

**Request for Proposal (RFP) for  
Supply, Installation, Commissioning and  
Maintenance of Computer Hardware, Local Area  
Networking, System Software, etc. at RNT Medical  
College & Attached Hospitals at Udaipur**

Reference NIT No.: F4.2(05)/RISL/Tech/11/1394

Dated: 20/12/2011

<b>Place for Pre-bid meeting and opening of the Bids</b>	Board Room, RISL, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
<b>Date &amp; Time of Pre-bid meeting</b>	06/01/2012 at 04:00 PM
<b>Last Date &amp; Time of Submission of Bid</b>	06/02/2012 up to 04:00 PM
<b>Date, Time &amp; Address of Opening of Bid</b>	08/02/2012 at 05:00 PM

**Cost of Tender Document: Rs. 1000/- (Rupees One Thousand Only)**

**e-Tender processing fee: Rs. 1000/- (Rupees One Thousand Only)**

<b>Name of the Bidding Company/ Firm:</b>			
<b>Contact Person(Authorised Bid Signatory):</b>			
<b>Correspondence Address:</b>			
<b>Mobile No.</b>		<b>Telephone &amp; Fax Nos.:</b>	
<b>Website &amp; E-Mail:</b>			
<p><b>RajCOMP Info Services Limited (RISL)</b>  1st Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)  Phone: 0141-2226055, 5103902 Fax: 0141-2228701  Web: <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a>, Email: <a href="mailto:arogyaaonline@rajcomp.net">arogyaaonline@rajcomp.net</a></p>			

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**ABBREVIATIONS & DEFINITIONS**

Agreement	The Agreement to be signed between the successful Bidder and RISL
Authorized Representative	Any person authorized by either of the parties.
Bidder/ Tenderer	The company who will participate in the bidding process. Bidder may be the Principal Officer or the duly Authorized Representative of the Bidder.
BoQ/ BoM	Estimated Bill of Quantities/ Bill of Material
C-DAC	An Autonomous Scientific Society of Department of Information Technology, Ministry of Communications & Information Technology, Govt. of India, registered under Societies Registration Act, 1860, and Bombay Public Trust Act 1950 and represented by its constituent unit CDAC, Noida located at C-56/ 1, Anusandhan Bhawan, Institutional Area, Sector-62, Noida, UP
Corrupt Practice	The offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Bidding or Contract execution.
DoIT&C	Department of Information Technology and Communication, Government of Rajasthan.
EMD	Earnest Money Deposit
Fraudulent Practice	A misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive RajCOMP Info Services Ltd. of the benefits of free and open competition.
GoR	Government of Rajasthan
HIMS	Hospital Information Management System
IPD	In Patient Department
Law	Any Act, Notification, Bye Law, Rules and Regulations, Directive, Ordinance, Order or Instruction having the force of law enacted or issued by the Central Government and/ or the Government of Rajasthan or any other Government or regulatory authority or political subdivision of Government agency.
NRHM	National Rural Health Mission
NIT	Notice Inviting Tender
OEM	Original Equipment Manufacturer
OPD	Out Patient Department
PO	Purchase Order
Purchaser/ Tendering Authority	Managing Director, RajCOMP Info Services Ltd., Jaipur
RHSDP	Rajasthan Health Systems Development Project
RISL or RajCOMP	RajCOMP Info Services Ltd., Jaipur
RNT MC	Rabindra Nath Tagore Medical College, Udaipur
RSDC	Rajasthan State Data Center located at Yojana Bhawan, Jaipur. (New SDC)
SDC	State Data Center located at Yojana Bhawan, Jaipur. (Old SDC)
SecLAN	Secretariat Local Area Network
SLA	Service Level Agreement
SMSH	Sawai Man Singh Hospital, Jaipur
SMSMC	Sawai Man Singh Medical College, Jaipur
Supplier/ SI/ vendor/ Successful bidder	The bidder who will be finally selected and who gets into an agreement with the government for completing the work mentioned in this bidding document
UAT	User Acceptance Test
CMC	Contract Monitoring Committee

### **INVITATION FOR BIDS (IFB)**

1. RajCOMP Info Services Limited (RISL) invites Technical & Financial Bids through e-tender from the eligible bidders for Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software at RNT Medical College and its Attached Hospitals at Udaipur. The Bidders should submit the proposal only in electronic form at <http://eproc.rajasthan.gov.in>, as prescribed in this bid document. The first part will consist of Technical Proposal and the second part will consist of Financial Proposal.
2. Bidders should go through the website <http://eproc.rajasthan.gov.in> should refer to the website and go through the link "Help For Contractors", "Information About DSC", "FAQ's" and "Bidders Manual Kit" and clause number 39 of Chapter 5 Terms and conditions to know the process for submitting the electronic bids at the website.
3. Bidders need to have a class 2 /Class 3 category digital signatures issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Before bidding, bidders are advised to go through the Project profile of Arogya Online given in the Chapter 1 so as to have a clear understanding of the functioning/ requirement of the Arogya online project.
5. As per the bidding process, described in the ensuing chapters of this bid document, a bidder will be selected for activities given in the chapter 3 scope of work.
6. Complete bid document has been published on the websites <http://risl.rajasthan.gov.in> and <http://www.eproc.rajasthan.gov.in> for the purpose of downloading. The downloaded final bid document shall only be considered valid for participation in the bid process subject to submission of required Bid document fee of Rs 1,000/- and e-tender processing fee of Rs. 1000 /- in form of demand draft in the favour of The Managing Director, RISL payable at Jaipur as per NIT.
7. Please note that a Pre-Bid meeting of prospective bidders will be held as given in NIT. The objective of this meeting is to address queries of the prospective bidders related to the Project/ Bid document.
8. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally and stamped on each page by the designated authorized representative of the bidder.
9. The Bids can be uploaded up to date and time given in NIT.
10. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
11. The Technical Bid will be opened as per schedule in NIT. The qualifying bids of the Technical evaluation process shall only be considered for further evaluation i.e. the qualifying bids of the Technical evaluation process shall only be considered finally for financial bid opening. The Financial bid will be opened in the presence of the technically qualified bidders/ designated representatives on separate date and time which will be notified later to all the technically qualified bidders.
12. No contractual obligation whatsoever shall arise from the RFP/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
13. RISL disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.

No.: 4.2(05)/RISL/Tech/11/1394

Dated: 20 Dec. 2011

**NOTICE INVITING e-TENDER**

RajCOMP Info Services Limited (RISL) invites competitive bids from the eligible bidders for Replication of "Arogya Online" at **RNT Medical College and its Attached Hospitals at Udaipur** for Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software, etc. The tender/ bid shall only be submitted through online tendering system of [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in). The interested bidders shall have to be enrolled/ registered with portal of [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) for participating in the bidding process. The schedule of dates is as follows::

<b>Nature of the project</b>	Replication of "Arogya Online" at RNT Medical College & Attached Hospitals at Udaipur
<b>Cost of Tender Document (non-refundable)</b>	Rs. 1,000/- (Rupees One Thousand Only)
<b>Processing Fees (non-refundable)</b>	Rs. 1,000/- (Rupees One Thousand Only)
<b>Estimated cost of Computer Hardware, Local Area Networking, System Software, etc.</b>	Rs. 438.01 lacs
<b>Earnest Money Deposit (EMD)</b>	Rs. 8.76 lacs (Rupees Eight Lacs Seventy Six Thousand Only)
<b>Publishing Date &amp; Time</b>	28/12/2011 at 03.00 PM
<b>Document download Start Date &amp; Time</b>	28/12/2011 at 04.00 PM
<b>Date, Time &amp; venue of Pre-bid Meeting</b>	06/01/2012 at 04:00 PM Board Room, RISL, First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
<b>Bid Submission Start Date &amp; Time</b>	18/01/2012 at 05.00 PM
<b>Document download End Date &amp; Time</b>	03/02/2012 up to 04.00 PM
<b>Bid Submission End Date &amp; Time</b>	06/02/2012 up to 04:00 PM
<b>Submission of Demand Draft/ Banker Cheque of Tender Cost, Earnest Money and Processing Fees*</b>	From 05.00 PM on 06/02/2012 up to 2.00 PM on 08/02/2012
<b>Technical Bid Opening Date &amp; Time</b>	08/02/2012 at 05:00 PM
<b>Date &amp; time of opening of Financial bids</b>	Will be intimated later to the Technically qualified bidders
<b>Websites for downloading Tender Document, Corrigendum's, Addendums etc.</b>	<a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a> <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>
<b>Bid &amp; EMD Validity</b>	180 Days from the date of bid submission
* In case any bidder fails to submit the original Demand Draft/ Banker Cheque of tender cost, Earnest Money and processing fees up to 2.00 PM on 08/02/2012 the Technical Bid of the bidder shall not be opened. The Demand Draft/ Banker Cheque should be of Scheduled Bank drawn in favour of Managing Director, RajCOMP Info Services Limited, Jaipur.	

<b>Managing Director</b> RajCOMP Info Services Limited (RISL) Jaipur (Rajasthan)
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## CHAPTER-1: PROJECT PROFILE

### “AROGYA ONLINE”

- A. Project Overview
- B. Hospital Covered under the Project
- C. Activities Completed so Far
- D. Next Step

#### A. Project Overview

- I. **Objective of the Project - Government of Rajasthan** has taken the initiative to automate the Hospitals in the state to improve the patient care. eHealth or ‘Arogya Online’ is the electronic management of health information to deliver safer, more efficient, better quality healthcare to the citizens of the state. This landmark initiative shall facilitate the transition of paper-based clinical record keeping to electronic means for better information exchange. The project shall use innovative methods and tools for more dynamic health systems, new technologies that aim to improve disease prevention, facilitate patient safety and quality, provide more efficient disease diagnosis and treatment, and increase health system coordination and use of resources. eHealth shall help to create a safer, more efficient and more equitable health sector.
- II. **The key benefits of ‘Arogya Online’ system include:**
  1. Streamlines workflow operations to improve hospital administration
  2. Enhances the quality of patient care
  3. It creates a platform for information exchange
  4. Streamlines resource utilization and management across hospital departments
  5. Single point solution for optimizing productivity and reducing manpower costs
  6. End to end supply chain management within the system
  7. Unique modular design structure of application to enhance operational flexibility

Core Modules PHASE 1		Back Office Module PHASE 2		Misc Module PHASE 3	
1	Emergency Registration	1	Stores Management System	1	RTI
2	OPD Registration	2	Procurement & Purchase	2	Health Portal
3	Out Patient Management	3	Central Sterile Services	3	File Tracking System
4	In Patient Management	4	Personnel Information System	4	Library Mgt. System
5	Enquiry	5	Finance Management System		
6	User Management	6	Bio Med. Waste/House Keeping		
7	Investigation	7	Transport		
8	Billing	8	Linen/Laundry		
9	Blood Bank	9	Bio-Medical Engg. Dept. (BMED)		
10	Patient Medical Record	10	Administrative Module		
11	Operation Theatre	11	Appointment Management Roster Management		
12	Pharmacy Store				
13	Diet Kitchen				

- ‘Arogya Online’ is designed to provide the highest level of flexibility and operational efficiency for a hospital. The system performs complex tasks like investigation billing, bed management, admission discharge and transfer procedures, pharmacy management and various other related activities.

## B. Hospitals Covered Under this Project:

The customization and implementation of the system at Sawai Man Singh Hospital, Jaipur was assigned to C-DAC, Noida after a tripartite agreement, signed on 10<sup>th</sup> December 2007, between SMS Hospital, Jaipur (Medical Education Department, GoR), RajCOMP (Department of IT&C, Govt. of Rajasthan) and CDAC (Department of IT, Ministry of Communications & Information Technology, Govt. of India). The software for the system has been developed by CDAC and customized for SMSH, Jaipur over the past two years. Hardware, Software and LAN nodes have been set up across 5 buildings of the Hospital for operationalizing the first phase of the HIMS which consisted of 13 core clinical modules.

The integrated solution manages Hospitals Central Lab, OPD, IPD, OT's, Drug Store and Blood Bank as well as the treatment modalities offered by more than 44 clinical & non-clinical departments, 70+ wards with 2500+ beds. The system also manages an avg. of 5000-6000 no. OPD patients on daily basis and approx. 13000 daily investigations with errorless reporting mechanism.

## C. Activity Completed So Far:

As of now all the Core Clinical modules and other modules have been made operational at the SMSH, Jaipur. The website (at <http://medicaleducation.rajasthan.gov.in/>) has received wide appreciation and acceptance.

Also, remaining Phase-II & III modules has been loaded at the SMSH Server after successfully completion of User Acceptance Testing (UAT) by SMS Hospital. Subsequently, Hospital is taking up the operationalization of Phase II & III remaining modules.

### a. Statistics at SMSH:

Number of Patients Registered & Admitted under "Arogya Online" (from 02-Apr-2009 to 30-Nov-2011)				
Patient Type	Registered	Admitted & Discharged Patient No.	No. of Bills with total Investigations	Blood Bank (with Bio-Metric & Barcode facility)
OPD	20,27,854	Admission 3,49,015 Discharge 3,40,422	11,53,362 (with 47,80,321 Investigations)	92,881 – Donors Regn. 91,022 – Blood Bags 1,30,979 – Bags Issued
Emergency	4,28,453			
<b>Total</b>	<b>24,56,307</b>			

Total no. of hits on <http://medicaleducation.rajasthan.gov.in/>: 2,13,560 since June 2010

### b. Achievements at SMSH – (Benefits to Citizens):

- Waiting time for patients has considerably reduced
- Facility of OPD, Admission, Investigation Billing, Sample collection, Free medicine distribution to BPL etc. at Dhanwantri OPD Block
- Display of admitted patients investigation report on ward's computer
- Display of investigation reports of all the patients on internet (at [medicaleducation.rajasthan.gov.in](http://medicaleducation.rajasthan.gov.in/)). Report can be viewed on Mobile also
- Consolidated information to citizens through single portal of Medical Education Department wherein information related to all Medical Colleges across Rajasthan is available
- Reduction in processing time due to Common Stationary Concept
- Control over Professional blood donors with use of Bio-Metric Donor Registration along with Bar coding for identification of blood bags

### c. Achievements at SMSH – (Benefits to Hospital/ Staff):

- Better Ward Management through computerized admission (IPD) process

- Hospital Central Lab & Blood Bank completely computerized
- e-Library facility for Medical Journals/ Books of SMS Library
- **Issuance of free medicines to the patients w.e.f 02nd October 2011 with stock management of drugs/ medicines. System integrated with Drug Warehouse module (e-Aushadhi) used by Rajasthan Medical Services Corporation under Arogya Online.**
- Actual statistics provided to hospital to plan budget/ costs/ resources accordingly
- About 40 trained nursing staff engaged in OPD registration activity were freed from their work and given patient care activity
- Hospital is able to demand re-imburement on the investigation related groups so as to provide better medicare to patients

**d. Mukhya Mantri Nishulk Dava Yojana:**

- Online software running since 24-Sep-2011.
- Facility for generation of online purchase orders in e-Aushadhi from 01-Dec-2011.
- Entry of purchase orders is necessary for receipt and issuance of medicine and also for payments.
- Online stock/ inventory management.
- Online indent and medicine issue.
- Extending of software up to PHC and CHC level on pilot basis at Sri Ganganagar District

**D. Next Step**

- a. Replication at Medical Colleges (as per Budget Announcement):** 'Arogya Online' is to be customized and replicated across all Medical Colleges & Attached Hospitals as per announcement made by Hon'ble Chief Minister in his Budget Speech 2009-10 (point no. 170). As per the approval from the Finance Department these Medical Colleges are to be taken up in a year wise phased manner. The phases with approved budgetary costs are as under:

Srl	Medical College (with all attached hospitals)	Approved budgetary cost (in Rs. Lacs)
1	RNT Medical College, Udaipur & Rajasthan State Data Centre	2676.42
2	Dr. SN Medical College, Jodhpur	1483.01
3	RNT Medical College, Udaipur	818.81
4	JLN Medical College, Ajmer	784.91
5	SP Medical College, Bikaner	684.09
6	Govt. Medical College, Kota	843.19

- b. Replication at Medical Colleges (as per Budget Announcement):** Replication MoU signed on 08<sup>th</sup> December 2010 for SMS Medical College & Seven Attached Hospitals. Other Medical Colleges are being taken up in a phased wise manner. The seven attached hospitals of SMS Medical College, Jaipur being taken up for computerization under 'Arogya Online' are as under:

- SMS Hospital
- Zenana Hospital
- JK Lon Hospital
- Mahila Chikitsalaya
- Gangori Bazaar Hospital
- Chest & TB Hospital



- Psychiatric Center

The Replication MoU's for Dr. SN Medical College, Jodhpur and RNT Medical College, Udaipur were signed on 20<sup>th</sup> September 2011. For SMS Medical College the orders have already been issued.

**c. Replication at 15 District Hospitals (as per Budget Announcement):** The successful SMS Hospital Model is to be replicated at all the 6 Medical Colleges & their Attached Hospitals and also at the 15 District Hospitals by Department of Medical Education and by Department Medical Health & Family Welfare as per announcement made by Hon'ble Chief Minister in his Budget Speech 2010-11. Out of these 15 hospitals 9 hospitals are being computerized with the assistance from World Bank under Rajasthan Health Systems Development Project (RHSDP) and rest 6 hospitals are being computerized by National Rural Health Mission (NRHM). The Hospitals under RHSDP are:

- D.H. Beawer, D.H. Alwar (including Zenana), D.H. Bharatpur (including Zenana), D.H. Bhilwara, D.H. Banswara, D.H. Ganganagar, D.H. Jaipur, Kanwatia, D.H. Pali, D.H. Sikar

The Hospitals under NRHM are:

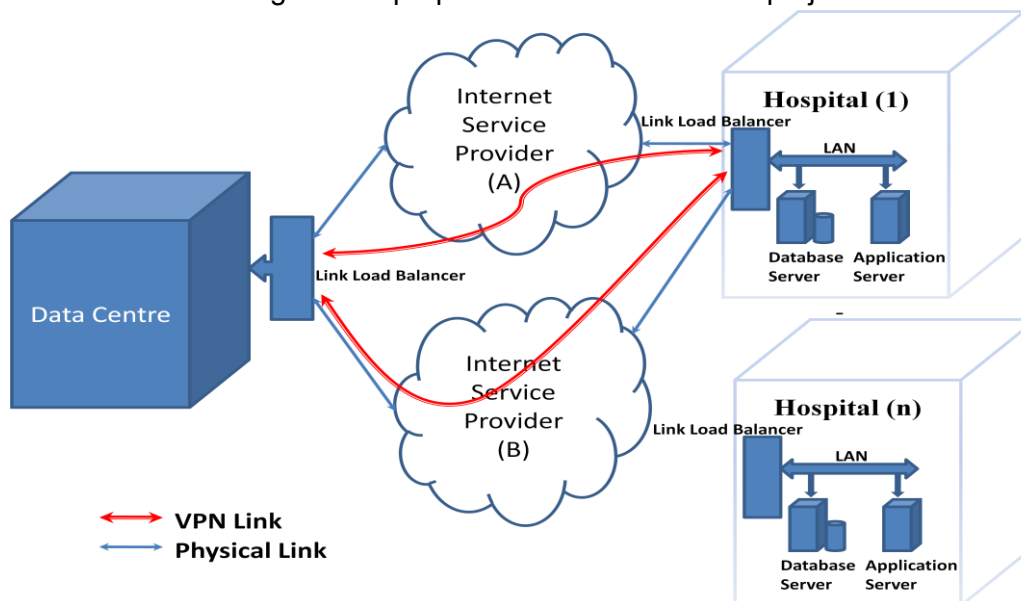
- D.H. Baran, D.H. Barmer, D.H. Chittorgarh, D.H. Dholpur, D.H. Dungarpur, D.H. Jhalawar

In this regard, a tripartite MoU was signed between RajCOMP, Medical & Health Department and C-DAC to computerize works in 15 District Hospitals in the State for better Medicare in the benign presence of Hon'ble Medical & Health Minister Sh. A. A. Khan at Swasthya Bhawan on 24<sup>th</sup> June 2010. A budget of Rs. 21.38 Crore has been sanctioned to provide IT-based administrative and medical services.

