> <ul style="list-style-type: none"><li>- Supervisor module allows for in- depth monitoring and management of operational processes and applicable as per supervisor basis</li><li>- Feature for supervisor monitoring to login and logout of users. Applicable as per supervisor</li><li>- Feature for supervisor to quietly listen into customer interactions of agents in realtime. Applicable as per supervisor</li><li>- Feature for supervisor to quickly takeover a call interaction from agents in real-time. Applicable as per supervisor</li><li>- Supervisor feature to impart instructions to agents without alerting customer. Applicable as per supervisor</li><li>- Supervisor feature to engage in conference with</li></ul>	
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	<p>agents and customers in real-time. Applicable as per supervisor</p> <ul style="list-style-type: none"> <li>- Supervisor feature to terminate login session of agents as per supervisor requirements. Applicable as per supervisor</li> <li>- Supervisor feature to monitor agent customer interactions in real-time. Applicable as per supervisor</li> <li>- Supervisor feature allowing quick and easy downloading of recorded agent sessions. Applicable as per supervisor</li> <li>- Supervisor feature allowing quick and easy listening of recorded agent sessions. Applicable as per supervisor</li> <li>- Supervisor feature to assign agents between queues as per requirements. Applicable as per supervisor</li> <li>- Supervisor feature to manage callbacks, redefining schedules and assignments to agents. Applicable as per supervisor</li> <li>- Supervisor feature to act as agent as per business requirements. Applicable as per supervisor</li> <li>- Supervisor feature to assign scores to agents performance for quality management. Applicable as per supervisor</li> <li>- Supervisor feature to monitor agents and/or customers through state-of-the art graphical user interface. Applicable as per Supervisor</li> <li>- Supervisor feature providing a graphical dashboard for quick and easy monitoring of productivity. Applicable as per supervisor</li> </ul> <p><b><u>Screen Pop application</u></b></p> <ul style="list-style-type: none"> <li>- Comprehensive screen pop up module providing real time access to information through rapid triggers and in-depth definition of information parameters. Applicable as per set-up basis</li> <li>- Basic screen pop feature providing immediate and updated information to agents. Applicable as per setup</li> </ul> <p><b><u>Voice Logger Archiving</u></b> – Voice logger Archival Duration – 4 years</p> <p><b><u>Reporting Server Module</u></b> – Reporting server duration – 4 years</p> <p><b><u>CRM integration</u></b> - URL based CRM integration module to API providing flexibility with inherent systems and applicable as per set-up basis</p> <p><b><u>Blacklisting</u></b> - Internal Blacklisting module allows for secure filtration of unwanted numbers, minimizing wasted calls while maximizing office productivity and applicable as per set-up</p> <p><b><u>Executive Workbench</u></b></p> <ul style="list-style-type: none"> <li>- Module allowing for agents to undertake blended features allowing for greater optimization of business processes, Blending module required and applicable as per executive</li> </ul>	
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	<p>basis</p> <ul style="list-style-type: none"> <li>- Feature to allow quick agent login from web based interface. Applicable as per agent</li> <li>- Feature for screen pop application to display customer information to agent instantly as call is received. Applicable as per agent</li> <li>- Feature to allow agents to update customer details in real- time. Applicable as per agent</li> <li>- Feature to allow agents to update customer details in real- time. Applicable as per agent</li> <li>- Feature to allow agents to define callback sessions as self callback. Applicable as per agent</li> <li>- Feature to alert agents on missed calls. Applicable as per agent</li> </ul> <p><b>Blending Voice</b> - Advanced Blending module allows for multi-purpose communication and interaction with customers and applicable as per set-up</p> <p><b>IVR</b></p> <ul style="list-style-type: none"> <li>- Interactive Voice Response is a customer centric module providing advanced agent-less interaction and customization for multiple incoming call support applicable as per inbound agent</li> <li>- IVR feature allowing functionality for Dual Tone Multi Frequency signaling. Applicable as per IVR channel</li> <li>- Feature to provide multiple language interactive response for heightened customer interaction. Applicable as per IVR channel</li> <li>- Feature to allow date prompting from text for dynamic customer interaction. Applicable as per IVR components</li> <li>- Feature allowing DB connection for interactive voice response allowing for increased information access. Applicable as per IVR components</li> <li>- Feature allowing web-service access to interactive voice response engagements. Applicable as per setup</li> <li>- Conference with IVR</li> <li>- Office Hour for predetermined office timings calibration of processes and applicable as per set-up</li> </ul> <p><b>Customer Priority</b> - Feature allowing for routing of preferred customers for priority engagement.</p> <p><b>Stats Wallboard</b></p> <ul style="list-style-type: none"> <li>- Stats wallboard for one users</li> <li>- Stats manager for in-depth management of business processes</li> </ul> <p><b>Redundancy</b> (Cold Standby)- Redundancy module for improved up-time performance operational efficiency. Applicable as per set-up basis</p> <p><b>Platinum support</b> – 24*7*365 for 1 year</p> <p><b>Implementation</b> – Implementation of the all the above software features</p>	
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Media Gateway	<p>Gateway should be support Minimum 4 PRI</p> <ul style="list-style-type: none"> <li>- Line Gateway should be field- license upgradable for 60, 90, 120 simultaneous calls.</li> <li>- Installation wizard should be GUI based</li> <li>- Auto Firmware upgradation support</li> <li>- Auto configuration upgrade</li> <li>- Gateway should support pcap trace</li> <li>- Local Survivability :Survivability for IP phones Enterprise Applications</li> <li>- Hardware Failover - 4 T1/E1 failover ports provide seamless connectivity through to another gateway allowing calls to continue.</li> <li>- VoIP Interface             <ul style="list-style-type: none"> <li>a) SIP</li> <li>b) T.38 FAX</li> <li>c) VoIP Channel Capacity up to 120</li> </ul> </li> <li>- Telephony Interface T1             <ul style="list-style-type: none"> <li>a) NI1/NI2</li> <li>b) AT&amp;T 5ESS</li> <li>c) CAS (RBS)</li> <li>d) DMS100</li> <li>e) ISO QSIG</li> <li>f) CAS Private Wire</li> </ul> </li> <li>Telephony Interface E1             <ul style="list-style-type: none"> <li>a) Euro-ISDN</li> <li>b) ISO QSIG</li> <li>c) VN</li> <li>d) CAS R2MFC</li> <li>e) CAS Private Wire</li> </ul> </li> <li>- Audio Codecs             <ul style="list-style-type: none"> <li>a) G.711 (a-law/u-law) 64 kbps</li> <li>b) G.723.1 (5.3/6.4 kbps)</li> <li>c) G.729a (8kbps)</li> <li>d) G.726</li> <li>e) T.38</li> </ul> </li> <li>- Caller ID presentation &amp; screening</li> <li>- SIP Registration &amp; digest authentication</li> <li>- LAN Interface 2x RJ-45, 1000BaseT /100BaseTx / 10BaseT ,full / Half duplex</li> <li>- Operations, Maintenance &amp; Billing             <ul style="list-style-type: none"> <li>a) HTTP(S) web server</li> <li>b) SNMP V1, V2 &amp; V3</li> <li>c) TFTP/FTP support</li> <li>d) Radius accounting &amp; login</li> <li>e) VT100 - RS232/Telnet/SSh</li> <li>f) Auto configuration upgrade</li> </ul> </li> <li>- Routing &amp; Numbering             <ul style="list-style-type: none"> <li>a) Direct Dialing in DDI</li> <li>b) SIP Registration to multiple proxies</li> <li>c) Dial planner sophisticated call routing capabilities</li> <li>d) NAT</li> </ul> </li> <li>- Security &amp; Encryption             <ul style="list-style-type: none"> <li>a) Management -HTTPS, SSH Telnet</li> <li>b) Configurable user login password</li> <li>c) SIP/TLS and SRTP</li> </ul> </li> <li>- Call Quality</li> </ul>	3
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	<ul style="list-style-type: none"> <li>a) Adaptive jitter removal</li> <li>b) Silence suppression</li> <li>c) Type of Service (ToS)</li> <li>d) Differentiated Services (DiffServ)</li> <li>e) Comfort noise generation</li> <li>f) 802.1p/Q VLAN tagging</li> <li>g) Echo cancellation (G.168 up to 128ms tail)</li> <li>- Redundancy/Survivability                             <ul style="list-style-type: none"> <li>a) Hardware failover using bypass E1 ports</li> </ul> </li> <li>- Hardware Certification - EMC (CLASS B) EN55022, EN55024, FCC Part 15, AS/NZS3548, Safety - EN60950, IEC60950, UL60950, AS/NZS60950</li> <li>- Hardware Certification - TELECOMS (ISDN) E1:TBR4, T1:FCC Part 68, T1: CS-03, VCCI</li> <li>- Environmental                             <ul style="list-style-type: none"> <li>a) 0° .. 40°C</li> <li>b) 0% .. 90% humidity (non-condensing)</li> </ul> </li> <li>- LED Indicators                             <ul style="list-style-type: none"> <li>a) Power</li> <li>b) ISDN:NT/TE &amp; Link UP</li> <li>c) LAN : Speed/ activity</li> </ul> </li> <li>- Power Supply                             <ul style="list-style-type: none"> <li>a) Internal PSU 100...240 VAC, 47...63 Hz, 1..0.5 A</li> </ul> </li> </ul>	
Old server's replacement	<p>Intel® Xeon® Processor E5405 (12M Cache, 2.00 GHz, 1333 MHz FSB) two no, 16 GB RAM, 750 GB *2 Hot Plug 3.5 "SATA / SAS" (10K RPM)                      Certification for Linux &amp; Windows; All required device drivers for System Configuration and Server Management. (Four years' warranty), with Windows server 2012/2016</p>	3
Domain Controller Server	<p>Intel® Xeon® Processor E5405 (12M Cache, 2.00 GHz, 1333 MHz FSB) two no, 16 GB RAM, 750 GB *2 Hot Plug 3.5 "SATA / SAS" (10K RPM)                      Certification for Linux &amp; Windows; All required device drivers for System Configuration and Server Management. (Four years warranty), with Windows server 2012/2016</p>	1
MS Office Professional	<p>Microsoft - MS office 2016 professional 64 bit.</p>	5
SAN Switches	<p>16 Port FC Switch (Expandable to 24 Ports) with necessary SFPs and Licenses NICS/DC-EQUIPMENTS/2013/01[19/05/2014-18/05/2017]</p>	2
SAN Storage	<p>Technical-II: SAN System 50 TB SAS (Raw): Capacity -&gt; 50 TB Raw, Additional global hot spare drive for every thirty data drives, Scalable up to 100TB, Dual controller in Active-Active mode, Supported Disks - SSD, SAS &amp; SATA/NL-SAS); Ports - Front End (free) -&gt; 4 * 8 Gbps or higher FC ports &amp; 2 * 10Gbps iSCSI ports across</p>	1