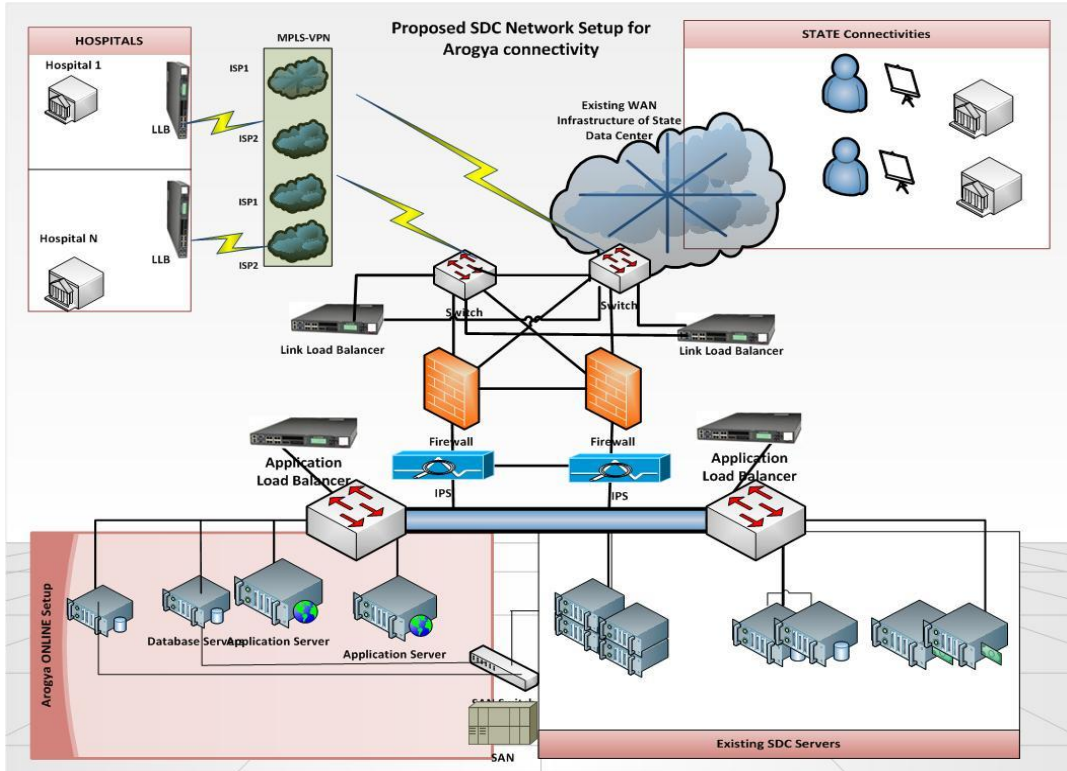
Phase-I (Finalized System Study) completed and Software application customized by C-DAC. Hardware, LAN and accessories ordered after tendering.

**Kanwatia Hospital, Jaipur was made live on 15<sup>th</sup> August 2011. Rajiv Gandhi General Hospital, Alwar made live on 30-Nov-2011.** Other hospitals are to go live after installation of power backup equipments.

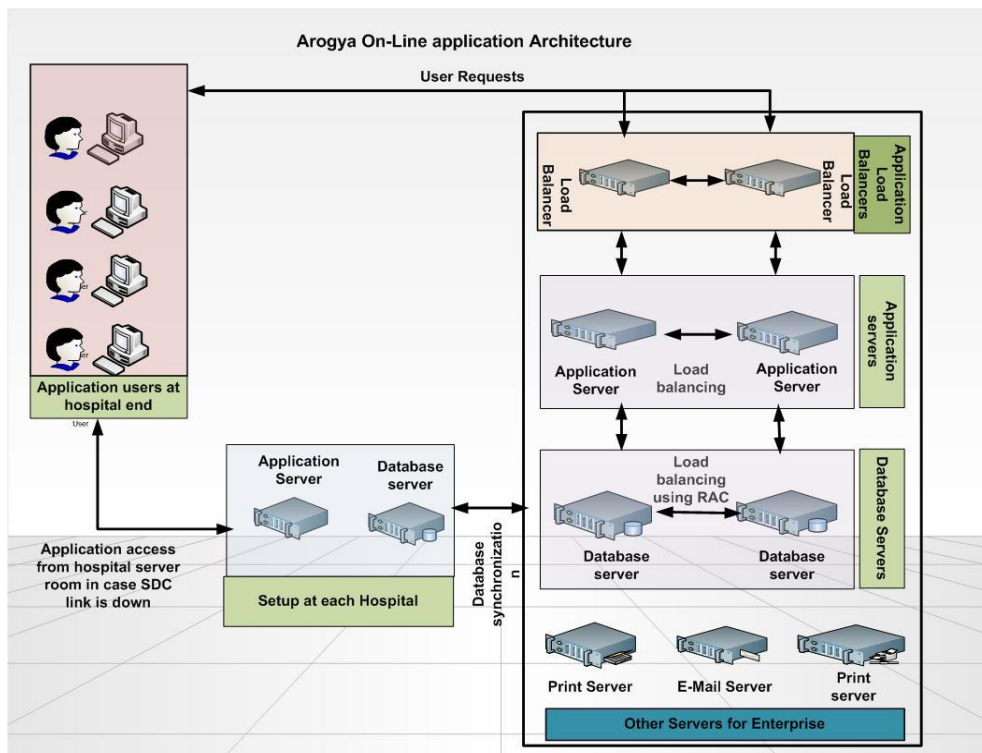
Below is the indicative design of the proposed network under the project:



Application architecture at RSDC is as under:



Arogya Online application architecture is as under:



## **CHAPTER-2: ELIGIBILITY CRITERIA**

### **1) Legal Requirements/ Compliance:**

- a) The Bidder must be a natural person/ proprietorship firm/ partnership firm/ registered company engaged in trade or business.
- b) The Applicant should be an Original Equipment Manufacturer or an authorized system integrator (reseller/ distributor/ dealer) for sale, support and services of the OEM in India. The bidder must attach Authorization Certificates for all the quoted products from respective OEMs.
- c) The Bidder must submit below mentioned documents: -
  - i. VAT/ Sales Tax registration certificate and clearance Certificate valid at the time of bid submission
  - ii. Service Tax registration certificate
  - iii. Income Tax registration Certificate/ Pan number(Bidder should provide a self attested copy of all the above-mentioned certificates along with the Technical bid as proof).

### **2) Technical Requirements/ Compliance:**

- a) The Bidder should have executed, in the period starting 01-Jan-2007 and ending 31-Dec-2011, at least **ONE** assignment of providing similar services (Supply, installation, commissioning and maintenance of computer hardware, system software and networking equipments, etc.) to Govt. / Semi Govt. / Nationalized Bank/ PSU in India where the value of the assignment should be at least Rs. 450.00 Lacs or higher. (A copy of work order and work completion certificate between above mentioned dates, both dates including, needs to be attached. In case of non availability of completion certificate, copy of proof of payments and work done w.r.t the attached work orders shall be submitted. Value of the payments should be greater than Rs. 450.00 lacs or higher)

**OR**

The Bidder should have executed, in the period starting 1-Jan-2007 and ending 31-Dec-2011, at least **TWO** assignments of providing similar services (Supply, installation, commissioning and maintenance of computer hardware, system software and networking equipments, etc.) to Govt. / Semi Govt. / Nationalized Bank/ PSU in India where the sum of value of these two assignments should be at least Rs. 500.00 Lacs or higher

(A copy of work order and work completion certificate between above mentioned dates, both dates including, needs to be attached. In case of non availability of completion certificate, copy of proof of payments and work done w.r.t the attached work orders shall be submitted. Value of the payments should be greater than Rs. 500.00 lacs or higher)

**OR**

The Bidder should have executed, in the period starting 1-Jan-2007 and ending 31-Dec-2011, **THREE** assignments of providing similar services (Supply, installation, commissioning and maintenance of computer hardware, system software and networking equipments, etc.) to Govt./ Semi Govt./ Nationalized Bank/ PSU in India where the sum of value of these two assignments should be

at least Rs. 550.00 Lacs or higher

(A copy of work order and work completion certificate between above mentioned dates, both dates including, needs to be attached. In case of non availability of completion certificate, copy of proof of payments and work done w.r.t the attached work orders shall be submitted. Value of the payments should be greater than Rs. 550.00 lacs or higher)

***Please Note- Value of any work order provided to comply with above mentioned requirement should not be less than Rs. 25 lacs. Installation and Commissioning services in the above orders should not be sub-contracted.***

b) The Bidder must possess a valid ISO 9001 certification, as on date of submission of the bid and a copy of same should be enclosed with the Technical bid.

### **3) Financial Requirements/ Compliance:**

a) The Bidder should deposit Earnest money, Tender document fee and e-tender processing fee as per the NIT. The bid received without these fees will be rejected.

b) The Bidder should have a minimum average annual turnover of INR Rs. 15 crores for the last three financial years (i.e. 2008-2009, 2009-2010 & 2010-11) from the (Supply, installation and commissioning of computer hardware, system software and networking equipments, etc.). Copy of annual Audited balance sheets for the last three financial years (i.e. 2008-2009, 2009-2010 & 2010-11) and CA Certificate indicating turnover from required activities/ services in the three financial years (i.e. 2008-2009, 2009-2010 & 2010-11) should be enclosed along with the registration number of the CA.

c) The Bidder should have positive net worth in each of the last three financial years (i.e. 2008-2009, 2009-2010 & 2010-11). Copy of annual Audited balance sheets for the last three financial years (i.e. 2008-2009, 2009-2010 & 2010-11) and CA Certificate indicating net worth of the company during the financial year 2008-2009, 2009-2010 & 2010-11, should be enclosed along with the registration number of the CA.

### **4) Other Requirements/ Compliance:**

- I. The bidder should have min. of 3 network/ hardware engineers at Udaipur (offsite) OR should place min. of 3 network/ hardware engineers at Udaipur (offsite) on the day of commissioning of the hardware and system software, 1 of which should be BE/BTech and other could should have the qualifications given in Annexure-14.
- II. The Desktop OEM should have Direct OEM account of Microsoft and should be authorized to preload PC Operating System of Microsoft along with Recovery CD.

### **CHAPTER-3: SCOPE OF WORK (SoW)**

The scope of work will be as under:

#### **1. Supply, Installation, Integration, Testing and Commissioning-**

##### **a) Supply of products-** The Successful bidder shall:

- i. Supply all the items including standby equipments given in Hospital Delivery and Installation Details given in Annexure 12 to the Hospitals and provide 3 years onsite warranty as per clause no. 27 of Chapter 5 for all the items supplied and installed.
- ii. Supply all the software with genuine licenses under the name of RISL, support period of which should be 3 years from the date of commissioning (Technical Specifications) along with all the updates and patches.
- iii. The inventory of standby equipments in the hospital as given in the Annexure 12 may be used for meeting SLA requirement. However, once the faulty hardware/ software is repaired and installed back at the site the stand by equipment shall be restored.

##### **b) Installation, Integration, Testing and Commissioning-**

- i. The installation, integration and commissioning of the computer hardware and peripherals at the RNT medical college Udaipur and attached hospitals.
- ii. The installation, integration and commissioning of the Local Area Network including structured cabling, active and passive components of LAN at RNT medical college Udaipur and attached hospitals
- iii. The installation, integration and commissioning of PCs and allied items at RNT Medical College Udaipur and attached hospitals
  - Obtaining installation completion and commissioning certificate (Sign-Off) for all Implementation locations from the nodal/designated officer.
  - Obtaining all the statutory and regulatory approvals, if required, for the project implementation. However, RISL may facilitate the same and pay the requisite fee, as applicable, to the concerned authority.
  - Preparation and submission of detailed User Acceptance plans (UAT)/ schedules/ procedures/ formats. After acceptance of UAT reports by RISL, the entire infrastructure (including network) would be deemed to have been commissioned. All the costs towards testing & commissioning to be borne by the successful bidder.
  - Any other equipment (like Screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fibre termination kits etc.) required for completing installation.

#### **2. Documentation:** The successful bidder should provide proper technical documentations of all components and all the installation, commissioning procedures and configurations parameters within 30 days of the commissioning & integration of equipments with Rajasthan State data centre and at other locations.

#### **3. Maintenance support services (MSS):**

- a) Bidder shall provide complete onsite warranty as per clause no. 27 of Chapter 5 for all the hardware items. For the software products and operating systems the support period would be 3 years from the date of commissioning along with all the updates and patches.
- b) The Supplier shall provide comprehensive Maintenance Support Services (MSS) for supplied Hardware and software infrastructure, etc. This involves comprehensive maintenance of all component covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spares part, updating, security alerts and patch uploading etc. to make the system operational. This will include preventive maintenance & corrective maintenance also.
- c) Bidder shall depute one full time dedicated resident network/ hardware engineer at RNT Medical College, Udaipur for three years, starting day of commissioning of hardware and

system software, to trouble shoot, manage, replace and repair the hardware/ system software onsite (if possible) and also lodge complaints with the local team at Udaipur for repairing the items as per SLA. Minimum qualification of the onsite network/ hardware engineer is given in the Annexure 14. Network / hardware engineer should provide 24\*7 maintenance supports to the purchaser. Network/ hardware engineer shall be present at the hospital site during hospital working hours (8:00 am to 4:00 pm Monday to Saturday). During non working hours i.e. from (4:00 pm to 8:00 am) the engineer should be available on call. The service levels for replacement and repair is given in the SLA of the document.

**4. Preventive Maintenance Services (PMS):**

- a) The supplier shall conduct preventive maintenance (including inspection, cleaning of the equipment, testing, satisfactory execution of all diagnostics, necessary repairing of the equipment etc) at least once in a quarter, in addition to the normal maintenance required.
- b) Performance tuning.
- c) Trouble shooting of all supplied component (hardware/ software) etc.
- d) Check, Repair/ replace any loose contacts in the cables/ connectors & connections.
- e) Cleaning and removal of dust and dirt from the interior and exterior of the equipment.
- f) Preventive Maintenance Activities of components as per their manufactures' recommendation/ advice.
- g) The Preventive Maintenance shall be carried out during hospital off hours (4:00 pm to 8:00 am) after obtaining permission from the concerned nodal officer.

**5. Corrective Maintenance Services:**

- a) Reinstallation/ reconfiguration of servers with resizing, partitioning and uploading & installing latest service packs/ patches of OS and other components.
- b) RISL/ Hospital may lodge complaints by any mode i.e. phone, e-Mail, post, online on a web based Helpdesk System etc or helpdesk system. SI shall provide a complaint/ ticket number for each complaint and has to resolve the problem within the stipulated period as mentioned in this RFP.

**6. Configuration Management Services:**

- a) The vendor shall maintain complete configuration (in hardcopy & softcopy) details of all the items supplied and installed by him.
- b) The vendor shall define change management procedures and also ensure that no unwarranted changes are carried out. Any changes shall be incorporated with prior approval of the purchaser.
- c) The Vendor shall do proper version management of these configurations as they are bound to change from time to time.
- d) These configurations shall not be accessible in general and must be kept confidential.
- e) The Bidder shall have to prepare desired number of Earth Pits (as per applicable standards) required for installation of DG Sets, UPS and other equipments and will be duly verified and inspected by the RISL/ GoR officials.

**7. Tie up with OEM/ Manufacturer:** SI should provide original, new, genuine components / parts/ assembly/ hardware for to the purchaser. SI should be authorized by the OEM's to supply the hardware and provide onsite warranty on their behalf.

**8. Other:**

- a) The entire Hardware as supplied under the project should be interoperable. In case any additional device/ software are required for interoperability, the same shall be provided, installed and maintained by the bidder at no extra cost for entire warranty period.

- b) To provide all patches and updates during the entire warranty period.
- c) To obtain Installation certificates from all locations and submit it to purchaser
- d) Bidder shall not bid any equipment & software that is likely to be declared end of sale within next one and half year from the date of submission of bid. If any equipment is found declared end of sale than the bidder/ SI shall replace all such equipments with latest one and equivalent configuration without any financial obligation to Purchaser. The bidder is required to submit an undertaking from the OEM this regard.

9. **Project Deliverables, Milestones & Time Schedule:** The successful bidder is expected to carry out all ground work for Supply, Installation, Integration including documentation, coordination with RISL/ GoR and other stakeholders of the project. These reports or deliverables are to be submitted timely by the supplier to the hospital/ purchaser to ensure the timely and smooth execution of project. Certain key deliverables are identified for each of the parts/ stages, which are mentioned hereunder. However, bidder should take approval of templates of all the reports from RISL before submission of deliverable to purchaser.

Srl	Deliverable	Timelines
<b>Milestone-1: Item delivery, installation &amp; commissioning-90 Days (from Work Order Date)</b>		
1	Event: Delivery, User Acceptance & Commissioning Deliverable: Installation Report, User Acceptance Report signed by the relevant authority in the hospital and Configuration details of items installed.	Within 90 Days from the Date of Work Order
<b>Milestone-2: Maintenance period</b>		
3	Event: Maintenance of the Hardware and System software supplied Deliverable (duly verified by the hospital): <ul style="list-style-type: none"> <li>✓ Quarterly Status of Hardware incidents/ calls logged and resolved</li> <li>✓ Root cause analysis of the problems for all performance and availability problem that occur.</li> <li>✓ Preventive maintenance report giving details about the activities done as a part of preventive maintenance               <ul style="list-style-type: none"> <li>a) Formal root cause analysis will be delivered within five days of problem occurrence, including:                   <ul style="list-style-type: none"> <li>• Explanation of the root cause</li> <li>• Actions taken to resolve the problem</li> <li>• Action plan to prevent re-occurrence</li> </ul> </li> </ul> </li> </ul>	Every quarter for 12 qtrs. starting from the day of commissioning

## **CHAPTER-4: BIDDING PROCESS**

The Bidding process below specifies the procedures that would regulate the overall bidding process.

1. Selection of vendor for Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software at RNT Medical College and its Attached Hospitals at Udaipur is a two stage bidding process where in eligible bidders shall submit their technical bids and financial bids separately.
  - a. Technical bids will be evaluated for all the eligible bidders.
  - b. Financial bids will be opened only for those bidders who qualify the technical criteria
  - c. Financial bids for the technically disqualified bidders will not be opened

### **2. Preparation of Bidding Document**

#### **a. Earnest Money Deposit (EMD)**

- I. Every bidder, if not exempted, participating in the bid must furnish the earnest money deposit as specified in the Notice Inviting Tender (NIT).
- II. Government of Rajasthan and Union Government undertakings, corporations, companies; autonomous bodies managed or controlled by Government are not required to submit the EMD. Receipt of EMD or Registration certificate or Certificate that the bidder is a Government undertaking/ Corporation/ Company/ autonomous body as mentioned above shall necessarily accompany the sealed bid without which the bid shall be rejected forthwith.
- III. EMD will be taken @ 0.5% (Half percent) of the total estimated project cost from the S.S.I. units of Rajasthan.
- IV. Earnest money deposit of a bidder lying with RISL in respect of other bids awaiting decision will not be adjusted towards earnest money deposit for the fresh bids. The earnest money originally deposited may, however, should be taken into consideration in case bids are re-invited.
- V. Form of EMD: The EMD may be deposited in the form of a banker's cheque or demand draft in favour of "Managing Director, RISL" payable at "Jaipur".
- VI. Refund of EMD: The earnest money deposit of unsuccessful bidders shall be refunded soon after final acceptance of bid and award of contract. In case of best/ successful bidder, the EMD, if feasible, may also be adjusted in arriving at the amount of the Performance Security Deposit.
- VII. Forfeiture of EMD: The EMD taken from the bidder shall be forfeited in the following cases:-
  - i. When the bidder withdraws or modifies his bid proposal after opening of bids.
  - ii. When the bidder does not execute the agreement after placement of order within the specified time.
  - iii. When the bidder fails to commence the supply of the goods and service as per purchase / work order within the time prescribed.
  - iv. When the bidder does not deposit the security money after the purchase/ work order is placed.
  - v. To adjust any dues against the firm from any other contract with RISL.
- b. The download of bidding document shall commence with the issue of NIT and shall be stopped as specified in NIT. The complete bidding document is also placed on the websites as specified in the NIT. The prospective bidders are permitted to download the bid document from any of the specified websites but must pay the



cost of tender/ bidding document and e-tender processing fee while submitting the bids to the department.