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	<p>controllers); Ports - Back End -&gt; 8 x 6 G SAS Lanes / controller; Cache Memory -&gt; Minimum 32GB across Controllers with battery backup for 72Hrs OR equivalent mechanism, to protect data in Cache in case of power failure; Chassis -&gt; Rack Mountable with Hot Swap Redundant Power Supply &amp; Cooling Fans, All necessary cables and accessories to connect Storage System to SAN Switch; Bundled Software features and Licenses (for full capacity) -&gt; Point-in Time Copy, Clone, Online Volume Migration, Array based LUN masking, Multipath, Thin Provisioning (Total Cost with 4 year on-site warranty-Standard Support)</p>	
<p>Network Switch (POE) Voice &amp; Data</p>	<p>48 port 10/100/1000 Mbps Switch (Power On Ethernet) &amp; 4port SFP uplink port with 10G module or Fiber module for all SFP port with required cable to do the uplink between switches) There will be Uplink between One network Rack to another Network Rack &amp; Server Rack. All necessary cables and accessories to connect including 10 G SFP Fiber Module &amp; 10 meters, Optical Fiber Cable with lock for connectivity</p>	2
<p>KVM Switch with Installation and Configuration</p>	<p>16 port combo KVM switch with 16*2m cables and adaptor (USB)(All necessary power cords, adapters, data cables, Connectors, CDs, manuals, brackets accessories, wire managers, etc. should be provided)</p>	1
<p>LCD panel, keyboard, touchpad with Installation and Configuration</p>	<p>CD drawer industrial grade 17" LCD panel or above, keyboard, touchpad - 1U , Support USB , Compatible with all KVM switching systems for multiple server access, Adjustable to various rack depth, Operating System : Dos, Windows , Linux, etc.</p>	1
<p>Unified Threat Management (UTM) in High availability/Failover with Installation and Configuration with required licenses &amp; subscription</p>	<p>Firewall-Installation, configuration, implementation, support and training. Copper GbE Ports (10) Configurable Internal/DMZ/WAN Ports (yes) Console Ports (Rj45) (1)USB Ports (2), Hardware Bypass Segment (2). VPN and Intrusion Prevention System Provision for DMZ Anti-Virus &amp; Anti-Spyware / Anti-virus Throughput (Mbps) : 2900 Domain name support for tunnel end points Web Filtering Bandwidth Management Application, Visibility and Control Web Application Firewall USB port 3G/4G and WiMAX Support Multiple Link Management On-Appliance Reporting IPv6 Ready Content filter Multi ISP failover Multi ISP Load balancing Application filter Active-Active High Availability , Multi-core Processing , TCP Network Support IPv4, IPv6 UTM throughput (Mbps) : 1700 On-Appliance Reporting • Concurrent sessions 3,200,000 Firewall Throughput (UDP) (Mbps) : 12000 Firewall Throughput (TCP) (Mbps) : 9500 New sessions/second : 100000 IPsec VPN Throughput</p>	1