### 3. Clarification and Amendment of Bidding Document

#### a. Pre-bid Meeting:

- a) The bidder or its official representative (not more than two representatives per bidder) is invited to attend the pre-bid meeting as per the details specified in NIT. The objective of this meeting is to address the queries of the prospective bidders related to the Project/ bidding document.
- b) Only the bidders/ firms who have deposited the requisite tender fee and e-tender processing fee, are allowed to attend the pre-bid conference/ meeting and submit their pre-bid queries in the specified format and schedule. Bidders having submitted the required fee are welcome to attend the pre-bid meeting, even if they do not have any specific queries. Tendering authority shall respond to the queries of only those bidders who have submitted the required fee till the day of pre-bid meeting.
- c) As a result of discussions in the pre-bid conference, if modifications in the bidding document, specifications of services and/ or goods are considered necessary, they may be done by issuing an addendum/ corrigendum and its copies shall be sent through Email/ post to all the bidders having purchased the bidding document without identifying the source. The corrigendum/ addendum and the Final bidding document will be placed on all the websites as specified in the NIT.
- d) The tendering authority reserves the right not to respond to any/ all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

#### b. Amendment of Bidding Document

- I. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addenda.
- II. Any Corrigendum/ Addendum issued shall be a part of the Bidding document and shall be communicated to all, who have purchased the Bidding document.
- III. To give prospective Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- IV. Any change in date of submission and opening of bids would be published in appropriate manner including the websites mentioned in the NIT.

### 4. Submission and Opening of Bids:

- a. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the tendering authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. The last date and time for submission of bid is as per Notice Inviting Tender.
- b. **Purchaser and website for Bid submission:**  
Purchaser: Managing Director, RajCOMP Info Services Ltd.  
Website- <http://eproc.rajasthan.gov.in/>  
Email: [arogyaonline@rajcomp.net](mailto:arogyaonline@rajcomp.net)
- c. **Language of Bids** – The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder,

shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.

d. **Documents comprising the Bid**

- I. The bidder should ensure that all the required documents, as mentioned in the bidding document, are submitted along with the bid and in the specified format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid/ proposal submitted by the bidder.
- II. Also, the tender fee, e-tender processing fee / photocopy of these, receipt along with the bid security i.e. earnest money deposit (EMD) should be enclosed along with the technical bid.
- III. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- IV. The Bidder shall submit the Price Schedules/ Commercial/ Financial bid for Goods and Related Services, according to their origin as appropriate, using the forms furnished in the bid and enclose in a separate cover.
- V. The contents of bid are listed below.

I. **Technical Bid:**

1. The Technical Proposal should contain documents as listed in various Chapters & Annexure of this bid document.
2. Prices must not be indicated in the Technical Bid and must be quoted only in the Financial Bid.
3. Make sure that required tender fee and processing fee should be submitted separately in form of demand draft/banker's cheque in favour of "Managing Director RajCOMP Info Services Ltd." payable at "Jaipur". Bidders should submit copy of same to RISL.

II. **Financial Bid:**

1. The Bidder shall indicate price it proposes to provide under the contract only in the prescribed format. Prices should be shown separately for each item as detailed in Tender Document. The price components furnished by the Bidder in accordance with format provided in this bid document will be solely for the purpose of facilitating the comparison of bids by Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered
2. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, Purchaser reserves the right to negotiate the prices quoted in the bid to effect downward modification, if required.
3. The Contract price would be inclusive of all applicable taxes, duties, charges and levies. If there would be any increase in the taxes (except service tax), levies, duties, fee and other charges during tenure of the contract, the financial burden of the same shall be borne by the bidder.

- e. **Alternative Bids:** Alternative bids shall not be considered at all.
- f. **Bid Prices and Discounts-**
- I. All the prices should be quoted only in Indian Rupees (INR) currency.
  - II. Prices/ Rates shall be written both in words and figures. There should not be errors and/ or over-writings. Corrections/ alterations, if any, should be made clearly and initialed with date.
  - III. All rates quoted must be FOR destination/ site where the IT/ Computer systems and allied items are to be installed, and should include all incidental charges except Central/ Rajasthan VAT, which should be shown separately in the Format for Price Quotation only. In case of local supplies the rates should include all taxes, etc., and RISL will not pay any cartage or transportation charges.
  - IV. The prices and discounts quoted by the Bidder in the Price Schedule/ Commercial/ Financial Bid shall conform to the requirements specified therein.
  - V. All items in the Schedule of Supply must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Items not listed in the Price Schedule shall be assumed not to be included in the Bid, and provided that the Bid is substantially responsive, the corresponding adjustment shall be applied in accordance with the provisions of bid document.
  - VI. The price to be quoted in the Bid Submission Sheet shall be the total price of the Bid including any discounts offered.
  - VII. The disaggregation of price components is required solely for the purpose of facilitating the comparison of Bids by the Competent authority. This shall not in any way limit the Competent authority's right to contract on any of the terms offered: -
    - i. For Goods offered from within/ outside the country.
    - ii. For Related Services whenever such Related Services are specified in the bidding document.
  - VIII. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A Bid submitted with an adjustable price quotation shall be treated as nonresponsive and shall be rejected. However, if in accordance with the bid document, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a Bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.
  - IX. Prices quoted shall correspond to 100% of the items specified and to 100% of the quantities specified for each item.
- g. **Validity of bids:** Bids shall remain valid for 180 days from the date of bid submission as prescribed by Tendering Authority. A Bid valid for a shorter period shall be rejected and treated as non-responsive.
- h. In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- i. **Format and Signing of Bid:**

- I. The bidder has to submit Earnest Money, Tender document fee and e-tender processing fee as given in the NIT. The Technical bid and financial bid in PDF form shall be submitted on the website <http://eproc.rajasthan.gov.in>.
  - II. The bid shall be typed or written in indelible ink and shall be digitally signed (all the pages) by a person duly authorized to sign on behalf of the bidder, in token of acceptance of all the terms and conditions of the bidding document. .
  - III. Any amendments such as interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the authorized person signing the bid.
- j. Deadline for the submission of Bids**
- i. Bids must be submitted on the website <http://eproc.rajasthan.gov.in> no later than the date and time indicated in the NIT.
  - ii. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required to be substantially modified as a result of discussions in pre-bid conference and the time with the prospective bidders for preparation of bids appears insufficient, the date may be extended by Managing Director, RISL and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the bidders to prepare and submit their bids. Any change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.
  - iii. The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.
- k. Delayed/ Late Bids**
- The tendering authority shall not consider any bid that arrives after the deadline for submission of bids as indicated in the NIT. Any bid received by the tendering authority after the deadline for submission of bids shall be declared as late and will not be considered.
- l. Receipt of Tenders/ Bids**
- I. Access to the bids is strictly restricted and will be provided only to the concerned officers of purchaser/ RISL doing the evaluation.
- m. Bids received by modes other than submission on <http://eproc.rajasthan.gov.in> website will not be considered.
- n. Withdrawal, Substitution, and Modification of Bids**
- I. A Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per e-tendering process.
- o. Bid Opening**
- I. The designated Procurement Committee will perform the bid opening, which is a critical event in the bidding process.

- II. The tendering authority shall conduct the bid opening at the date and time specified in the NIT.
- III. All the bids received up to the specified time and date shall be opened by the members of the designated Procurement Committee after entering their corresponding credentials (login id and digital signatures) <http://eproc.rajasthan.gov.in> in the website.
- IV. First, bids marked "WITHDRAWAL" shall be read out, and recorded, and corresponding Bid shall not be opened. Next, bids marked "SUBSTITUTION" shall be opened, read out, recorded, and exchanged for the corresponding bid being substituted, and the substituted bid shall not be opened. Bids marked "MODIFICATION" shall be opened, read out, and recorded with the corresponding bid. Only bids that are opened, and recorded at bid opening shall be considered further.
- V. All other bids shall be opened one at a time, and the following read out and recorded, the name of the bidder and whether there is a modification. No bid shall be rejected at bid opening except for delayed/ late bids; alternative bids and bids not accompanied with the required tender fee and bid security (EMD).
- VI. The "Technical Bid" shall be opened first. The bids containing "Financial Bid" shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical bids. The details of deposit of tender fee and EMD with each bid shall be read out loudly.

## 5. BID EVALUATION

### a. Guiding Principle for Evaluation of Bids

- I. The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- II. The determination shall be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- III. An affirmative determination shall be a prerequisite for award of the Contract to the bidder. A negative determination shall result in disqualification of the bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that bidder's capabilities to perform satisfactorily.
- IV. The tendering authority/ procurement committee, in observance of best practices, shall: -
  1. Maintain the bid evaluation process strictly confidential as per the details below.
  2. Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
  3. Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

### b. Confidentiality

- I. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.
- II. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.

- III. From the time of bid opening to the time of Contract award, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.
- c. **Clarification of Bids**
- I. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- II. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.
- III. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/ Financial Bids.
- d. **Determination of Responsiveness**
- I. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- II. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
1. "Deviation" is a departure from the requirements specified in the bidding document;
  2. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
  3. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- III. A material deviation, reservation, or omission is one that,
- if accepted, would: -
  - affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the bidding document; or
  - limits in any substantial way, inconsistent with the bidding document, the tendering authority's rights or the bidder's obligations under the proposed Contract; or
  - if rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.
- IV. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.
- V. The tendering authority shall compare all responsive bids to determine the best bid, in accordance with the provisions of this bidding document.
- e. **Non-material Non-conformities**
- I. Provided that a bid is responsive, the tendering authority may waive any nonconformity in the bid that do not constitute a material deviation, reservation or omission.
- II. Provided that a bid is responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information or documentation on such nonconformities shall not be related to any aspect of

the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.

**f. Evaluation of Bids**

- I. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
- II. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in section: "Evaluation Criteria" of this bidding document.
- III. To evaluate a bid, the tendering authority shall consider the following: -
  - The bid price as quoted in accordance with bidding document.
  - Price adjustment for correction of arithmetic errors in accordance with bidding document.
  - Price adjustment due to discounts offered in accordance with bidding document;

**g. Evaluation of Technical Bids**

- I. The initial technical evaluation shall be completed by the designated Procurement Committee as early as possible after opening of technical bids.
- II. The number of firms qualified in technical evaluation, if less than three, and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing, otherwise fresh bids will be invited.
- III. After approval of the technical evaluation by tendering authority, the firms which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.
- IV. The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid not be pened and EMD refunded after completion of the bid process i.e. award of the contract to the best/ successful bidder.
- V. The Tendering Authority will evaluate the Technical bids of the Bidders as per the Technical evaluation checklist given in Annexure-2 of this document. In case of any clarifications/ queries purchaser can ask for clarification from the bidder. In case the bidder does not provide clarification in time or purchaser finds the clarification unsatisfactory purchaser can summarily reject the bid.

**h. Evaluation of Financial Bids**

- I. The financial bids of bidders who qualified in technical evaluation shall be opened at the notified time, date and place by the members of the designated Procurement Committee in the presence of the bidders or their representatives who choose to be present.
- II. The names of the firms, the rates given by them and conditions put, if any, shall be read out and recorded in tender opening register.
- III. Conditional bids are liable to be rejected. However, financial implication of conditions may be worked out and added to the quoted price.
- IV. The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central / State Government/ Local Authorities. Treatment of CenVAT/ VAT etc. would, however, be as per S.No. k below.
- V. The offers shall be evaluated and marked L 1, L2, L3 etc. L1 being lowest offer and then others in ascending order.

- VI. The Procurement Committee shall prepare a comparative statement in tabular form and its report on evaluation of financial bids and with the recommendation to sanction the best offer to the tendering authority.
  - VII. It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods and/ or service required to be procured.
  - VIII. In case of same lowest financial bid quoted by different bidders, the tendering authority reserves the right to give the work-order to any bidder (with same lowest values) in the interest of the State.
- i. **Correction of Arithmetic Errors**

Provided that the bid is substantially responsive, the competent Procurement Committee shall correct arithmetical errors on the following basis: -

    - I. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
    - II. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
    - III. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
  - j. **Comparison of Rates of firms outside and those in Rajasthan**
    - I. While tabulating the bids of those firms which are not entitled to price preference, the element of Rajasthan VAT shall be excluded from the rates quoted by the firms of Rajasthan and the element of Central VAT shall be included in the rates of firms outside Rajasthan. In such case, if the price of any commodity being offered for sale by firms in Rajasthan is the same or lower (excluding element of Rajasthan Sales Tax) than the price of firm outside Rajasthan (including element of Central Sales Tax), the commodity shall be purchased from the firm in Rajasthan.
  - k. **Margin of Preference/ Price Preference**
    - I. No margin of preference/ price preference shall be given to the goods produced or manufactured by Industries of Rajasthan over goods produced or manufactured by Industries outside Rajasthan.
  - l. **Negotiations**
    - I. As a general rule, negotiations after opening of bids would be discouraged. However, negotiations may be undertaken in exceptional circumstances, such as: -
      - i. when ring prices have been quoted.
      - ii. When the quoted rates have wide variations and are much higher than the market rates prevailing at the time of opening of bids.
    - II. Negotiations shall not make original offer of the bidder ineffective.
    - III. In case the lowest/ best bidder does not reduce his rates in response to negotiations or the rates so reduced are still considered to be higher, the tender sanctioning PC may decide to make a written counter offer to the lowest/ best bidder. If the lowest/ best bidder does not accept the counter offer given by the



PC, the PC may recommend to reject the bid or may repeat the process to make the same counter offer to second lowest/ best bidder and so on to third, fourth lowest/ best bidder, etc. till any bidder accepts it.

**m. Disqualification**

Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process if the bidder: -

- I. Has not submitted the bid in accordance with the bidding document.
- II. Does not meet the minimum eligibility criteria as mentioned in the bidding document.
- III. During validity of the bid or its extended period, if any, increases his quoted prices.
- IV. Has imposed conditions in his bid.
- V. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- VI. Has submitted the bid after due date and time.
- VII. Is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- VIII. Has submitted bid which is not accompanied by required documentation and Earnest Money Deposit (EMD).
- IX. Has failed to provide clarifications related thereto, when sought.
- X. Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidders including forfeiture of the EMD.
- XI. Who is found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification shall be disqualified from the process at any stage.

*Note: Bidders may specifically note that while processing the bid documents, if it found expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of bids then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the bids floated by any department, Govt. of Rajasthan. It may also be clarified that if need arises then Tendering authority would go in for appointment of outside party(s) to undertake the work under the captioned bid.*

**n. Tendering authority's Right to Accept/ Reject any or all of the Bids**

The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the bidders.

**6. Award of Contract**

**a. Acceptance of the Tender/ Bid and Notification of Award**

- I. Prior to the expiration of the period of bid validity, the tendering authority shall notify the successful bidder, in writing, that its bid has been accepted.
- II. The tendering authority shall award the Contract to the bidder whose offer has been determined to be the best bid and is substantially responsive to the bidding document, provided further that the bidder is determined to be qualified to perform the Contract satisfactorily.

- III. The tender sanctioning PC after due consideration of bids, their conditions, financial implications, seeing samples, test reports, if any, discussions with the bidders about important features of their articles, etc., shall take decision regarding acceptance or rejection of the bid.
  - IV. Decision on bids shall be taken within original validity period of offers which shall be kept as per NIT. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date.
  - V. As soon as a bid is accepted by the tendering authority, its written intimation would be sent to the concerned bidder. If the issuance of formal Work Order is likely to take time, a Letter of Intent (LOI) may be sent in the meanwhile. In the same intimation the bidder may be asked to execute an agreement in prescribed format on a non-judicial stamp of prescribed value and deposit the amount of prescribed performance security deposit within 15 days from the date of issue of acceptance.
  - VI. The acceptance of an offer is complete as soon as the letter of communication is posted to the correct address of the bidder.
  - VII. The acceptance of the bid shall also be placed on website of RISL for general information to all.
  - VIII. The bidders whose bids could not be accepted shall also be informed and asked to collect their EMD soon after the agreement with the successful bidder is executed and his performance security deposit is obtained. Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- b. Right to Vary Quantities**
- I. At the time the Contract is awarded, the quantity of Goods and Related Services originally specified in the bidding document may be increased or decreased, provided this change does not exceed the limits/ ceilings of minimum and maximum quantity, as mentioned in S.No ii below, and without any change in the unit prices or other terms and conditions of the bid and the bidding document.
  - II. If the order is placed upto 25% in excess of the quantities, the bidder shall be bound to meet the required supply.
  - III. Repeat orders may also be placed with the consent of the contractor/ supplier on the rates and conditions given in the bidding document provided that the repeat orders are up to 50% of the quantity originally purchased and the period is not more than one month from the date of expiry of last supply (i.e., delivery) and that the original order was given after inviting open tenders/ bids. The delivery/ completion period will also be proportionately increased.
  - IV. If the tendering authority does not purchase any of the tendered articles or purchases less than the quantity indicated in the tender form, the bidder shall not be entitled to claim any compensation.
- c. Tendering Authority's Right to Divide Quantities among more than One Bidder at The Time of Award**
- I. As a general rule all the quantities of goods or a service required to be procured through a tender inquiry shall be delivered by the lowest responsive bidder. However, when it is considered that the quantity of the goods or service to be

procured is very large and it may not be in the capacity of the lowest bidder to deliver the entire quantity of goods and service, then in such cases the quantity may be divided between the lowest and the second lowest bidder or even more bidders in that order, at the rates of lowest bidder after negotiations.

- II. The quantity may be divided among more than one bidder and the ratio would be 60:40 in case of two bidders; among 3 bidders the ratio may be 40:30:30.

d. **Signing of Contract**

- I. Promptly after notification of award, the tendering authority shall send to the successful bidder the Contract Agreement and the "Special Conditions of Contract".
- II. Within fifteen (15) days of receipt of the Letter of Intent/ Work Order from the tendering authority, the successful bidder shall sign, date, and return the Contract Agreement to the tendering authority.

e. **Performance Security Deposit (PSD)**

- I. Within fifteen (15) days of the receipt of notification of award from the tendering authority, the successful Bidder shall furnish the Performance Security Deposit (PSD) in accordance with the provisions under the "General Terms & Conditions" of the Contract as mentioned in this bidding document.
- II. Failure of the successful bidder to submit the aforementioned PSD or sign the Contract Agreement shall constitute sufficient grounds for the annulment (cancellation/ termination) of the award and forfeiture of the EMD. In that event the tendering authority may award the Contract to the next best bidder whose offer is substantially responsive and is determined by the tendering authority to be qualified to perform the Contract satisfactorily.

f. **Reservation of Rights**

To take care of unexpected circumstances, RISL shall reserve the rights for the following: -

- I. Extend the closing date for submission of the bid proposals.
- II. Amend the bidding requirements at any time prior to the closing date, with the amendment being notified to prospective bidders.
- III. Seek information from or negotiate with one or more of the bidders on any issue at any time and to continue to negotiate with one or more of the bidders.
- IV. Discontinue negotiations at any time with any bidder.
- V. Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.
- VI. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bid has been invited or distribute items of stores to more than one bidder.
- VII. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.
- VIII. Seek the advice of external consultants to assist RISL in the evaluation or review of proposals.
- IX. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.
- X. Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.