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	(Mbps) :1300	
Biometric with Time Attendance with software installation and configuration & Training with all required accessories.	User Capacity:1,000 Transaction Storage : 1,00,000 Communications: RS232, RS485, TCP/IP ,USB Processor: 32 Bit Identification time : < =2S Sensor: OEM Optical Sensor 500 DPI Access Control Interface (door): 3rd party electric	2
Television- with installation and configuration with all required accessories.	42" Full HD, LED TV Resolution:1920 x 1080 resolution Internet Connectivity: LAN, Wireless Ready In the Box: Ultra Slim Wall Mount Support, Remote Control, Batteries, Power Cable, E-manual, User Manual Connectivity Composite Video Input Component Video Input USB HDMI and VGA input Ethernet (RJ 45): PC Audio In (Mini Jack): PC In (D-sub): Digital Audio Output (Optical): RF Connection Input(s): DVI Audio Input	2
Projector with installation and configuration with all required accessories.	Projection System: LCD Ceiling mounted and also screen with stand (1 no's) and Screen wall mounted (1 no's) Resolution: 1024x768 dots Projection Mode: High/Standard/Low Computer Compatibility: MAC / PC Video Compatibility: NTSC, PAL, SECAM, HDMI, Wireless support. min Average Bulb life 5000 hours	1
Multi-function Printer	Print Resolution: Up to 600 x 600 dpi Print Speed: Up to 14 ppm Print Technology: Monochrome Laser Connectivity: Hi-speed USB, compatible with USB 2.0 specifications Supported Media Types: Paper (plain, laser), labels, envelopes, transparencies, postcards, cardstock Functionality: Print, scan, copy Power Consumption: Maximum 230 Watts Energy Star qualified	1
Earthing Pit, Installation, Meter Permission	Earthing Pit for DG, UPS , UPS1 & RAW Existing KNH DG Uninstallation & Installation DG Set Meter & Permission (Shifting cost)	4
DG Set – 250 KVA Rental	Fuel Type: Diesel Cylinders:6 Power Rating Range:250 KVA Fuel Tank Capacity Range:500 Liters Weight Range:1400 Speed:1500 rpm Phase: Three Phase Battery Capacity:180 Ah	1

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	<p>Style:Standby Generators            Rating (kVA):250            Rated kW:250            Cooling System (Air Cooled/Water Cooled) :            Water            Door Type : DD              One Month (minimum)</p>	
Rack for Server & Network Installation and Configuration	<p>42U Height (2 Rack for Server &amp; 1 Rack for Network) STANDS ALONE compatible with all Server, Storage &amp; Network equipment Vertical Power Distribution Unit all socket with 5amp to 15amp with 12 Socket and Over            Loading Capacity - Qty 2 with each rack            Fix Vented Shelf – 4            Sliding Shelf for Keyboard – 1            Modem Shelf            Front Panel Mounting Hardware            Cable manager x 6 with each rack            Front Panel Mounting Hardware (pack of 100 Sets for each rack)            All the racks should be mounted on the floor with castor wheels with brakes            The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels.            Both front and rear doors must have the ability to open from the left and right without the need for any field modifications or tools            All required Accessories required</p>	3
Data Backup software for tape drive	<p>Data Backup software for tape drive as per below requirements            - Backup software must be present as Leaders in latest Gartner’s Magic Quadrant Report.            - Backup software must support GUI with centralized management / Single interface for management of all backup activities.            - Backup software must support backup of multiplatform; Windows, Linux &amp; Unix.            - Offered software must support following application and database backup with native integration (without third party agents integration) for Active Directory, MS SQL, MySQL, PostgreSQL.            - Proposed solution must have inbuilt Ransom ware detection capability for clients.            - Proposed backup solution must have inbuilt capability to protect the backed up disk volume from Ransomware.            - The software must be able to perform inline block-level de-duplication of data across different electronic data repository like physical server, Virtual machine from different hypervisors, user machines etc.            - The offered software must have more than</p>	1