Note: Direct or indirect canvassing on the part of the bidder or his representative would be a disqualification.

**g. Monitoring of Contract**

- I. An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by tendering authority to monitor the progress of the contract during its delivery period.
- II. During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given if it is a severable contract in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the supplier's or service provider's premises where the work is being completed, may be inspected.
- III. If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- IV. Any Change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the tendering authority and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- V. No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the tendering authority through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- VI. The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of tendering authority.

**h. Re-invitation of Tenders/ Bids**

- I. Re-invitation of bids would generally be avoided by the tendering authority.
- II. However, in case, higher prices than prevalent market rates have been received in the bidding process or considerable changes in specifications, terms and conditions are required to be made as a result of discussion in pre-bid conference or otherwise, re-invitation of bids shall be done.

**i. Lack of Competition**

A situation may arise where, after evaluation of bids the tendering authority may end-up with one responsive bid only. In such a situation, the contract may be placed to that bidder by the tendering authority, provided the quoted price is reasonable.

## **CHAPTER-5: TERMS AND CONDITIONS OF THE BID**

*Note: All the conditions mentioned in this chapter shall be used during the evaluation of the bids and later, when the work is awarded to firm.*

### **Definitions**

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a) "Contract" means the Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c) "Contract Price" means the price payable to the Supplier as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) "Day" means calendar day.
- e) "Delivery" means the transfer of the Goods from the Supplier to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) "Completion" means the fulfilment of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract.
- g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract.
- h) "Purchaser" means the entity purchasing the Goods and Related Services, as specified in the bidding document.
- i) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the Supplier under the Contract.
- j) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
- k) "Supplier" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the Supplier.
- l) "The Site," where applicable, means the place named in the bidding document.

### **1) Income Tax, VAT/ Service Tax Registration and Clearance Certificate:**

No Dealer who does not hold a valid PAN from Income Tax department and who is not registered under the VAT/ Sales Tax and Service Tax Act prevalent in the State where his business is located shall tender. The VAT and Service Tax Registration Number should be quoted and a VAT and Service Tax clearance certificate from the Commercial Taxes Officer of the Circle concerned valid on the date of submission of tender shall be submitted without which the tender is liable to rejection.

**2) Contract Documents:**

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

**3) Interpretation:**

- a) If the context so requires it, singular means plural and vice versa.
- b) Commercial Terms: The meaning of any trade term and the rights and obligations of parties there under shall be as prescribed by commercial terms. All the terms shall be governed by the rules prescribed in the current edition of commercial terms, published by the Indian Chamber of Commerce at the date of the Invitation for Bids or as specified in the bidding document.
- c) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- d) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- e) No waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- f) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- g) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

**4) Language:**

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier/ Bidder and the Purchaser, shall be written in English language only or as specified in the special conditions of the contract. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The Supplier/ Bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

**5) Eligible Goods and Related Services:**

- a) For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, installation, commissioning, training, and initial maintenance.

- b) Bids for articles marked within the schedule should be the ones which are produced in volume and are used by a large number of users in India/ abroad should be encouraged. All products quoted by the suppliers/ bidders must be associated with specific model numbers, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidders/ suppliers.
- c) Bidder must quote products in accordance with above clause "Eligible goods and related services".
- d) The OEM/ Vendor whose equipments are being quoted shall have Technical Support/ Assistance Center to provide 24x7 support over Toll Free numbers as well as web-based support.

#### **6) Notices:**

- a) Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of receipt.
- b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

#### **7) Governing Law:**

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India).

#### **8) Scope of Supply:**

- a) Subject to the provisions in the bidding document and contract, the Goods and Related Services to be supplied shall be as specified in Scope of Work section of the bidding document and/ or as per the awarded work/ project.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.

#### **9) Delivery & Installation:**

- a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document and/ or as per the awarded work/ project. The details of supply/ shipping and other documents to be furnished by the Supplier are specified in the bidding document and/ or contract.
- b) The Contract for the supply can be repudiated at any time by the Purchase Officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in purchase order.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The supplier shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/ town are

changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.

**10) Supplier's/ Bidder's Responsibilities:**

The Supplier/ Bidder shall supply all the goods and related services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

**11) Purchaser's Responsibilities:**

- a) Whenever the supply of goods and related services requires that the Supplier/ Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Bidder, make its best effort to assist the Supplier/ Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general conditions of the contract.

**12) Contract Price:**

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

**13) Terms of Payment:**

- a) The Supplier's/ Bidder's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the awarded Contract.
- b) Payments shall be made promptly by the Purchaser as per the quoted rates and after submission of an invoice (in triplicate) for payment by the Supplier/ Bidder, and the Purchaser has accepted it. However, any delay in payment will not entitle the contractor for any compensation or form ground for extension in delivery period without liquidated damages.
- c) The currency or currencies in which payments shall be made to the Supplier under this Contract shall be Indian Rupees (INR) only.
- d) All remittance charges will be borne by the bidder.
- e) In case of disputes, 20 % of the amount shall be withheld and will be paid only after settlement of the dispute.
- f) Payment for the LAN component shall be made as per the actuals i.e. actual quantity consumed at the site of installation duly verified by the concerned officer. Payment for these activities shall be made once installation is complete and relevant deliverables are submitted to the purchaser.
- g) Payment in case of those goods/ products which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- h) Payment schedule for the bid will be as per details given below:



### Payment Schedule

Sr No	% age of total payment as quoted by bidder in Financial bid	Condition/ Event
1.	No Advance payment shall be made.	
2.	64% of Total contract value excluding the cost of the onsite network/ hardware engineer OR In case, if the site is not made available for installation of supplied items during the period of delivery and installation as given in the bidding document, then the bidder would request purchaser in writing accompanied by "Site Not Ready" certificate duly sealed & signed from the Hospital (Nodal Officer) for extension of installation period without liquidity damages. If the site is not made ready by the Hospital even after one month of scheduled date/actual date of delivery whichever is later, then 90% of the amount of hardware payment i.e. (90% of 64%) should be made to the successful bidder after the submission of invoice (in triplicate) and duly entered in the stock register, remaining payment (10% of 64%) will be released after successful installation and commissioning of hardware and allied items as per the bidding document.	On successful delivery, installation & commissioning at RNT Medical college RSDC/ Hospital <b>Delivery &amp; Installation Certificate (Original, Duly sealed &amp; signed) is to be obtained from the end user</b> (respective Medical Superintendent or Nodal Officer-HIMS). <b>The bills for payment would only be raised after that.</b> The bidder should submit Installation Report and Configuration details of item installed to RISL along with the invoice.
3.	36% of balance of above plus Payment for on-site engineer payable in 12 equal quarterly instalments.	Every quarter after completion of installation and commissioning and on submission of deliverable given in clause number 9 of the chapter 3, scope of work

#### 14) Recoveries from Suppliers/ Bidders:

- a) Recovery of liquidated damages, short supply, breakage, rejected articles/ products shall be made from bills and/ or the first available opportunity.
- b) The Purchase Officer shall withhold amount to the extent of short supply, broken/ damaged or for rejected articles/ products unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with the Company.
- c) The balance, if any, shall be demanded from the Supplier/ Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

#### 15) Taxes & Duties:

- a) The income tax, value added tax, etc. if applicable shall be deducted at source from the payment to the Supplier/ Bidder as per the law in force at the time of execution of contract.
- b) The entry tax, if applicable shall be deducted at source and deposited in the government treasury in proper revenue receipt head of account.

- c) For goods/ products supplied from outside India, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- d) For goods/ products supplied from within India, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- e) If any tax exemptions, reductions, allowances or privileges may be available to the Supplier in India, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

**16) Performance Security Deposit:**

- a) In case of successful Supplier/ Bidder, the Earnest Money will be adjusted in arriving at the amount of the Performance Security Deposit.
- b) The Supplier/ Bidder shall, within fifteen (15) days of the notification of Work/ Contract award, provide a Performance Security deposit of 5% of the total contract value for the due performance of the Contract
- c) The proceeds of the Performance Security deposit shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's/ Bidder's failure to complete its obligations under the Contract.
- d) Form of Performance Security deposit: SD in the form of cash will not be accepted. It may be deposited in the form of Bank Draft or Banker's Cheque. The concerned Procurement Committee may also permit to accept full amount or part of SD in the form of a Bank Guarantee in case the amount of SD exceeds Rupees 10 Lacs. The other form of security money shall be Post-office Savings Bank Pass Book duly pledged or National Savings Certificates, Defence Savings Certificates. Kisan Vikas Patras, or any other script/ instrument under National Savings Schemes for promotion of small savings, if the same can be pledged. These certificates shall be accepted at surrender value.
- e) Refund of Performance Security deposit: The Performance Security deposit shall be refunded on the expiry of guarantee/ warranty period as mentioned in bid document.
- f) Forfeiture of Performance Security deposit: Performance Security deposit shall be forfeited in the following cases: -
  - i. When any terms and condition of the contract is breached.
  - ii. When the Supplier/ Bidder fail to commence supply or stops making the supplies or fail to provide deliverables after partially executing the purchase/ work order.
  - iii. To adjust any dues against the firm from any other contract with RISL.
- g) No interest will be paid by RISL on the amount of earnest money and performance security deposit.
- h) Proper notice will be given to the Supplier/ Bidder with reasonable time before earnest money/ performance security deposit is forfeited.
- i) Forfeiture of earnest money / performance security deposit shall be without prejudice to any other right of RISL to claim any damages as admissible under the law as well as to take such action against the Supplier/ Bidder such as severing future business relation or black listing, etc.

**17) Copyright:**

The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier/ Bidder herein shall remain vested in the Supplier/ Bidder, or, if they are furnished to the Purchaser directly or through the

Supplier/ Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

**18) Confidential Information:**

- a) The Purchaser and the Supplier/ Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Bidder may furnish to its Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that:
  - i. the Purchaser or Supplier need to share with the RISL or other institutions participating in the Contract;
  - ii. now or hereafter enters the public domain through no fault of that party;
  - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
  - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

**19) Sub-contracting:**

- a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchasing Authority.
- b) If permitted, the bidder shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
- c) Subcontracts shall comply with the provisions of bidding document and/ or contract.

**20) Specifications and Standards:**

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the tender form and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase

committee whether the articles supplied conforms to the specifications shall be final and binding.

- b) Technical Specifications and Drawings
  - i. The Supplier/ Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
  - ii. The Supplier/ Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
  - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.

## **21) Packing and Documents**

- a) The Supplier/ Bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.

## **22) Insurance**

- a) The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery, in accordance with the applicable terms or in the manner specified in the contract. The insurance charges will be borne by the supplier and Tendering Authority will not be required to pay such charges if incurred.
- b) The goods will be delivered at the FOR destination in perfect condition.

## **23) Transportation**

- a) The bidder shall be responsible for the proper packing so as to avoid damage under normal conditions of transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.
- b) All goods must be sent freight paid through Railways or goods transport. If goods are sent freight to pay, the freight together with departmental charge @5% of the freight will be recovered from the supplier's bill.

**24) Inspection**

- a) The Purchase Officer or his duly authorized representative shall at all reasonable time have access to the suppliers premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries/ product during manufacturing/ development process or afterwards as may be decided. Inspection shall be made at supplier's godown at Jaipur or at manufacturing facility (at supplier's cost).
- b) The supplier shall furnish complete address of the premises of his factory, office, godown and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose. In case of those dealers who have newly entered in business, a letter of introduction from their bankers will be necessary.
- c) After successful inspection it will be supplier's responsibility to dispatch and install the equipment/ product at respective locations without any financial liability to the Purchaser. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the required specification.

**25) Testing charges:**

In case of test results showing that supplies are not up to the prescribed standards or specifications, the testing charges shall be payable by the bidder.

**26) Rejection:**

- a) Supplies not approved during inspection or testing shall be rejected and will have to be replaced by the bidder at his own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of RISL's work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected supplies shall be removed by the bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the bidder's risk and on his account.
- d) The Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.
- e) The Purchaser shall give Notice to the Supplier stating the nature of any defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
- f) Upon receipt of such Notice, the Supplier shall, within the period specified, expeditiously repair or replace the defective supplies or parts thereof, at no cost to the Purchaser.
- g) If having been notified, the Supplier fails to remedy the defect within the period specified, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

**27) Comprehensive Onsite Warranty and Maintenance:**

- a) Three-year onsite comprehensive warranty with spare parts for all hardware equipments (including batteries of UPS and printer head). For the software products and operating systems the support period would be as mentioned in Annexure 11 (Technical Specifications) along with all the updates and patches. The warranty/ guarantee on all software media would be 180 days.
- b) The tenderer would give comprehensive onsite warranty that the goods/ stores/ articles would continue to conform to the description and quality as specified for the period of as mentioned above in condition 27 (a) from the date of delivery & installation of the said goods/ stores/ articles to be purchased and that notwithstanding the fact that the purchaser may have inspected and/or approved the said goods/stores/article, if during the aforesaid period, the said goods/ stores/ articles be discovered not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), the purchaser will be entitled to reject the said goods/ stores/ articles or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods/articles/ stores will be at the seller's risk and all the provisions relating to rejection of goods etc., shall apply. The tenderer shall if so called upon to do, replace the goods etc., or such portion thereof as is rejection by Purchase Officer, otherwise the tenderer shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
- c) In case of machinery and equipment also, (warranty as mentioned in clause (b) above) the tenderer shall, during the warranty period, replace the parts if any and remove any manufacturing defect if found during the above said period so as to make machinery and equipments operative. The tenderer shall also replace machinery and equipments in case it is found defective which cannot be put to operation due to manufacturing defect, etc.
- d) In case of machinery and equipment specified by the Purchase officer the tenderer shall be responsible for carrying out annual maintenance and repairs on the terms and conditions as may be agreed. The tenderer shall also be responsible to ensure adequate storage of spare parts in the Hospital to maintain the SLA. In case of change of model he will give sufficient notice to the Purchase Officer who may like to purchase spare parts from them to maintain the machinery and equipments in perfect condition.
- e) The warranty of the equipments covered under one purchase order shall start from the date of commissioning. The firm, if facing any problem in installation, will immediately inform RajCOMP Info Services Ltd. in writing to resolve the issue in installation if any.
- f) The tenderer will rectify the faults/ replace the equipment supplied during the warranty period as per the Service Levels given in Service level Agreement failing which the service provider will arrange temporary replacements. If it becomes necessary to take out the machinery or equipment or its part, the tenderer would provide similar or higher configuration item or as acceptable to the purchaser as

standby arrangement. The purchaser shall not make any payment towards this arrangement or towards transportation of faulty item away from the user's site.

- g) Maintenance Register: The tenderer shall maintain a call register for logging complaints during warranty/ maintenance period. The firm shall essentially provide complaint number for each complaint call made by the user telephonically, in written or any other method.
- h) The tendered will do preventive maintenance once in 3 months for the supplied equipment running.
- i) Extent of quantity-Repeat order: If the order is placed in excess of the quantities shown in the tender notice, the tenderer shall be bound to meet the required supply. Repeat orders may also be placed on the rates and conditions given in the tender provided that the repeat orders are up to 50% of the quantity originally purchased. If the tenderer fails to do so the Purchase Officer shall be free to arrange for the balance supply by limited tender or otherwise and the extra cost incurred shall be recoverable from tenderer.
- j) If the Purchase officer does not purchase any of the tendered articles or purchases less than the quantity indicated in the tender form, the tenderer shall not be entitled to claim any compensation. Though the quantity of the Hardware, Software and Networking equipments are mentioned in this document, RISL/GoR reserves the right to increase or decrease the quantity of Hardware, Software and Networking equipments as mentioned in this tender document and the payment shall be made on actual basis.

#### **28) Patent Indemnity:**

- a) The Supplier shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
  - i. the installation of the Goods by the Supplier or the use of the Goods in the country where the Site is located; and
  - ii. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

- c) If the Supplier fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

### **29) Limitation of Liability:**

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement.

### **30) Change in Laws & Regulations:**

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Rajasthan/ India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the Contract Price, then such Delivery Date and/ or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with Clause "Contract Price".

### **31) Force Majeure:**

- a) The Supplier shall not be liable for forfeiture of its Performance Security deposit, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due



to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

- c) If a Force Majeure situation arises, the contractor shall promptly notify the department in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the contractor shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the contractor on similar lines.

### **32) Change Orders and Contract Amendments:**

- a) The Purchaser may at any time order the Supplier/ Bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following:-
  - i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
  - ii. the method of shipment or packing;
  - iii. the place of delivery; and
  - iv. the Related Services to be provided by the Supplier.

### **33) Termination:**

#### **a) Termination for Default:**

- i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the contract in whole or in part: -
  - a. If the contractor fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
  - b. If the contractor fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
  - c. If the contractor, in the judgement of the Procuring Authority has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
  - d. If the contractor commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part then amount of performance security deposit (PSD) and due payments, if any, will be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

#### **b) Termination for Insolvency:**

RISL may at any time terminate the Contract by giving Notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

**c) Termination for Convenience:**

- i. RISL, by Notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the contractor may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
  - a. To have any portion completed and delivered at the Contract terms and prices; and/or
  - b. To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier.

**34) Settlement of Disputes:**

- a) General: If any dispute arises between the contractor / supplier and RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the contractor on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The contractor will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the contractor.
- b) Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision, if the amount of the claim is more than Rs. 50,000/-. The standing committee shall consist of following members: -
 

• Chairman of BoD of RISL	: Chairman
• Secretary, DoIT&C or his nominee, not below the rank of Deputy Secretary	: Member
• Managing Director, RISL	: Member
• Director (Technical)/ Executive Director, RISL	: Member
• Director (Finance), RISL	: Member
• A Legal Expert to be nominated by the Chairman	: Member
- c) Procedure for reference to the Standing Committee: The contractor shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lac, within three months from the date of communication of decision of the tender sanctioning Procurement

Committee. The officer-in-charge of the project who was responsible for taking delivery of the goods and/ or service from the contractor shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the contractor, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the contractor and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision.

- d) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

**35) Arbitration:**

- a) If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to a sole arbitrators per Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof
- b) All legal proceedings, if necessary arises to institute may by any of the parties (RajCOMP Info Services Ltd. or approved supplier) shall have to be lodged in courts situated in Jaipur and not elsewhere.

**36) Reservation of Rights: RajCOMP Info Services Ltd. reserves the right to:**

- a) Extend the Closing Date for submission of the Proposals.
- b) Amend the proposal requirements at any time prior to the Closing Date, provided that the amendment is notified to prospective Tenderers.
- c) Seek information from or negotiate with one or more of the Tenderers on any issue at any time and to continue to negotiate with one or more of the Tenderers.
- d) Discontinue negotiations at any time with any Tenderer.
- e) Allow a Tenderer to change its Technical proposal if the same opportunity is given to all Tenderers.
- f) To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bid has been invited or distribute items of stores to more than one bidder.
- g) Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals.
- h) Seek the advice of external consultants to assist RajCOMP Info Services Ltd. in the evaluation or review of proposals.
- i) Make enquiries of any person, company or organization to ascertain information regarding the Tenderer and its proposal.
- j) Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

**Special Conditions of the Bid****37) Installation of Hardware and Network Equipment:**

- a) **Definition:** Installation of Hardware and Network Equipment would comprise of procurement, pre-inspection check, Configuration and Testing by SI.
- b) **Liquidated damages:** Supply, installation & commissioning of Hardware, Software and Network Equipment should be completed within scheduled time.
- I. Except as provided under clause "Force Majeure", if the Supplier/ Bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the conditions of the Contract Price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".
  - II. The time specified for delivery in the tender form shall be deemed to be the essence of the contract and the successful tenderer shall arrange supplies within the specified period.
  - III. The supplier/ service provider shall request in writing to CMC giving reasons for extending the delivery period of service if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorata progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained
  - IV. The CMC shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority about the period of extension which should be granted with or without liquidated damages.
  - V. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
    - When delay has occurred due to delay in supply of drawings, designs, plans etc. if the RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
    - When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
  - VI. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.

- VII. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.
- VIII. If RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- IX. In case of extension in the delivery and installation period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the tenderer has failed to supply or complete : -

No	Condition	LD%
a.	Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work	10.0 %

Note: Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.

- (i) The maximum amount of agreed liquidated damages shall be 10%
- (ii) If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- (iii) Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of the tenderer.

**38) Service level Agreement** - SLA defines the terms of the successful bidder's responsibility in ensuring the performance of the hardware, software & other equipment supplied for 'Arogya Online' Project based on the agreed Performance Indicators as detailed in the Agreement. This defines various Service Levels for various components of the project, which shall be considered in the Service Level Agreement with SI. The selected bidder has to meet the service level norms, as defined below, failing which the SI (Successful Bidder) is liable to be penalized:

- a) **Availability of the hardware:** Hardware, software & other equipment has to be made available 24 x 365
- b) **Service Level Requirement:** For delay during execution and maintenance period the applicable penalties are as given below.  
Prime hours - 8:00 A.M. to 4:00 P.M.  
Non Prime hours - 4:00 P.M. to 8:00 A.M.

- **Service Level for Replacement of Equipment-**

Prime hours - Any hardware / system software which fails/ stops working/ behaves abruptly during prime hour should be immediately repaired or replaced with a temporary equivalent or with higher configuration within 2 hrs.  
Non-Prime hours - Any hardware / system software which fails/ stops working/ behaves abruptly during Non-Prime hours should be immediately repaired or replaced with a temporary equivalent or with higher configuration within 4 hrs.

- **Service Level for repair of faulty equipment after replacement–**

Prime hours – Any faulty Hardware / system software which fails/ stops working/ behaves abruptly during prime hours shall be repaired and installed back at the site within 48 hours after the problem is reported in the Hardware / software and stand by equipment shall be restored.

Non Prime hours – Any faulty Hardware / system software which fails/ stops working/ behaves abruptly during Non Prime hours shall be repaired and installed back at the site within 48 hours after the problem is reported in the Hardware / software

**Note** penalty will be levied as per the damages for replacement clause in case the faulty hardware/ system software is not replaced within the SLA for replacement due to non availability of standby equipment.

- **Availability of resource-** 1 dedicated resident onsite network engineer should always be available during the hospital working hours for providing maintenance support to the Hospital.

c) **Damages for non-achievement of SLA Requirement:**

- Damages for delayed replacement of equipment - hardware / system software which fails/ stops working/ behaves abruptly during operations, if not replaced with in the service levels defined above, damages 0.5% of the cost of the ordered item per day shall be levied.
- Damages for delayed repair and delivery of equipment- Hardware / system software, if not repaired with equivalent or higher configuration and installed back at the site within 48 hours after replacement, damages 0.5% of the cost of the ordered item per day shall be levied.
- A service engineer should always be present at Hospital site during the hospital hours. In case of leave etc a suitable substitute should be provided by the successful bidder. In case of absence of the service engineer, damages of Rs. 500 per day per engineer shall be levied on the successful bidder.
- If the service provider fails in providing preventive maintenance for the entire hardware within the scheduled time/ period a damages @ Rs. 100/- per day shall be charged for each subsequent day after the specified period.

**Please Note – All the damage are independent and can be levied simultaneously (if applicable). Total damages in case of more than one penalty will be the sum of all the damages calculated.**

### 39) Conditions relating to E-Procurement

- a) Bidder is advised to visit the <http://www.eproc.rajasthan.gov.in/> and follow the guidelines for registration and submission of e-tender for the bid.

- b) It is advised that bidders should submit their bids well in advance of the last date of bid submission. RISL shall not be liable for any problems faced by the bidder during submission at the last moment. Extension of deadline/ permission to include bids not submitted on the website because of above mentioned reasons will not be considered.
- c) Bidders should register on the site <http://www.eproc.rajasthan.gov.in/> and follow the process prescribed for e-tendering. Bid should be submitted online, Offline submitted bids will not be considered for evaluation and will be rejected.
- d) For financial bids, bidders should download **BoQ** uploaded on the website as a part of the bid and fill details without any modification to the template.
- e) Any tampering/ change made in the downloaded **BoQ** format will not be accepted by the website while uploading.
- f) Bidder needs to have a valid class 2 or class 3 digital signature certificate to participate in the e-tendering process.
- g) Bidder needs to digitally sign all the documents which are submitted as a part of their bid.
- h) RISL will not be responsible for the rejection of bids in case of non compliance to e-tendering process
- i) Bidders need to upload all the documents as given in the technical cover of the tender (Details are also given in Annexure 2 of the tender document uploaded).
- j) Any corrigendum will be published on the website <http://eproc.rajasthan.gov.in> and will be a part of this bid. Bidders should look on this website regularly for updates, details related to the bid.
- k) Bids shall be opened online however bidder may choose to attend the bid opening at the RISL office.
- l) Bidders should submit their EMD, tender document fee and e-tender processing fee as given in NIT.
- m) Bidders should be careful while uploading the necessary documents on the website. Documents related to technical cover shall only be uploaded in the technical cover and related to financial bids shall be uploaded in the financial cover.
- n) For filling the BoQ and financial bid refer to **Instruction for filling Financial Bid in e-tendering portal** given in the Annexure 8, Financial bid format.
- o) Total space in Myspace is 10 MB with a maximum size of 2 MB per file
- p) Maximum permissible size for any bid is 20 MB-25 MB with a condition that the local client should have 2 GB or more RAM. Bidders are requested to scan the document in pdf format at minimum resolution for uploading the document on the e-procurement portal.
- q) The session time for e-procurement portal is 20 minutes

#### 40) Change Requests/ Management -

- a) RISL may at any time, by a written order given to the firm, make changes within the general scope of the Agreement in any one or more of the following: -
  - The method of deployment, shipping or packing.
  - Schedule for Installation Acceptance.
  - The place of delivery;
- b) The change request/ management procedure will follow the following steps: -

- Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL.
  - Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated cost and the items impacted will be analyzed and documented by successful bidder.
  - Approval or disapproval of the change request – RISL will approve or disapprove the change requested including the additional payments, after discussion with successful bidder on the impact of the change on schedule.
  - Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule. Verification of the change - The change will be verified by the RISL on implementation of the change request.
- c) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by successful bidder only after securing the express consent of the RISL. In the event that the consent of RISL is not received within a period of 10 working days from the date of communication, then the change will not be carried out. The impact of the change in terms of the cost and schedule will be re-estimated and such approval on the new cost and schedule will be taken, if the change is approved after the 10 working days.
- d) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of successful bidder receiving the RISL change order which shall not be unreasonably withheld or delayed.
- e) A change may also be suggested by firm along with its impact assessment and the same will be implemented by firm only if it is approved by the Competent Authority. The duration and scope of this period shall be mutually decided later at an appropriate time period.

#### **41) Other Mandatory Conditions**

- a) Bidder shall quote for all the items given in the bid. Partial bidding is not allowed and bid submitted without quote for all the items shall be summarily rejected.
- b) Tenderer/ OEM must carry certification as specified in the Technical Specifications. Tenderer should enclose relevant & latest photocopies of the certificates, catalogues, brochures, etc. in support of all the items quoted.
- c) For compliance to technical specifications printout of the Annexure 11 (Technical specifications) of the bid document given in the annexure shall only be used. Reproduced charts/ formats shall not be accepted
- d) Bidder will have to quote only one option for each item. Multiple options quoted may disqualify the bidder.



**ANNEXURE-1**  
**COVERING LETTER OF THE BID**  
**(ON THE LETTER HEAD OF THE TENDERER)**

We, M/s ..... hereinafter called as "Tenderer" complete address ..... hereby declare in favor of the Managing Director, RajCOMP Info Services Ltd., Jaipur, Hereinafter called as the "Tendering Authority/Purchaser" and agree to abide by the following:

1. **We have authorization certification(s) as given below (certificates valid till-date are enclosed)**

Sr. No.	Brand/ Model quoted	The responsibility of the bidder w.r.t attached authorization certificates (mention Y/N only)			
		Manufacturer	Distributor	Dealer / Channel Partner etc.	Page No.
1.					
--					

2. Latest valid Original Certificate from Manufacturer of the product for providing back to back support to us has been enclosed as per the format given in Annexure-7

3. **We have maintenance/ service setup as given below in Udaipur**

Sr. No	Place (Name and address)	Through Company or Dealer/ Associates	Customer Support Engineers (Mention nos. only) (Please enclose list with Name, Designation, Qualification, working since, and place of posting.)				
			B.E./ B.Tech. CMSE/ CNE	Diploma	Technician	Others	Remark
1.							
2.							

4. The annual turnover of our firm is as given below:

Turnover of the firm for India (Rs. In crores)	2008-09	2009-10	2010-11

5. We shall give benefit of any price reduction found by the time of placing the supply order.

6. We agree to accept partial order if it is placed.
7. We have quoted rates of items for warranty as per condition no. 27 of Chapter 5.
8. In case the item quoted is imported, direct shipment of the entire machine/ item including add-ons from OEM, is ensured & would be provided.
9. The number of Installations across Rajasthan of our firm is as given below:

No. of Installations across Rajasthan		(No. of Desktops for quoted OEM)		
		2008-09	2009-10	2010-11
1	In Government Sector			
2	In Public Sector			
3	In Private Sector			

Note: Please attach list/ PO's in support of above

10. We have not quoted any equipment & software that is likely to be declared end of sale within next one and half year from the date of bid submission. If any equipment is found declared end of sale than we will replace all such equipments with latest one and equivalent configuration without any financial obligation to Purchaser.
11. We agree to perform the work as per Scope of Work mentioned in Chapter 3.
12. The above document is executed on \_\_\_/\_\_\_/\_\_\_ at (place) \_\_\_\_\_ and we accept that if anything out of the above information is found wrong, our tender shall be liable for rejection.

Name of Person: \_\_\_\_\_

Complete Address: \_\_\_\_\_

**ANNEXURE-2****TECHNICAL EVALUATION CHECKLIST**

<b>S. No.</b>	<b>List of Documents</b>	<b>Supporting documents</b>	<b>Attached at page no. (to be filled bidder)</b>
1.	Covering Letter of the Bid	On Bidder's Letter head in the format given in the Annexure -1 of this document.	
2.	The Bidder must be a natural person/ proprietorship firm/ partnership firm/ registered company engaged in trade or business.	Copy of the relevant Registration/ incorporation Certificate	
3.	The Bidder must possess a valid:- i. VAT/ Sales Tax clearance certificate for the year 2010-2011. ii. Service Tax Regn. certificate iii. Income Tax Regn. Certificate/ PAN	Valid copy of all the mentioned/ required Certificates.	
4.	The Bidder must possess a valid ISO 9001 certificate	Valid copy of mentioned/ required Certificate(s).	
5.	The Bidder should have executed, in the period starting 1-Jan-2007 and ending 31-Dec-2011, assignment(s) of providing similar services (Supply, installation, commissioning and maintenance of computer hardware, system software and networking equipments, etc.) to Govt. / Semi Govt. / Nationalized Bank/ PSU in India of following value  One work order of Rs. 450.00 lacs or higher <b>OR</b> Two work order where the sum of value of these two assignments should be at least Rs. 500.00 Lacs or higher <b>OR</b> Three work order where the sum of value of these two assignments should be at least Rs. 550.00 Lacs or higher	A copy of work order and work completion certificate between above mentioned dates, both dates including, needs to be attached. In case of non availability of completion certificate, copy of proof of payments and work done w.r.t the attached work orders shall be submitted. Value of the payments should be greater than <ul style="list-style-type: none"><li>• Rs. 450 lacs in case single order is quoted</li><li>• Rs. 500 lacs in case two orders are quoted</li><li>• Rs. 550 lacs in case three orders are quoted</li></ul> <b>Value of any work order provided to comply with above mentioned requirement should not be less than Rs. 25 lacs</b>	
6.	The bidder should have min. of 3 network/ hardware engineers at Udaipur with qualifications given in Annexure-14 OR should place min. of 3 network/ hardware	Undertaking on letterhead stating that bidder will have min. of 3 network/ hardware engineers at Udaipur with qualifications given in Annexure-14 on the day of	

	engineers on the day of commissioning of the hardware and system software.	commissioning of the hardware and system software. Phone number and email address shall be provided to RISL on the day of commissioning	
7.	The Bidder should deposit Earnest money along with the Technical bid. The bid received without required Earnest money will be rejected.	Copy of the EMD Receipt/ EMD in the specified format.	
8.	The Desktop OEM should have Direct OEM account of Microsoft and should be authorized to preload PC Operating System of Microsoft along with Recovery CD.	Authorization certificate from Microsoft for the OEM	
9.	The bidder must submit an undertaking on letterhead stating that all quoted models comply completely with the technical specifications as mentioned in the tender document without any deviation.	Undertaking on bidder letter head in the format given in the Annexure-6 of this tender document.	
10.	The Bidder should have an average annual turnover of at least Rs. 15.00 Crore from Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software during the last three financial years (2008-09, 2009-10, and 2010-11).	Copy of audited balance sheet and CA Certificate indicating turnover from Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software in the three financial years 2008-2009, 2009-2010 & 2010-11 along with the registration number of the CA.	
11.	Bidder should have a positive net worth during the last three financial years (2008-09, 2009-10, and 2010-11).	Copy of annual audited balance sheet and CA Certificate indicating net worth of the company during the financial year 2008-2009, 2009-2010 & 2010-11 along with the registration number of the CA	
12.	Annexure-4: Bidder's Authorisation Certificate		
13.	Annexure-5: Self-Declaration – No Blacklisting		
14.	Annexure-7: Undertaking & Authorization Certificate		
15.	Annexure-11: Technical Specification with compliance		
16.	Annexure-14: Minimum qualification		

	for the Network/ Hardware Engineers and certificate from HR		
17.	Annexure-15: Tender Form		
18.	Any other document specified elsewhere in this bid document		

*Note: The bidder/ firm are requested to kindly adhere to the order of documents as mentioned above. Also, all the required documents should be properly annexed as indicated above along with an Index Page with the Page numbers of the respective Annexure.*

## ANNEXURE-3

### PRE-BID QUERIES FORMAT

Name of the Company/Firm: \_\_\_\_\_

\_\_\_\_\_

Tender Fee Receipt No. \_\_\_\_\_ Dated \_\_\_\_\_ for Rs. \_\_\_\_\_/-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification

**Note:** - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bid document fee.

**ANNEXURE-4**

**BIDDER’S AUTHORIZATION CERTIFICATE**

To,

\_\_\_\_\_,’  
 \_\_\_\_\_,’  
 \_\_\_\_\_,’  
 \_\_\_\_\_,’

<Bidder’s Name> \_\_\_\_\_, <Designation>  
 \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Bid of reference <Bidder Name, Dept & Date> \_\_\_\_\_. He is also authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -  
 Authorised Signatory: -  
 Seal of the Organization: -

Verified Signature:

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**ANNEXURE-5**  
**SELF-DECLARATION – NO BLACKLISTING**

To,  
Managing Director,  
RajCOMP Info Services Ltd., Jaipur,

In response to the Tender Ref. No. \_\_\_\_\_  
dated \_\_\_\_\_ for Supply, Installation, Commissioning and Maintenance of Computer  
Hardware, Local Area Networking, System Software, etc. at RNT Medical College & Attached  
Hospitals at Udaipur as an owner/ partner/ Director of  
\_\_\_\_\_, I/ We hereby declare that presently  
our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared  
ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time  
by any State/ Central Government/ PSU.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted  
and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/  
Central Government/ PSU on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may  
be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted  
may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_



## **ANNEXURE-6**

### **Certificate**

Undertaking of Authenticity for Computer Equipment (hardware) supplies

(On Rs. 100 non-judicial stamp paper)

**<To be submitted by the bidder>**

This has reference to all IT resources namely servers, desktops, computers, UPS systems, printers, networking components etc being quoted / to be supplied by our company against tender no. .... dated .....

We hereby undertake that We hereby undertake that all the components / parts/ assembly/ hardware such as Hard disk, CPU, Motherboard, Monitors, Memory, power components, networking components, printer head etc. to be used in the above mentioned IT Resources shall be original, new, genuine and as per the said technical specifications from respective OEM(s) of the quoted products. It is also certified that no refurbished/ duplicate/ second hand components/ parts/assembly/ software are being used or shall be used.

We undertake that an authorized license certificate (eg. Product Keys on Certification of Authenticity) shall be supplied in case of all hardware & software and further that it shall be sourced from its Principal Company or authorized source for use in India.

I/We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

If this declaration is found to be incorrect and we are found not complying with the above at any point of time that without prejudice to any other action that may be taken including the forfeiture of EMD, security deposits and the tender if accepted/ order if given may be cancelled.

This is to certify that, the services which I/ We shall offer, if I/ We am/ are awarded with the work, would be in conformity with the requirements of the work/ contract and that there would be no deviations of any kind from the requirement specifications given in the tender

Also, I/ we have thoroughly read the tender document No .....and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Authorized signatory

Name:

**ANNEXURE-7**

**Indicative Format for Item wise “Authorization Certificate”**

**Item wise “Authorization Certificate” to be issued by the manufacturer (OEM) of the all hardware & software products in ORIGINAL in the favour of Bidder on the company letterhead.**

NIT No.: F4.2(05)/RISL/Tech/11/1394      Dated: 20/12/2011

This is to certify that M/s..... (Name, complete address, city) are our authorized ..... (Distributor / Dealer / Channel partner) for the sale, support and services for.....  
(Name of the product(s)).

We undertake that we would provide the support for the above hardware product(s) including warranty/ guarantee, spares of the supplied product/ products, updates and patches for three years as given in the bid document.

The item/ items (equipment & software) being quoted is/ have not been declared end of sale and is/ are not likely to be declared end of sale within next one and half year from the date of tender submission.

Our technical support/ assistance centers (Name, address & communication details) shall provide telephonic or web support. Below are the required details:

- 1.....
- 2.....
- 3.....

(Signature of Authorized Signatory with seal / stamp of the company)

Name:

Designation:

***Please Note –Authorization certificate should be provided for OEM’s commitment of back-to-back support to the bidder for the equipments and for the project duration as mentioned in this RFP document***

**ANNEXURE - 8****Financial Bid format**

<b>Tender Inviting Authority: RajComp Info Services Limited (RISL)</b>	
<b>Name of Work: Supply, Installation, Commissioning and Maintenance of Computer Hardware, Local Area Networking, System Software at RNT Medical College and its Attached Hospitals at Udaipur</b>	
<b>Contract No. F4.2(05)/RISL/Tech/11/1394</b>	
<b>Bidder Name:</b>	

<b>PRICE SCHEDULE</b>						
<b>Sl. No.</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Units</b>	<b>Rate (R) with 3 years of comprehensive onsite Warranty and Maintenance and including all taxes, levies and duties applicable excluding Rajasthan VAT. R (in Rs.) =Unit rate * Quantity (given in column 3)</b>	<b>Rajasthan State VAT (if Applicable) (in Rs.)</b>	<b>Total Amount (In Rs.)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1.	Desktops High End	50	Nos.			
2.	Desktops Low End	361	Nos.			
3.	Workstations (for database & application)	4	Nos.			
4.	UPS 800 VA Line-interactive	388	Nos.			