	<p>three Encryption algorithms (like 128 bit AES, 256 BIT AES etc) and it should not demand for additional license.</p> <ul style="list-style-type: none"> <li>- The offered software must integrate with different hypervisors management tool to backup different platforms including RHEV, Vmware, Hyper-v, Oracle Virtual machine, Citrix Xen.</li> <li>- The offered software must support image backup of RHEV, OVM, Citrix, VMware and Hyper-v without installing any agent inside the guest machine.</li> <li>- The offered software must support snapshot backup with single file recovery on different arrays including HP, Dell-EMC, NetApp etc.</li> <li>- The offered software solution must have capability to do trend analysis for capacity planning of backup environment</li> <li>- Bidder must propose host base license for nine clients which include five flat file backup and eight Database base backup agents with dedupe, bare metal backup, Single file restore.</li> <li>- Four-year support with 24x7x365 days must be included with license from OEM</li> <li>- Bidder must include onsite system health assessment for three days or installation of nine clients by OEM</li> </ul>	
Uninstallation & Re-installation of Data center components	Uninstallation & Re-installation of Data center components (Server, Racks, Firewall, UTM, Storage, UPS, Switch, PRI line, ILL)	1
Utility-UPS	<p>40 KVA online UPS System with Battery bank. Three Phase Input &amp; Three Phase Output with In-Built Isolation Transformer. With parallel redundant systems. UPS &amp; Batteries should have 3 Year UPS warranty.</p> <p><b>Configuration</b>            40 KVA True On-Line Double Conversion 3 Ph AC Input and 3 Ph AC Output Fully microprocessor based UPS System with individual battery banks with provision for scalability (field upgradable) by adding upto 04 modules in parallel redundant mode (N+1) configuration. <b>Rating KVA (KW) 40 KVA</b></p> <p><b>Technology</b>            Online, double-conversion topology with DSP (Digital Signal Processing) Technology using IGBT rectifier and IGBT inverter with static bypass switch and maintenance bypass switch.</p> <p><b>INPUT</b>            Number of Phases 3Ph + N + PE</p>	2

	<p>Nominal Voltage (Ph-Ph) 380V/400V/415V  Voltage range (100% load) -15% ~ +27%  Voltage range ( 64% load ) -45% ~ +27%  Voltage range ( 42% load ) -64% ~ +27%  Nominal Frequency ( Hz ) 50 or 60 ±10%  Input Current THDi &lt;5%  Input Power Factor 0.99  Rectifier type IGBT based only  Isolation Transformer UPS should have inbuilt Isolation Transformer of suitable rating for providing galvanic isolation between input &amp; output.</p> <p><b>OUTPUT</b>  Output Power factor 0.8  Number of Phases 3Ph + N + PE  Voltage 380V/400V/415V  Static Voltage Regulation +/- 1%  Voltage THD at rated linear load &lt;2%  Crest factor 3:1  Free Running Frequency (Hz) 50 or 60 ± 0.01%  Overload 125% for 10 minutes; 150% for 1 minute  Overall Efficiency (AC-AC) ≥ 90%</p> <p><b>STATIC BYPASS</b>  Voltage Range 380V / 400V (Ph-Ph) ± 10%  Frequency Range for bypass operation ±6% ( Adjustable )</p> <p><b>BATTERY</b>  Type Sealed lead-acid batteries Maintenance Free  DC Voltage &gt; 600V</p> <p><b>Back-up Time &amp; Battery Bank Details</b>  1 Hour using 12V, VRLA Sealed lead-acid Maintenance Free batteries which shall be placed in suitable powder coated battery rack with connectors.  Battery bank should have 3-year warranty.</p> <p><b>VAH Rating</b>  The UPS battery shall have sufficient amp-hour capacity for providing necessary back-up of 1 hour.  Battery Protection Deep Discharge Protection with Auto Cut off  Battery Test Standard ( Automatic and Manual )</p> <p><b>COMMUNICATION</b>  Interface (Communication Ports) RS232 &amp;</p>	
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	<p>RS422 &amp; TCP/IP Port RJ-45 Dry Contact Signals AC Failure, Battery Under Voltage, Bypass Operation, Output Failure Others Emergency Power Off, Generator Interface SNMP The UPS shall include WEB/SNMP communication card as standard to provide UPS monitoring and management.</p> <p><b>ENVIRONMENT</b> Storage Temperature Range (°C) -25 to +55 Operating Temperature Range (°C) 0 to 40 Relative Humidity Range Up to 95% (non-condensing) Maximum Altitude (m) &lt; 1000 Protection Class IP20</p> <p><b>PHYSICAL SPECIFICATION</b> UPS should be compact in size Cross sectional area of UPS should be such that it occupies a floor space of &lt;0.5 sq.m; weight with Isolation Transformer should be &lt;600 Kgs Certification (Documentary evidence to be furnished), Quality System ISO 9001, ISO14001, Markings CE, Safety IEC 62040-1, EMC IEC 62040-2, Environmental, RoHS, UPS Network Management Card w/ Environmental Monitoring support user define threshold for temperature and humidity in a specific area and ensure it remains at the desired operating level around the clock and notification to define mail user</p>	
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## **SECTION 6 – GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT**