5.	UPS online 10 KVA	2	Nos.			
6.	UPS online 1 KVA	26	Nos.			
7.	80 Col. Dot Matrix Printer	121	Nos.			
8.	132 Col. Dot Matrix Printer	14	Nos.			
9.	Laser Printer	39	Nos.			
10.	Laser Network multifunction printer	7	Nos.			
11.	Document Scanner	22	Nos.			
12.	Computer Table	388	Nos.			
13.	Computer Chair with Arms	388	Nos.			
14.	LCD Panel 40"	2	Nos.			
15.	Rack for Workstation (42U with KVM switch)	2	Nos.			
16.	Bar Code Printer	8	Nos.			
17.	Bar Code Scanner	11	Nos.			
18.	DG Set for server room	2	Nos.			
19.	Biometrics Readers with client license	5	Nos.			
20.	Touch Screen Kiosks	2	Nos.			
21.	Laptop	1	Nos.			
22.	Central Switch with OEM NMS	2	Nos.			
23.	Central Switch without OEM NMS	1	Nos.			
24.	Edge Switch	29	Nos.			
25.	VOIP Phones	6	Nos.			
26.	Jboss Enterprise Application Platform	1	Nos.			
27.	PostgreSQL database	2	Nos.			

28.	Cat-6 Cable (In Meters )	24000	Meters			
29.	Face plates	643	Nos.			
30.	I/O (Information Outlet)	643	Nos.			
31.	24 port jack panel	29	Nos.			
32.	Mounting cords 3 ft	415	Nos.			
33.	Mounting Cords 7 ft	415	Nos.			
34.	PVC Conduit for CAT-6 ( In Meters)	6000	Meters			
35.	Optical Fiber Cable (MMF)( In Meters)	2500	Meters			
36.	LIU, 24 Port (Multi Mode with coupler) for Central switches	3	Nos.			
37.	LIU, 12 Port (Multi Mode with coupler & pigtail) for Edge switches	29	Nos.			
38.	Transreceivers (Multi Mode)	54	Nos.			
39.	SC Duplex Adaptors (MM)	190	Nos.			
40.	Optical Fiber Connectors/Pigtail SC (MM)	190	Nos.			
41.	Optical fiber cords (MM) 3 meters LC-SC	20	Nos.			
42.	PVC Conduit for MM fiber (in Meters)	500	Meters			
43.	HDPE for MM Fiber (in Meters)	50	Meters			
44.	Laying, Digging/ trenching, filling, splicing & terminating of fiber and other media or service component as applicable according to industry norms are part of supply, installation & commissioning, testing &	6000	Meters			

	certification of Fiber Cores (in Metres)					
45.	Conduiting and channeling of PVC Conduits/ Casing Caping on walls. The Conduits/ Casing Caping shall be marked with "IT Wiring" at regular interval of lengths as an identification mark, I/O Fixing & Termination at Both Ends, Cable Laying of UTP Cable, testing & certification for UTP IO Nodes, etc. (in Metres)	550	Meters			
46.	Cost of onsite Network/ Hardware engineer at RNT Medical college and attached hospitals for 3 year	1	3 Years			
<b>***Total in Figures</b>						
<b>***Total in Words</b>		<b>Rupees only</b>				

**Instruction for filling Financial Bid in e-tendering portal**

1. Bidders should only fill the cells formatted in white colour
2. Bidder name should not contain special characters. Enter alphanumeric characters only for bidders name.
3. No change/modification/applying of formula in template of BoQ downloaded from the website is allowed by the bidder. Any change/modification/applying of formula will corrupt the BoQ.xls which in turn may lead to problem in uploading the BoQ while submitting the Bid.
4. Bidder should submit the price of quantities mentioned in column 3 however the unit price of the item will be determined (if required) by dividing the quoted amount by the quantity.
5. **Column no-2:** Item description Column have detailed of the item to be procured. No change in this column is allowed by the bidder.
6. **Column no-3:** Quantity is the total proposed quantity to be procured for a particular item. Rate in column no -3 has to be quoted for this quantity of items.
7. **Column no-4:** Unit is the unit of the quantity to be procured.
8. **Column no-5:** Rate (R) with should be quoted for all the quantities mentioned in column 3 along with 3 years of comprehensive Warranty Support and Maintenance.

Rates quoted should be inclusive of all taxes, levies and duties applicable excluding Rajasthan VAT.

Rate including all taxes, duties & levies like Service Tax, Central Sale Tax, Custom & Excise duties etc has to be quoted.

Rates quoted here will be (in Rs.) =Unit rate \* Quantity (given in column 3) + all applicable taxes (excluding VAT).

9. **Column no-6:** Item wise Rajasthan State VAT (If applicable) (In Rs) has to be quoted here. Since VAT on any particular item may vary from state to state so bidder should ensure that rates for a particular item quoted here are the VAT rates prevalent in State of Rajasthan.
10. **Column no-7:** Total amount in column 7 is the sum of column no 5 and Column no 6 which automatically totaled. Bidders need not to put any figure in this column.

**ANNEXURE-9****DRAFT AGREEMENT FORMAT**

1. An agreement made this **Date of Agreement** between (**Your company Name & Address**) (hereinafter called "the approved supplier", which expression shall, where the context so admits, be deemed to include his heirs successors, executors and administrators of the one part and the "RajCOMP Info Services Ltd." which expression shall, where the context so admits, be deemed to include his successors in office and assigns of the other part.
2. Whereas the approved supplier has agreed with the **RajCOMP Info Services Ltd.** to supply to the **Managing Director, RajCOMP Info Services Ltd., Yojana Bhawan, Jaipur** on behalf of RNT Medical college Udaipur, all those articles set forth in the letters **Our Order No.**\_\_\_\_\_ appended hereto in the manner set forth in the conditions of the tender and contract appended herewith and at the rates set forth in the said order.
3. And whereas the approved supplier has deposited a sum of Rs.\_\_\_\_\_ in \_\_\_\_\_.
  - (1) Bank Draft/ Banker Cheque No.\_\_\_\_ dt.\_\_\_\_\_ & BG No.\_\_\_\_\_ dtd.\_\_\_\_\_.
  - (2) Post Officer Savings Bank Pass Book duly hypothecated to the Departmental authority.
  - (3) National Savings Certificates/Defense Savings Certificates, Kisan Vikas Patras, or any other script/instrument under National Saving Schemes for promotion of Small Savings, if the same can be pledged under the relevant rule, as security for the due performance of the aforesaid agreement which has been formally transferred to RajCOMP Info Services Ltd..
4. Now these Presents witness:
  - (1) In consideration of the payment to be made by the RajCOMP Info Services Ltd. through DD at the rates set forth in the Schedules hereto appended the approved supplier will duly supply the said articles set forth in letters nos. **Our Order No.**\_\_\_\_\_ **dated** \_\_/\_\_/20\_\_ thereof in the manner set forth in the conditions of the tender and contract.
  - (2) The conditions of the tender and contract for open tender enclosed to the Tender Notice No. 4.2(05)/RISL/Tech/11/1394 dated 20-12-2011 and also appended to this agreement will be deemed to be taken as part of this agreement and are binding on the parties executing this agreement
  - (3) **Your Offer/Tender No.**..... **dated** ..... received from tenderer and letters **Our Order No.**\_\_\_\_\_ issued by the RajCOMP Info Services Ltd. and appended to this agreement shall also form part of this agreement.
  - (4) (a) The RajCOMP Info Services Ltd. do hereby agree that if the approved supplier shall duly supply the said articles in the manner aforesaid observe and keep the said terms and conditions, the RajCOMP Info Services Ltd. will through DD pay or cause to be paid to the approved supplier at the time and the manner set forth in the said conditions, the amount payable for each and every consignment.
5. The delivery and Installation shall be affected and completed within the period as specified in the supply order.
6. In case of extension in the delivery and/or installation period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores which the tenderer has failed to supply and complete the work:-

No.	Condition	LD %
a.	Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5 %



b.	Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work	10.0 %

Note: Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.

- (i) The maximum amount of agreed liquidated damages shall be 10%
  - (ii) If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
  - (iii) Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of the tenderer.
  - (iv) SLA shall be as given in condition number 38 of chapter 5 Terms and Conditions.
7. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the RajCOMP Info Services Ltd. and the decision of the RajCOMP Info Services Ltd. shall be final. In witness whereof the parties hereto have set their hands on the **Date of Agreement**.
8. Comprehensive onsite warranty/ guarantee along with spare parts for all hardware items shall be provided by vendor as per clause 27 of Chapter 5 of the tender. For the software products and operating systems the support period would be as mentioned in Annexure 11 (Technical Specifications) along with all the updates and patches.

Signature of the Approved  
supplier

Signature for and on behalf  
of Managing Director,  
RajCOMP Info Services Ltd.  
Designation:

Date:

Date:

Witness No.1

1. Witness

Witness No.2

2. Witness

**ANNEXURE-10****PERFORMANCE BANK GUARANTEE**

(To be stamped in accordance with Stamp Act)

To,

\_\_\_\_\_,  
 \_\_\_\_\_,  
 \_\_\_\_\_,  
 \_\_\_\_\_,

1. Against contract vide advance acceptance of the Tender covering "NIT/ RFP Reference No. \_\_\_\_\_ Dated \_\_\_\_\_ and Project Titled \_\_\_\_\_" (hereinafter called the said 'contract') entered into between <Department name> (hereinafter called the Purchaser) and \_\_\_\_\_ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of Rs. \_\_\_\_\_ (Rupees in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/ or in the performance thereof.
2. We agree that the decision of the Purchaser, whether breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding upon us and the amount of the said loss or damage shall be unconditionally paid by us forthwith on demand and without demur to the Purchaser.
3. We \_\_\_\_\_ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
4. It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
5. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

- 6. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
- 7. We \_\_\_\_\_ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
- 8. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESS NO. 1

-----

(Signature)

Full name and official

Address (in legible letters)

with Bank stamp

WITNESS NO. 2

-----

(Signature)

Full name and official

Address (in legible letters)

Authorised Bank Representative

-----

(Signature)

Full name, designation and

address (in legible letters)

Attorney as per power of

Attorney No.....

Dated.....

**ANNEXURE-11****Technical Specifications**

<b>Item No. – 1: Desktop High End</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certifications	OEM – ISO 9001 Manufacturer, Certified on supplied OS, DMI 2.0 compliance and support, Energy Star 5, UL certification		
Processor	Intel Core <b>i5-2400</b> (3.10 GHz, 6 MB L3 cache) or higher		
Chipset	Intel <b>H61</b> or better on Intel/OEM Motherboard		
Memory	4 GB 1333 MHz DDR3 RAM with 8 GB expandability		
HDD	320 GB 7200 Serial ATA HDD or higher		
Monitor	47 cm (18.5 inch) TFT Digital Colour Monitor TCO'05 Certified		
Bays	Min. 4 nos.		
Keyboard	OEM Mechanical Keyboard		
Mouse	Two button Optical Scroll Mouse		
Optical Device	DVD RW (Min. 16x) or higher		
Cabinet	Mini Tower		
USB	Min. 6 USB (min. 2 in front, 4 in rear)		
Network Features	10/100/1000 on board integrated network port		
Ports	Minimum 1 Serial, 1 Parallel		
Multimedia	Integrated Audio and Graphic Controller		
Dust Cover	Quality Dust Cover for CPU, Monitor, Keyboard and Mouse		
Power Management	ACPI (Advanced Configuration and Power Management Interface)		
Operating System	Latest Genuine Microsoft Windows 7 Professional(SP1) with Media and documentation (With recovery CD as case may be) and certificate of authenticity		
Office Suite	Installed with latest version of Open-office		
<b>Item No. – 2: Desktop Low End</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certifications	OEM – ISO 9001 Manufacturer, Certified on supplied OS, DMI 2.0 compliance and support, Energy Star 5, UL certification		

Processor	Intel Core <b>i3-2120</b> (3.30 GHz, 3 MB L3 cache) or higher		
Chipset	Intel <b>6 series</b> or better on Intel/ OEM motherboard		
Memory	4 GB DDR3 RAM 1333 MHz Upgradeable to 8 GB or better		
HDD	320 GB SATA 7200 rpm HDD or higher		
Monitor	47 cm (18.5 inch) TFT Digital Colour Monitor TCO'05 Certified		
Bays	Min. 4 nos.		
Keyboard	OEM Mechanical Keyboard		
Mouse	Two button Optical Scroll Mouse board		
Optical Device	DVD RW (Min. 16x) or higher		
Cabinet	Mini Tower		
USB	Min. 6 USB (min. 2 in front, 4 in rear)		
Network Features	10/100/1000 on board integrated network port		
Ports	Minimum 1 Serial, 1 Parallel		
Op. System	Latest genuine Microsoft Windows 7 Professional (SP1) with Media and documentation (With recovery CD as case may be) and certificate of authenticity		
Multimedia	Integrated Audio and Graphic Controller		
Power Management	ACPI (Advanced Configuration and Power Management Interface)		
Dust Cover	Quality dust cover for Monitor, CPU, Keyboard, Mouse		
Office Suite	Installed with latest version of Open-office		

**Item No. – 3: Workstation**

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certifications	OEM – ISO 9001 Manufacturer, Certified on supplied OS, UL & FCC		
Processor	1 x Intel Xeon <b>E5620</b> (12MB L3 Cache/ 2.40 GHz) or higher		
Chipset	Intel E 5520 series or better on Intel/ OEM motherboard		
Ram/Main Memory	32 GB DDR3 1066 MHz expandable to 48 GB or better		
Hard Disk Capacity & Type	4 x 500 GB SATA HDD at 7200 RPM		
Form Factor	Rack Mountable		
Storage Controller	SATA Controller RAID 0,1		
Monitor / Display Unit	18.5" Wide TFT Monitor or higher TCO'05 Certified		
Networking	2x1Gbps Ethernet Card with Full duplex TCP/IP off load engine and WOL feature		
Mouse With Pad	Two button optical scroll mouse		
Keyboard	OEM Mechanical Keyboard		
Bays	4 Nos. of Hot swappable bays		

PCI Slots	Min. 4 PCI/ PCI express incl. 1 PCI Express X 16		
Ports	6 USB 2.0 ports, 1 serial port, 1 VGA		
Optical & external Storage	Internal latest DVD RW (16X or higher)		
Operating System & support	Latest RHEL Standard Edition with three year standard subscription support (Support letter from OS OEM required in original)		
Power Management	ACPI (Advanced Configuration and Power Management Interface)		
Bundle Software	OEM System Health monitoring tool available with hardware		
<b>Item No. – 4: 800 VA Line Interactive UPS</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	- ISO 9001 Series Manufacturer, - Valid Test Certificate from any Govt. Approved Test/ Certifying Agency on Tendered Specs.		
Capacity	800 VA		
No. of Sockets	Min. 3 sockets for connecting devices.		
Battery Make	Exide, Panasonic, Amar Raja, HBL Nife, Pawas, Global Yuasa, Amco only		
Battery backup	30 minutes on full load with Internal batteries (i.e. housing of the batteries should be within UPS)		
Cables	With necessary cable and plug		
<b>Item No. – 5: 10 KVA ONLINE UPS</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	- ISO 9001 Series Manufacturer, - Valid Test Certificate from any Govt. Approved Test/ Certifying Agency on Tendered Specs. - UPS should meet ROHS standards		
Technology	Rectifier & Inverter both with IGBT based Microprocessor Processing Digital Design, Double Conversion True On-line UPS		
Input Range	3 Phase (230V-470V)		
Output Voltage & Waveform	Pure Sine Wave 1/3 phase optional input of UPS		
Output PF	0.9		
Input PF	≥ 0.95		
Battery Backup	240 minutes on Full Load (at least 32000 VAH) Temperature compensated battery charging		

	feature should be built-in for prolonged battery life.		
Mains & Battery	Sealed, lead acid, Maintenance Free Battery (with battery rack), Mains & Battery Isolation		
Battery Make	Exide, Panasonic, Amar Raja, HBL Nife, Pawas, Global Yuasa, Amco only		
Input Frequency	50 Hz $\pm$ 10%		
Overall Efficiency	Min. 90% on full Load and 97% on Eco mode		
Cables	With all necessary cables & plug, etc.		
Over Load Capacity	125% for 10 min. & 150% for 1 min.		
LCD Display	Build in LCD display for displaying all requisite UPS & battery parameters for both input and output		
Bypass	Both manual & static bypass switch should be provided		
Surge Protection	External Transient Voltage Surge Suppressor (TVSS) Response time , < 0.5 ns Normal Mode along with monitoring LED, Certification - UL1449-3		
Others	Inbuilt APFC		
	Fully Digital Microprocessor Based		
	UPS should come with Auto shutdown and monitoring software in CD media		
	Input Current Harmonic Distortions Less than 10%		
	SNMP Enabled		
	UPS to be compatible with DG Set supply Input three phase, output single phase		
<b>Item No. – 6: 1 KVA ONLINE UPS</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	- ISO 9001 Certified OEM, - Valid Test Certificate from any Govt. Approved Test/ Certifying Agency on Tendered Specs. - UPS should meet ROHS standards		
Technology	Rectifier & Inverter both with IGBT based Microprocessor Processing Digital Design, Double Conversion True On-line UPS		
Input Voltage & Range	170-290V AC ,Single Phase		
Input Frequency Range	50 Hz $\pm$ 10%		
Battery Backup	60 minutes on Full Load (min. 1512 VAH) SMF Battery with Internal batteries (i.e. housing of the batteries should be within UPS)		
Input Power Factor	$\geq$ 0.95 at full load		
Output PF	0.8 or more		
Overall Efficiency	Min. 90% on full Load and 97% on Eco mode		

Voltage	220 / 230 /240 VAC Pure Sine Wave		
Output Frequency Regulation	Free running Mode 50Hz $\pm$ 0.5Hz		
O/p Voltage Distortion	< 6% (Non-linear load), < 3% (linear load)		
Battery brand	Exide, Panasonic, Amar Raja, HBL Nife, Pawas, Global Yuasa, Amco only		
Noise level	<55 dB		
Surge Protection	External Transient Voltage Surge Suppressor (TVSS) Response time , < 0.5 ns Normal Mode along with monitoring LED		
Standard	RS 232 & USB port with software for monitoring & Shutdown of connected PCs.		
Alarms & Indications	All necessary alarms & indications essential for performance monitoring of UPS to be incorporated		
LCD Display	Back-up time, Load, battery, Mode of operation, Fault		
By Pass	Both manual & static bypass switch should be provided		
Others	SNMP Enabled		
	UPS to be compatible with DG Set supply & rack mountable		

#### Item No. – 7: 80 Column DMP printers

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Pin	9 Pin		
Columns	80 Column		
High Speed Draft	500 CPS at 12 CPI		
Draft	400 CPS at 10 CPI		
Copies	1 + 5		
Interface	Parallel & USB (Both USB and parallel cables along with accessories to be provided )		
Input Buffer	64 Kb or higher		
Drivers	All Windows Operating System		
Print head (Million Strokes / wire)	Min. 400		
Ribbon (Million Characters)	Min. 7.5		
MTBF (POH)	10,000 or higher		