### **1. Standards**

The Goods supplied under this contract shall conform to the standards/specifications prescribed in Section – 5 of this document.

### **2. Patents rights**

The Supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof.

### **3. Inspection and Test**

On delivery, the Service Provider and the Purchaser shall jointly inspect the material supplied for conformance of specification, quality and issue an inspection certificate.

### **4. Delivery**

- a. Delivery of the goods and services shall be made in accordance with the terms of this RFP and the actual delivery schedule given in the Purchase Order.
- b. All technical assistance for installation, commissioning and monitoring of the equipment shall be provided by the suppliers at no extra cost.

### **5. Training (Where required)**

The supplier should provide hardware documentation, protocol documentation (Wherever applicable) and provide 3 tier training user, administration and trouble shooting.

### **6. The supplier may be required to provide all or any of the following services:**

- a. Performance or supervision of on-site assembly and/or start-up of the supplied goods;
- b. Furnishing of tools required for assembly and/or maintenance of supplied goods;
- c. Design Document:-  
The supplier should provide site planning, site design, document along with the tender which should include high availability architecture, no single point of failure (Redundancy).

### **7. Warranty**

The supplier warrants that:

- a. The supplier should provide onsite standard company warranty of five years.
- b. The goods supplied shall be new and free of all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials ordered

- c. The Supplier shall be responsible for any defects that may develop under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of materials to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by the Service Provider who shall state the defect in writing. This warranty shall survive inspection or payment for/and acceptance of the goods, but shall expire (except in respect of complaints notified prior to such date) 60 months after the delivery of the material.
- d. If any defect is not remedied by the Supplier within a reasonable time, the Service Provider may proceed to get the defects remedied from other Supplier etc at the Suppliers risk and expense, but without prejudice to any other defects which the Service Provider may have against the Supplier in respect of such defects.
- e. Replacement under the warranty clause shall be made by the Supplier free of all charges within 4 hours of communication of the default.
- f. Uptime of material supplied should be maintained at 99.95%. The supplier to provide one L1/L2/L3 (whichever is applicable) supports personnel on 24x7 basis for the entire warranty period for servers/storage/firewall's only. Remote support by way of e-mail, telephone etc to be made available at all times.
- g. OEM should provide atleast two years of additional warranty if required after completion of standard company warranty as per mentioned Annexure A.
- h. During warranty period, the supplier is required to visit at each consignee's site at least once in three months commencing from the date of the delivery for preventive maintenance of the goods irrespective of the breakdown calls.
- i. The supplier shall ensure continued supply of the spare parts for the equipment supplied by them to the purchaser for seven years from the date of installation and handing over.

### **8. Documentation (Scope of bidder)**

- a. The supplier should document the scope of work and delivery
  - i. Prepare the project documents based on shared requirements and submit the projects documents along with necessary layouts & diagrams for server room/ Data Centre/ Network Architecture etc.
  - ii. ZHL team will review and validate the scope of work and confirm the final document to bidder.
  - iii. The bidder start the work based on finalized document.
- b. The supplier should be ready with all equipment's for UAT testing & commissioning of equipment's configured based on the project planning in the specified time intervals with equipment's wise checklist for UAT signoff.
- c. The supplier shall be responsible for safety check and installation of all equipment along with safety checklist & test documents to be signed and share with ZHL.

## Part II: Required Delivery & Implementation Parameters

- a. Delivery schedule: The delivery should be completed within 35 days from the date of issue of Purchase Order.
- b. Supervision, Installation: The installation should be completed within 45 days from the date of issue of Purchase Order.
- c. UAT: The UAT should be completed/done within 45 days from the date of issue of Purchase Order.
- d. Training and Commissioning: The Training and Commissioning should be completed within 45 days from the date of issue of Purchase Order.
- e. Project Sign-off to include the following Documents and to be done within 65 days of the PO issue date: Comprehensive User Manual/s written in simple English with detailed parts description, operating instructions, service contact numbers, Architecture layouts & diagrams along with Equipment's Inventory etc. Shall be provided. These should be printed on high quality papered housed in water-resistant pouches. All system super admin passwords to be shared in password protected excel.

Description	*Delivery Schedule
Delivery Period	PO + 35 days
Installation Period	PO + 45 days
UAT (User Acceptance Testing) Period	PO + 55 days
Training and Commissioning Period	PO + 60 days
Project Signoff Period	PO + 65 days

\*The exact dates would be put on the PO when it is issued based on the above timelines:

## Part III: Penalty Parameter:

- f. Centre Up Timing: There will be 99.95% uptime warranty during warranty period as Specified in document. Time for scheduled maintenance shall be excluded for computation of uptime warranty. Failure to meet uptime shall render supplier liable for penalty @ 25,000 per day.

## 9. Payment Terms

- a. Payment shall be made by the Service Provider after 90 days of receipt of goods by the Service Provider subject to the Service Provider receiving the payment from the Government of MP. The following documents have to be submitted to the Service Provider for claiming the payment.
  - i. Invoice clearly indicating the break up details of composite price i.e. Basic

price, GST or any other duties and taxes, Freight/Packing Charges, Insurance etc

- ii. Delivery Challan
- iii. Proof of E-way bill, if any
- iv. Inspection Certificate. Proportionate deductions will be made in case of part deficiencies / shortages

### **10. Prices**

- a. The Supplier shall not charge higher than the prices quoted in the bid for the goods delivered and services performed.
- b. The prices will be fixed at the time of issue of purchase order as per taxes and statutory duties applicable at that time
- c. In case of increase /or decrease in taxes and duties during the scheduled delivery period, the Service Provider shall revise the prices as per new duties and taxes for the supplies to be made during the remaining delivery period as per terms and conditions of purchase order.
- d. The price offered in the proposal should be inclusive of all costs and taxes, including transit insurance, freight for delivery at Bhopal, MP.
- e. The name of the Purchaser and the name of the consignee along with the exact quantity to be delivered and the schedule of delivery will be given on the Purchase Order for the purpose of invoicing of the consignment. There may be slight variations in the actual quantity ordered and the quantities mentioned in the RFP Document for which the bid prices will hold good.

### **11. Liquidated Damages/Late Delivery Charges**

If the Supplier fails to deliver the store or any consignment thereof within the period prescribed and agreed for delivery, the Service Provider, without prejudice to other remedies available to the Service Provider shall be entitled to recover Rs 50,000 (Fifty Thousand) for every day of default in either delivery or installation or UAT or completion of commissioning / Project Sign off.

### **12. Force Majeure**

Notwithstanding the provisions of Termination for Default and Penalty clauses, the Supplier 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.

Force majeure shall mean and be limited to the following:

- a. War/Hostilities
- b. Restrictions imposed by the Government or other statutory bodies which prevents or

delays the execution of the order by the supplier.

## **13. Termination**

The Service Provider may at any time terminate the contract by giving written notice of 7 days to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent.

The Service Provider may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part,

If the Supplier fails to deliver any or all of the goods within the time period specified in the contract, or any extension thereof granted by the Service Provider;

If the Supplier fails to perform any other obligation(s) under the Contract; and

If the Supplier does not remedy his failure within a period of 15 days after receipt of the default notice from the Service Provider.

In the event that the Service Provider terminates the contract in whole or in part, the Service Provider may procure, upon such terms and in such manner, as it deems appropriate, goods similar to those undelivered and the Supplier shall be liable to the Purchase for any excess cost for such similar goods. However, the Supplier shall continue the performance of the contract to the extent not terminated.