#### Item No. – 8: 132 Column DMP printers

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		



Pin	24 Pin		
Columns	132 Column or higher		
Print speed CPS	Min. 400 at High Speed Draft 10 CPI/ Min. 300 at Draft 10 CPI		
Support	Hindi font support		
Tractor type	Push, Pull & friction		
Copy capability	Min. 1+4		
Ribbon Life	Min. 8 Million characters		
Input Buffer	Min. 100 KB		
Reliability	Min. 20,000 POH		
Print Direction	Bi-Directional		
Interface	Parallel & USB (Both Parallel & USB Cables are to be provided)		
Drivers	All Windows Operating System		

**9Item No. – 9: Laser Printer**

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Print Speed	Up to 22 PPM (A4)		
Resolution	Up to 600X600 dpi		
Interface	USB & power cable		
Memory	Min. 8 MB		
Processor	266 MHz or higher		
Duty Cycle	Up to 8000 Pages		
OS	All Windows Operating System		

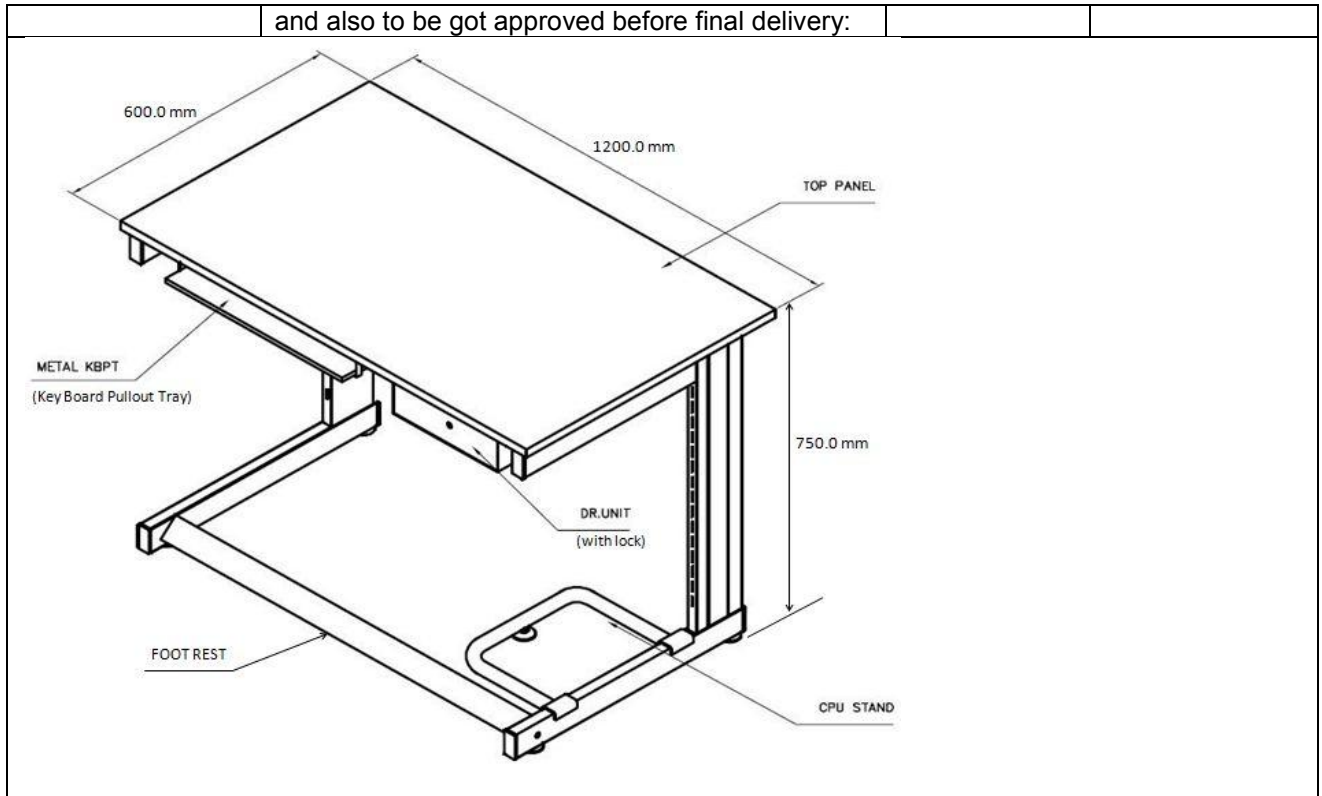
**Item No. – 10: Laser Network Multi Function Printer**

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Print speed	Up to 25 ppm (A4)		
Print Resolution	Up to 600 x 600 dpi		
Duty cycle (monthly)	Up to 8000 pages		
Duplex print option (A4)	Yes		
Features	Print, Copy, Scan & Fax		
Network Enabled	Yes (min 10/100 mbps)		
Energy Star	Yes		
Standard memory	Min. 128 MB		
Processor Speed	500 MHz or higher		
Compatible operating systems	All Windows Operating System		
Accessories	USB & power cable		

**Item No. – 11: Document Scanner**

Item	Description of Requirement	Compliance/	Page No.
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		Deviations	where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	ISO 9001 Certified OEM & Energy Star qualified		
Speed	Up to 20ppm/ 40 ipm at 200 dpi		
Optical resolution	minimum 600 dpi		
Doc. Size	Max. 215mm x 863mm		
Feeder	ADF, up to 50 sheets		
Connectivity, standard	Hi-Speed USB 2.0		
Compatible operating systems	All Windows Operating System		
<b>Item No. – 12: Computer Table</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Requirement	<p>The size of the table shall be 1200mm (W) x 600mm (D) x 750mm (H), the top desk panel shall be made from 25mm thick Pre-Laminated Boards with PVC edge banding on all sides .</p> <p>Understructure shall be made of 50.8 x 25.4 mm x 1.25 mm thick powder coated ERW tubes at base which are welded to the Vertical Channels made of 0.6mm thick powder coated MS 'C' sections.</p> <p>Footrest and Modesty panels provided for stability.</p> <p>The tubes are closed with Plastic caps. Level adjusters are provided to take care of unevenness in floor. The table shall be provided with the single drawer unit of size 250 mm(w)x 350mm (D), shall be made of 0.5mm Thick CRCA MS with 10 Lever Cam Lock and Built in Plastic. The product should be green guard certified to ensure the use of low emitting material, the product should have ISO certification i.e. ISO 9001, ISO 14001, the product shall be BIFMA and OHSAS certified, All steel structural components are processed shall be made from virgin material sourced from SAIL/Tata Steel/Jindal or equivalent manufacturer and tested conforming to IS: 513/ IS: 10748/ IS: 2062/ IS: 7138. The powder coating shall be carried out in-house on powder coating booth which have throughput capacity of 2000 units / day. The powder coated components are on regular basis tested for Scratch resistance test of 4 kgs &amp; for Impact resistance test for 150kgs/cm.</p>		
Sample	Sample to be submitted for technical evaluation		



**Item No. – 13: Computer Chair with arms**

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	ISO 9001, ISO 14001, BIFMA, OHSAS and green guard certified to ensure the use of low emitting material.		
Requirement	<ul style="list-style-type: none"> <li>• The seat shall be made up of 1.2 cm thick hot pressed plywood &amp; back injection moulded from back co polymer polypropylene are upholstered with fabric &amp; moulded polyurethane foam together with covers, The back foam is designed with contoured lumbar support for extra comfort.</li> <li>• The Back Size shall be 39.0 cm (w) x 24.0 cm (h) &amp; the Seat Size shall be 44.0 cm (w) x 41.0 cm (d).</li> <li>• The upholstered seat shall be covered on the underside with black polypropylene non-woven fabric and the upholstered back is covered with a back cover injection moulded in black co-polymer polypropylene.</li> <li>• The armrest tube shall be made of 3.5cm X 1.5cm X 16 BG.M.S. E.R.W. oblong connecting tube welded to dia 2.54cm X 16 BG M.S.E.R.W support tubes and black powder coated. The armrest is made of black</li> </ul>		

	<p>integral skin polyurethane with 50-70 snores "A" Hardness and reinforced with M.S. insert.</p> <ul style="list-style-type: none"> <li>• The adjustable back mechanism is designed with the following features: 360 degree revolving type.</li> <li>• Provision for backrest tube (3.5cm X 1.5cm X16 BG) Back height adjustment 9.0cm.Infinite locking of back height.</li> <li>• The pneumatic height adjustment has an adjustment stroke of 12.5cm</li> <li>• The pedestal is made of HR steel and felted with 5 nos. twin wheel castors (castor wheel dia.5.0cm.) the pedestal is covered with a polypropylene moulded hubcap9 at the central column and end caps at the end of each prong for modern and aesthetic looks.</li> <li>• The pedestal is 55.0 cm. ptch-central dia. (65.0 cm with castors). The twin wheel castors are injection moulded in 30% Glass filled black nylon.</li> <li>• The Polyurethane foam for chair shall be moulded with density = 45 +/-2 kg/m<sup>3</sup> and Hardness = 20 +/- 2 on Hampden machine at 25% compression. The moulded foam with closed cell structure maintains cushion thickness ensures uniformity across the lifecycle of the product and consistency in hardness.</li> <li>• All steel structural components are processed shall be made from virgin material sourced from SAIL/ Tata Steel/ Jindals or equivalent manufacturer and tested conforming to IS: 513/ IS: 10748/ IS: 2062/ IS: 7138.</li> <li>• The powder coating shall be carried out in-house on powder coating booth which have throughput capacity of 2000 units / day. The powder coated components are on regular basis tested for Scratch resistance test of 4 kgs &amp; for Impact resistance test for 150kgs/cm.</li> <li>• The Plywood shall be sourced from reputed manufacturers and shall also be treated for termites to increase life.</li> <li>• The Hot rolled Steel for M.S. sheet thickness 2.5 - 3.15 mm. conforming to IS: 10748 &amp; Hot rolled Steel - for M.S. sheet/flat thickness &gt; 3.15mm. conforming to IS: 2062 &amp; Cold rolled steel- for M.S. sheet thickness 0.63mm- 2.0 mm. conforming to IS:513.The wooden base of seat for 6 Plies shall be of approx. 12.0mm - Thick (+/-1.5.0mm) &amp; for 5 Plies shall be of approx.10.0mm Thick (+/-1.0mm). The foam used for chair shall be Moulded Foam-Polyurethane. Hardness shall be 20 (+/-2) on Hampden machine @ 25% compression. Density shall be 45 Kg/m<sup>3</sup> (+/-2). The upholstery shall be as per IS 1964-2001 and ASTM D3786-2001 &amp; Poly-Viscose(70%Polyester + 30%Viscose) which shall have wt 330 gms./ mtr &amp; shall have 100%</li> </ul>		
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	<p>Polyester with Weight 330 gms./ mtr &amp; the weight of fabric: 100% Acrylic: weight 380 gms/ mtr.</p> <ul style="list-style-type: none"> <li>It shall have abrasion Resistance of: &gt; 30000-40000 Cycles &amp; shall have Colorfastness to Water: 4 ; Colorfastness to Rubbing: 4 to 5. Colourfastness to Light: 4 to 5; Elongation: 40-45 % for 100% Polyester; Breaking Strength: 180-195 Kgs. The surface coating shall be of Epoxy-Polyester Powder Coating with spray phosphating and passivation which shall have DFT: Powder-coat thickness &gt; 45 microns DFT; shall have Impact resistance of 150Kgs./cm, &amp; Scratch resistance of 4Kgs &amp; should have gone salt spray test which can withstand 1000 hours in salt-spray test.</li> </ul>		
Sample	Sample to be submitted for technical evaluation and also to be got approved before final delivery:		
			
<b>Item No. – 14: LCD Display Panel</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Requirement	40" LCD Display Panel with wall/ceiling mount kit and VGA & HDMI Cables (HD & USB Ready)		
<b>Item No. – 15: Rack for Workstation</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Rack	42U Rack 600X1000 mm with front glass door, rear MS steel door, Vertical Cable Manager (1), fan tray with 04 fans or higher (1), 720mm depth		

	heavy duty shelf (1), Keyboard Tray (1), 10 socket vertical PDU (1), with KVM Switch for two workstations		
<b>Item No. – 16: Bar Code Printer</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Printing Technology	Thermal Transfer		
Print Speed	2 IPS		
Print Width	105 mm (4.09")		
Print length	1000 mm (39.33")		
Ribbon length	Minimum 300 mtrs		
Ribbon	Automatic Ribbon Control & Positioning System		
Label Sensor Type	Fully adjustable Sensor with Label gap, card notch & reflective black mark		
Label Roll Capacity	Internal - 125 mm OD External - 200 mm OD		
Memory	Flash - 2 MB DRAM - 6 MB		
Interface	RS-232/ Centronics Parallel Port, USB		
Bar Code	1D barcodes: Min. 12 standard barcodes		
	2D barcodes: Min. PDF-417, Maxicode, Datamatrix		
Media Type	Roll-fed, Fanfold, Continuous, Die cut, black mark, ticket, tag		
Media Width	1" to 4.1"		
Cables & Interfaces	All necessary cables & interfaces for connectivity to Mains & computer.		
Others	Should come with drivers (on CD/DVD) for Windows		
<b>Item No. – 17: Bar Code Reader</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Scanner Type	Linear Imager		
Light Source:	Red LED 610-650 nm		
Scan Rate	270 reads/sec		
Working Distance	From contact (bar code) to 12"		
Print Contrast	15% minimum reflective difference		
Roll (Tilt):	+/- 45 degrees		
Pitch	+/- 65 degrees		
Skew (Yaw):	+/- 60 degrees		
Interface	USB / Keyboard wedge cable		
Decode capability	Auto discriminates all standard 1D codes		

	including GS1 Data Bar, GS1 Data Bar Stacked; GS1 Data Bar Stacked Omni directional; GS1 Data Bar Expanded Stacked;		
Environmental Parameter	IP42		
Power Source	Host power or External Power supply (through Mains / Battery box)		
Others	Should come with drivers (on CD/DVD) for Windows		
<b>Item No. – 18: DG Set at Hospitals</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
	The DG set for server room with all accessories required for installation & commissioning, 15 KVA, auto start silent type, CPCB approved shall confirm to following specification & requirements :-		
Certification	- Supplier shall furnish copy of type approval certificate from a Govt. authorized agency for emission norms of engine and noise level norms of DG Set.		
Engine	<p>Diesel Engine shall be water cooled, four stroke, self-start (electric), multi cylinder developing required B.H.P at 1500 RPM with Class A-2 Governing or better for alternator to deliver specified continuous KVA output at 0.8 lagging pf at NTP conditions (all rating shall be tested at 0.8 PF).</p> <p>The Diesel Engine shall be complete with the following accessories :</p> <ul style="list-style-type: none"> <li>- Fuel tank suitable for 8Hrs. of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections, etc. fabricated from minimum 14G sheet.</li> <li>- Engine instrument Panel consisting of starting switch with Key, Lube Oil temperature and pressure gauges, (water temperature gauge in case of water cooled engines), RPM indicator and hour meter.</li> <li>- Safety controls to shut down the engine in the event of low lube oil pressure or high water temperature.</li> </ul>		
Alternator	<p>The Alternator shall be self excited and self regulated of specified KVA rating in single/three phase at 240/415 Volt, 50 Hz, 1500 RPM and 0.8 power factor and shall conform to IS:13364. The alternators shall be of brush less type with VG-1 Grade of voltage regulation.</p> <p>The alternators shall be screen-protected drip proof with Min.IP-21 degree of protection as</p>		

	per IS: 4691/85. The class of insulation of the Alternator would be 'H'. The rated voltage of Alternator will be 240V for single phase & 415 V for three phase.		
AMF Panel	<p>Automatic mains failure (AMF) control panel shall be able to start up the DG set and transfer the loads on to the DG sets on mains failure without requiring any human intervention. Similarly on restoration of mains supply it shall be able to transfer the load to mains supply and switch off the DG set automatically.</p> <p>The AMF panel shall be an enclosure with the IP-53 degree of protection to IS: 13947 fabricated from minimum 1.5 mm thick steel sheet duly pre treated and aesthetically finished. The AMF Control Panel shall have the following instruments:</p> <ul style="list-style-type: none"> <li>- Microprocessor based relay with composite meter for digital display</li> <li>- Mode selector switch for setting the panel on any one position such as off or auto or manual, or test.</li> <li>- Engine On-Off switch (Push button type)</li> <li>- MCCB of suitable rating shall be provided.</li> <li>- Rectangular aluminum bus bars (one number for each phase, neutral and earthing terminal) of adequate ratings duly colour coded with heat shrinkable PVC sleeves.</li> <li>- Two contactors of suitable rating (one for DG set &amp; one for AC mains) with over load relay.</li> <li>- Under-voltage relay for mains.</li> <li>- Battery charger complete with voltage regulator, float or booster selector switch, on-off switch, voltmeter and ammeter for charging the battery from mains. This will be in addition to the battery charging alternator fitted on the engine.</li> <li>- Instrument &amp; Control Fuses.</li> <li>- Five number indicating lamps to indicate 'mains ON', 'load on mains', 'set running', 'load on set' and 'battery charger on'.</li> <li>- Audio visual alarm for 'Low lubricating oil pressure', 'High water temperature' (for water cooled), 'High cylinder head temperature' (for air cooled), 'Start failure' and 'DG over load'.</li> <li>- Any other switch, instrument, relay or contactor etc. essential for smooth and trouble free functioning of DG set with AMF panel. (To be specified by the tenderers in their offer with complete detail of the item).</li> </ul>		
Acoustic Enclosure	<p>Acoustic enclosure should be fabricated from 2 mm thick CRCA sheet, powder coated finish &amp; filled with suitable insulation and should comply with IS 8183 &amp; CPCB norms.</p> <p>DG set shall meet the requirements of Environmental (Protection) Rules 1986 in respect of noise and emission norms. DG sets shall also meet all other statutory requirements as notified by Govt. from time to time.</p>		



Fuel tank	Fuel tank suitable for 8Hrs. of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections, etc.		
Other requirements	<ul style="list-style-type: none"> <li>- Engine and alternator to be coupled on a common channel iron fabricated base frame with anti-vibration pads.</li> <li>- Fabrication of suitable foundation of DG set</li> <li>- Installation &amp; commissioning complete in all respect, arranging testing and demonstration and to supply all accessories required for installation and commissioning include catalogues and operation &amp; maintenance manual.</li> <li>- The installation &amp; commissioning of DG set shall also include the work of earthing (GI plate – 4 nos.) as per ISI specifications, providing &amp; laying GI earth strip (25*3mm) between DG set &amp; earthing, P&amp;L 25 sq.mtr. 4 core PVC insulated Al. conductor armoured cable from DG set to server room (average length required shall be approx. 30 mtr. (This shall be provided as per site conditions).</li> <li>- Copies of relevant certificates of compliance to IS/ ISO standards &amp; CPCB norms should be enclosed.</li> </ul>		