## **14. Resolution of Disputes**

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

### **a. Amicable Settlement**

Performance of the contract is governed by the terms and conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments etc.

In such a situation, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt.

### **b. Resolution of Disputes**

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in Mumbai, Maharashtra and the language of the

arbitration proceeding shall be in English and that of all documents and communications between the parties shall be as per directions of Arbitration Tribunal.

The decision of the majority of arbitrators shall be final and binding upon both the parties. The expenses of the arbitration as determined by the arbitrators shall be borne by party/parties as per directions of Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

### **15. Court Jurisdiction**

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

## SECTION 7- ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL PROPOSAL.

### Annexure 1- Bid Form

To,

Chief Executive

Officer Ziqitza Health

Care Limited Mumbai

Re: Tender No

dated Dear

Madam,

1. Having examined the conditions of contract as in the Bid Document and specifications including Addenda Nos (if any), we the undersigned, offer to supply and deliver the tendered items of store in conformity with specifications and other terms and conditions for the sum quoted in the Financial Bid/financial offer.
2. We undertake, if our Bid is accepted, to commence supplies within 7 days from the date of issue of the Purchase Order and to complete delivery of all the ordered items specified in the contract within 60 days of the date of issue of the Purchase Order.
3. If our bid is accepted, we shall furnish the Security Deposit for a sum equal to 10% of the contract value for due performance of the contract.

Signature and Seal of the

Bidder Date

Place



**Annexure 2- Bidder's Information**

S.No	Particulars	Details
1	Name of the Project	"Emergency Medical Ambulance Service in MP"
2	Name and address of the Organization responding to RFP • Telephone No with STD • Fax Number • E-mail address, if any • Name and Designation of Contact person	
3	Date of incorporation of the business	
4	Registration no and date	
5	Proposal Addressed to	
6	Reference of Notice inviting for RFP	
7	Authority for signing and submitting the document  <i>(Power of Attorney, Resolution of the organization etc.)</i>	
8	Documents enclosed in support of the Request- As per index attached Total no of pages	

Signature and Seal of the Bidder

## ZHL - Tender Document – 006 dated 23rd Aug, 2019

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### Annexure 3- Annual Turnover Statement

The Annual Turnover of M/s \_\_\_\_\_ for the past two financial years is as given below:

Sl.No	Year	Amount
1	2016-2017	
2	2017-2018	
3	2018-2019*	
Total		
Average turnover		

- CA Certified Statement will be accepted for FY 2018-2019

Signature and Seal of Bidder.

Certified by Chartered

Accountant.

## ZHL - Tender Document – 006 dated 23rd Aug, 2019

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### Annexure 4- Performa for Performance Statement

Name of the Firm:

SR.No	Name and address of the Client	Items Supplied	Period of Supply	Quantity Supplied	Value of Supplied	Certificate from client enclosed (Y/N)

\*- Please enclose performance certificates which will help prove qualification under the eligibility criterion.

Signature and Seal of the Bidder

## ZHL - Tender Document – 006 dated 23rd Aug, 2019

### Annexure 5- Financials

Sl.No	Name of Item	Qty	Brand	Make	Country of Origin	Model Number	Price per Unit	Total Cost (A)	AMC for the period which is not covered by standard warranty (B)

Total A + B = (In figures and words)

Signature and seal of the Bidder

#### **Notes:**

The rate quoted against each item should be inclusive of all taxes, entry taxes, duties, freight, insurance etc at the point of delivery i.e. Bhopal, MP. However, at the time of billing, the basic price, GST be mentioned separately

The Bidders are advised to study the Scope of Work carefully and quote the price accordingly.

The Supplier shall be required to maintain the items for a period of five years from the date of completion of the delivery. The Service Provider shall enter into a separate contract for the Annual Maintenance of the items at the rate quoted in the bid. The landed price per unit (excluding GST) and including standard warranty and AMC charges for comprehensive maintenance contract shall be the criteria for determining the L1 rate. However the order will be placed only for the cost of the equipment. For AMC the rates will be frozen and the bidders will enter into AMC separately with Service Provider after the expiry of warranty if desired by the service provider

**Annexure 6- After Sales Service Network in MP**

Name of the Item	Name and Agency of the After Sales Service Provider in MP	Phone/Fax/Email

Signature and Seal of the Bidder