**Item No. – 19: Bio-Metric Reader with client licenses M2-S\_PS07 Bio-Metric Fingerprint Reader or equivalent**

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Image Data	8-bit grayscale (256 levels of gray)		
Category	5'10" USB cable		
Type	Optical		
Surface	Silicon Layer		
Calibration	N/A (device self-calibrates upon connection with USB port)		
Image Quality	512 dpi or higher		
Image format	JPEG, GIF, BITMAP, RAW, PNG (image to be saved in any format requested by host software)		
Area of finger print scan	0.58" (nominal width at center) 0.71" (nominal length)		
Lifecycle for fingerprint scan	5,00,000 touches		
Operating System	Window-XP, 2000, Vista, 7 & Server Ed.		
Replacement Warranty	The replacement of reader should be within 36 hrs. during warranty period		
Dimensions	H:5.5", W:2.75", D:1.00"		
Client License	Client license of bio-metric solution proposed at item no. 1 above		
Compatibility	USB specifications 1.0, 1.1, 2.0		
	Should be compatible with CDAC's HIMS		

	application at SMS Hospital, Jaipur. The tenderer has to visit SMS Hospital, Jaipur Data Center during office hours and interact with C-DAC team for knowing compatible models.		
<b>Item No. – 20: Touch Screen Kiosk</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	FCC Class B/ CE Marking		
Type/ mounting	Free standing		
Construction	The kiosk should be floor mounted with permanent and screw less chassis. The enclosure shall be of min. 1.6mm thick CRCA steel sheet, polymer powder coated designed to work in harsh environmental conditions. The design shall be vandal resistant.		
Display	Type – Colour LCD Size – 48.3 cm (19 inches) Resolution – 1280 x 1024 for 48.3 cm display Touch Screen – APR/ SAW type with 3 mm or higher antiglare & overlay tempered vandal resistant glass LCD Touch Panel – Min. 250 CD/m2 (NITS) brightness (firm to furnish OEM's compliance certificate at the time of inspection)		
System details	Processor – Intel Pentium M745 (1.8 GHz, 400 MHz FSB, 2 MB cache) or better Chipset – 855 GME or 915 GME or higher Memory – 1 GB HDD/ Storage – 80 GB or higher CD-ROM Expansion I/O – 1 PS-2, 4 USB, 1 Serial, 1 Parallel, LAN 10/100, VGA OS – Windows XP embedded (pre-loaded)		
Power supply	180-240V, 50 Hz, AC supply		
Op. ambient temp.	5 deg. C to 45 deg. C		
Cooling	Suitable no. of fans to be provided		
<b>Item No. – 21: Laptop</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Mandatory Certification	- ISO 9001 Certified OEM, certified on supplied OS		
Processor	Intel Core i5-2540M Processor( 2.60 GHz, 3MB) with Turbo Boost up to 3.30 GHz or higher		

Chipset	Mobile Intel 6 series or better chipset		
Memory	4 GB DDR3 SDRAM 1333 MT/s expandable up to 8 GB		
HDD	500 GB (SATA, 7200 rpm) HDD or higher		
Optical Drive	8x DVD Super-multi Drive Double layer		
Display	14" TFT colour display		
Keyboard	83 keys or more		
Touchpad	Touchpad (Gesture supported)		
Graphics Accelerator	Integrated Intel HD Graphics		
Video Memory	Integrated Video Memory		
Network Feature	Integrated 10/100/1000 with Ethernet, Integrated wireless LAN, Integrated Bluetooth		
Ports	3 * Hi-Speed USB (USB 2.0 or higher), VGA, Integrated Microphone, Headphone/ Line-out		
Card Reader	Integrated SD memory card Reader		
Audio	Internal High-definition audio and internal stereo speakers		
Power Supply	Supply with rechargeable Battery Pack comprising of 6 cell LI-ION battery		
Preloaded Operating System	Genuine latest Windows 7 with Recovery and Drivers on CD/DVD		
Camera	Web camera		
Security & other feature	Security Solution for recovery of data and OS against		
<b>Item No. – 22: Central Switch with OEM NMS</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Requirement	<ul style="list-style-type: none"> <li>- Managed 24-Port Gigabit SFP Stackable L3 Switch.</li> <li>- Should have one free slot for accommodating 2 x 10 Gigabit ports or higher for Uplink</li> <li>- Should have dedicated Console Port for management: 1</li> <li>- Switch should have dedicated stacking ports of stacking capacity 40 Gbps or higher</li> <li>- Switch Fabric: 128 Gbps or higher (24 Gigabit ports 24x2)+(2 uplink ports 2x2x10)+(2 stackable ports 2x2x10)</li> <li>- Packet Forwarding Rate: 85 Mpps or higher</li> <li>- Should have 256 MB RAM or higher;</li> <li>- Packet Buffer: 2MB or higher,</li> <li>- MAC Address Table: 12K Entries or higher,</li> <li>- Shall support 10k or higher routing entries</li> <li>- Emissions: FCC Class A, VCCI, UL, IEC, EN 61000</li> <li>- Internal/ External field replaceable redundant power supply</li> <li>- Switch should support feature like Multi-VRF or equivalent for full compatibility with MPLS technology being envisaged under the project;</li> </ul>		

	<ul style="list-style-type: none"> <li>- Should support Layer 3 routing protocol RIP, OSPF, BGP etc. for both Ipv4 and Ipv6.</li> <li>- Ipv4 and Ipv6 Hardware &amp; Software ready from day 1.</li> <li>- Management: CLI via console, Web-based configuration and management, RMON I &amp; II, SNMP V1, V2 &amp; V3, NTP/SNTP</li> <li>- Should support RADIUS, ACLs (Both Allow and Deny)</li> <li>- Network Management Solution - Configurable Network software for status monitoring, configuration and troubleshooting of network devices of the same OEM from which the switches are being quoted. Should support secure communication via SNMPv3 and SSH-2. Manages up to min. 50 network devices.</li> <li>- RACK: 24U (800mm x 800mm), floor mountable, wherein the Core Switch and Patch/Jack Panel will be mounted. The rack should have vertical and horizontal cable manager of at least 100mm depth. It should be closed in the front with glass and should have all necessary accessories like cooling fans (at least 4 numbers), 5A socket (6 numbers) on the PDU etc.</li> </ul>		
<b>Item No. – 23: Central Switch without OEM NMS</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Requirement	<ul style="list-style-type: none"> <li>- Managed 24-Port Gigabit SFP Stackable L3 Switch.</li> <li>- Should have one free slot for accommodating 2 x 10 Gigabit ports or higher for Uplink</li> <li>- Should have dedicated Console Port for management: 1</li> <li>- Switch should have dedicated stacking ports of stacking capacity 40 Gbps or higher</li> <li>- Switch Fabric: 128 Gbps or higher (24 Gigabit ports 24x2)+(2 uplink ports 2x2x10)+(2 stackable ports 2x2x10)</li> <li>- Packet Forwarding Rate: 85 Mpps or higher</li> <li>- Should have 256 MB RAM or higher;</li> <li>- Packet Buffer: 2MB or higher,</li> <li>- MAC Address Table: 12K Entries or higher,</li> <li>- Shall support 10k or higher routing entries</li> <li>- Emissions: FCC Class A, VCCI, UL, IEC, EN 61000</li> <li>- Internal/ External field replaceable redundant power supply</li> <li>- Switch should support feature like Multi-VRF or equivalent for full compatibility with MPLS technology being envisaged under</li> </ul>		

	<p>the project;</p> <ul style="list-style-type: none"> <li>- Should support Layer 3 routing protocol RIP, OSPF, BGP etc. for both Ipv4 and Ipv6.</li> <li>- Ipv4 and Ipv6 Hardware &amp; Software ready from day 1.</li> <li>- Management: CLI via console, Web-based configuration and management, RMON I &amp; II, SNMP V1, V2 &amp; V3, NTP/SNTP</li> <li>- Should support RADIUS,ACLs (Both Allow and Deny)</li> </ul>		
<b>Item No. – 24: Edge Switch</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Requirement	<ul style="list-style-type: none"> <li>- Should have managed 24 10/100/1000 base-T ports</li> <li>- Switch should have one free slot to accommodate 2 x 10 Gigabit ports for future expansion</li> <li>- Dedicated Console Port for management;</li> <li>- Switch should have dedicated stacking ports of stacking capacity 40 Gbps or higher</li> <li>- Switch Capacity: 128 Gbps or higher (24 Gigabit ports 24x2)+(2 uplink ports 2x2x10)+(2 stackable ports 2x2x10);</li> <li>- Should have 128 MB RAM or higher.</li> <li>- Switch should support at least 255 concurrent VLANs or higher, with VLAN Interface.</li> <li>- Should support STP and PVST+/MSTP or equivalent</li> <li>- 64-Byte Packet Forwarding Rate: 85 Mpps or higher;</li> <li>- MAC Address Table Size: 8K or higher;</li> <li>- Ipv4 &amp; Ipv6 Hardware &amp; Software ready from day 1.</li> <li>- EMI/EMC: FCC Class A, ICES-003 Class A, VCCI Class A, EN 61000</li> <li>- Management: CLI via console, Web-based configuration and management, RMON I &amp; II, SNMP V1, V2 &amp; V3, NTP/SNTP,</li> <li>- Should support RADIUS,ACLs (Both Allow and Deny)</li> <li>- Should be of same make as Central switches</li> <li>- Network Rack: Wall Mount Enclosure, 600W, 12 U/ Single Section (CRCA Steel Frame with following items: - Top cover with cable entry -1no. – Bottom cover with cable entry - 1no. – 19” Mounting Angles – 2 pairs - Front Glass Door, 9U/600W, with lock) Finish : Powder coated to 80 microns; Matt finish , Wall mounting provision Rack should be of sufficient depth to house the equipment</li> </ul>		

	offered with all doors closed.		
PoE (Power Over Ethernet)	PoE support: Min. 25% Ports on the Switch should be PoE enabled so as to connect IP Phones.		
<b>Item No. – 25: VoIP Phone Cisco Unified IP Phone 7962G or higher</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Ethernet Switch	Internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a co- located PC. System administrator can designate separate VLANs (802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic.		
Integration	To be integrated with Cisco Call Manager 4.1 at State Data Center (old SDC) as RSDC (new SDC) is using the call manager installed at old SDC.		
Display	5-inch (12.5 cm), high-resolution (320 x 222), graphical monochrome 4-bit grayscale display. Allows for greater flexibility of features and applications, and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory. Display also supports localization requiring double-byte Unicode encoding for fonts.		
Wide band Audio	Support for wideband (G.722 codec, adherence to TIA 920), including handset, headset, and speaker phone (see Q&A for details).		
Speaker Phone	Full-duplex speakerphone with acoustic echo cancellation		
Messages key	Provide direct access to voicemail.		
Directories Key	ready access to missed, received or placed calls (plus intercom history and directories). Incoming messages are identified and categorized on the display, allowing users to quickly and effectively return calls using direct dial-back capability. Corporate directory integrates with the Lightweight Directory Access Protocol Version 3 (LDAP3) standard directory.		
QoS	Supports differentiated services code point (DSCP) and 802.1Q/p standards		
Services Key	Allows users to quickly access diverse information such as weather, stocks, quote of the day, or any Web-based information using XML.		

Codec support:	G.711a, G.711 $\mu$ , G.729a, G.729ab, G.722, and iLBC audio compression codecs are supported (see Q&A for details).		
Provisioning/ Configuration	<p>Configuration can be set up either automatically or manually for Dynamic Host Control Protocol (DHCP), Trivial File Transfer Protocol (TFTP), Cisco Unified Communications Manager, and backup Cisco Unified Communications Manager instances. Other available Settings submenus include Device Configuration, Security Configuration, and Model Information.</p> <p>Positive device identity through X.509v3 Certificates, digitally signed images, cryptographically secure provisioning, and secure signaling and secure media with AES-128. Cryptography is not enabled by default and may only be enabled through a cryptographically enabled CUCM. The phone also contains an 802.1X supplicant and supports EAPOL pass-through</p> <p>Should support Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) with Cisco call control</p>		
Power	Supports IEEE 802.3af PoE (Class 2). Also supports Cisco pre standard Power over Ethernet (PoE), Power Supply through Adapter (to be included)		
<b>Item No. – 26: Jboss Enterprise Application Platform</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
Application platform	Latest Jboss Enterprise Application Platform as per actual core offered, for item no. 3, with three year standard subscription support (Support letter from OS OEM required in original)		
Installation	To be installed on item no. 3 (on 2 no. of workstations)		
<b>Item No. – 27: PostgreSQL Database</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
Database	Latest PostgreSQL as per actual CPU with three year standard support (Support letter from OS OEM required in original)		
Installation	To be installed on item no. 3 (on 2 no. of workstations)		
<b>Item No. – 28: Category 6 UTP Cable</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality /</b>

			specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
	<ul style="list-style-type: none"> <li>- 4 Pair with ETL test report for channel and zero bit error</li> <li>- All UTP Components should be from the same OEM.</li> <li>- The OEM should be ISO 9001 &amp; 14001 Manufacturing Certified</li> <li>- In the changing needs of the global resources if the company has environmental management systems in place like ISO 14001 accreditation the same shall be added advantage.</li> <li>- The cabling should be certified to have application support warranty for next 20 years or higher.</li> </ul>		
Features	Category 6 Unshielded Twisted Pair 4 pair 100Ω cable shall be compliant with ANSI/TIA/EIA-568-B.2-1 Additional Transmission Performance Specifications for 4-pair 100Ω Category 6 Cabling.		
	Category 6 UTP cables shall extend between the work area location and its associated telecommunications closet and consist of 4 pair, 23 AWG, UTP Non Plenum cable jacket.		
	The 4 pair Unshielded Twisted Pair cable shall be UL Listed		
	The Cable should be UL listed, ETL Certified, EIA/TIA 568-C.2.		
	All Category 6 cables shall meet or exceed the following characteristics:		
Mechanical Characteristics	Construction: 4 twisted pairs separated by internal X shaped, 4 channel, polymer spine / full separator. Half shall not be accepted.		
	Conductor Solid Copper		
	Conductor Diameter 0.56±0.005mm (23 AWG)		
	Insulator Polyolefin or polyethylene		
	Jacket PVC		
	Outer Diameter 6.0±0.4mm		
	Max. Operating Temp 60°C and Storage Temp 75°C.		
<b>Item No. – 29: FACE PLATE</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Single Gang square plate, 86mmx86mm		
	Write on labels– supplied with plate		
	Screw hole covers – to be supplied with plate		



	Plug in Icons – Icon tree – to be supplied with plate		
	Should be able to support variety of jacks – UTP, STP only		
<b>Item No. – 30: INFORMATION OUTLET</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Category 6, TIA568B.2-1 – 250MHz		
	All information outlets for 100 Ω, 22-24 AWG copper cable shall: Use insulation displacement connectors (IDC)		
	Allow for a minimum of 200 re-terminations without signal degradation below standards compliance limits.		
	Be constructed of high impact, flame-retardant thermoplastic with colour and icon options for better visual identification.		
	With spring loaded shutter to ensure dust free environment		
	With Terminator cap		
	IDC posts should be pointed		
	568A/B configuration		
Mechanical : Jack Connector	Information outlet (RJ45 jack) should be covered under ETL Verification program for compliance with TIA568B.2-1, ETL certificate to be submitted with offer		
	Plastic Housing: Polycarbonate, UL94V-0 rated or equivalent		
	Operating Life: Minimum 750 insertion cycles		
	Contact Material: Copper alloy		
	Contact Plating: 50 μinches gold over 100μ inches nickel		
	Plastic Housing: Polycarbonate, UL94V-0 rated or equivalent		
	Operating Life: Minimum 200 Re-terminations		
	IDC Contact Plating: Tin Plate (tin/lead)		
<b>Item No. – 31: 24 PORT JACK PANEL</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Be made of cold rolled steel, in 24 port configurations. Each jack should have spring loaded shutter inside the jack for 100% dust free environment.		
	Allow for a minimum of 750 plug mating cycles		

	Have port identification numbers on the front of the panel.		
	Should have white designation labels with the panel, with optional colour labels / icons.		
	Each port / jack on the panel should be individually removable on field from the panel.		
	Should have integrated rear cable management shelf.		
	Should comply to the following : TIA/EIA-568-B.2-1 Component Compliant, FCC Subpart F 68.5 Compliant, IEC-603-7 Compliant, ISO 11801 Class E Compliant, UL 1863, Jack Panel Should be ETL Certified		
Mechanical Characteristics Jack Connector	Plastic Housing: Polycarbonate, UL94V-0 rated or equivalent		
	Operating Life: Minimum 750 insertion cycles		
	Contact Material: Copper Alloy		
	Contact Plating: 50µ" Gold/100µ" Nickel		
	Contact Force: 100g minimum		
	Plug Retention Force: 11 lbf.		
IDC Connector	Plastic Housing: Polycarbonate, UL94V-0 rated or equivalent		
	Operating Life: Minimum 200 re-terminations		
	Contact Material: Copper Alloy		
	IDC Contact Plating: Tin/Lead Plate		
	Contact Force: 100g minimum		
	Wire Accommodation: 22-24 AWG solid		
<b>Item No. – 32: MOUNTING CORDS 3ft</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Category 6 Equipment cords (Length – 3 ft.)		
	The work area equipment cords shall, at a minimum comply with proposed ANSI/TIA/EIA-568-B.2-1 Commercial Building Cabling Standards Transmission Performance Specifications for 4 pair 100Ω Category 6 Cabling.		
	Category 6 modular equipment cords: Shall be round, and consist of eight insulated 24 AWG, stranded copper conductors, arranged in four colour-coded twisted-pairs within a flame-retardant jacket.		
	Equipped with modular 8-position modular plugs on both ends, wired straight through with standards compliant wiring.		
	Should have 50 micro inches of gold plating over nickel contacts.		
	Modular cords should include a moulded strain relief boot.		
	Should be covered by ETL verification program for compliance with TIA 568B.2-1. Certificate		

	to be submitted with bid.		
Mechanical Cable	– Conductor size: 24 AWG stranded bare copper		
	Max O.D.: 5.6mm (.22")		
	Jacket: PVC		
	Temperature range: -20°C to +60°C		
Mechanical Characteristics Plug	– Operating life: Minimum 750 insertion cycles		
	Contact material: Copper alloy		
	Contact plating: 50µ" Gold/100µ"Nickel		
	Plug dimensions & tolerances compliant with FCC Part 68 and IEC 60603-7		
Electrical Characteristics Plug	– Approvals: UL		
	Max voltage : 150 VAC (max)		
	Max current : 1.5A @ 25°C		
	Operating temperature: -40°C to 75°C		
<b>Item No. – 33: MOUNTING CORDS 7ft</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Category 6 Equipment cords (Length – 7 ft.)		
	The work area equipment cords shall, at a minimum comply with proposed ANSI/TIA/EIA-568-B.2-1 Commercial Building Cabling Standards Transmission Performance Specifications for 4 pair 100Ω Category 6 Cabling.		
	Category 6 modular equipment cords: Shall be round, and consist of eight insulated 24 AWG, stranded copper conductors, arranged in four colour-coded twisted-pairs within a flame-retardant jacket.		
	Equipped with modular 8-position modular plugs on both ends, wired straight through with standards compliant wiring.		
	Should have 50 micro inches of gold plating over nickel contacts.		
	Modular cords should include a moulded strain relief boot.		
	Should be covered by ETL verification program for compliance with TIA 568B.2-1. Certificate to be submitted with bid.		
Mechanical Cable	– Conductor size: 24 AWG stranded bare copper		
	Max O.D.: 5.6mm (.22")		
	Jacket: PVC		
	Temperature range: -20°C to +60°C		
Mechanical Characteristics Plug	– Operating life: Minimum 750 insertion cycles		
	Contact material: Copper alloy		
	Contact plating: 50µ" Gold/100µ"Nickel		
	Plug dimensions & tolerances compliant with FCC Part 68 and IEC 60603-7		
Electrical	– Approvals: UL		
	Max voltage : 150 VAC (max)		

Characteristics – Plug	Max current : 1.5A @ 25°C Operating temperature: -40°C to 75°C		
<b>Item No. – 34: PVC Conduit for Cat 6 UTP</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	PVC Conduit 25mm ISI mark including all accessories		
<b>Item No. – 35: Optical Fibre Cable (Multi-Mode)</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Certifications	The OEM should be ISO 9001 & 14001 Manufacturing Certified		
Features	<ul style="list-style-type: none"> <li>- All Fiber Components should be from the same OEM.</li> <li>- The cabling should be certified to have application support warranty for next 20 years or higher.</li> </ul>		
	<ul style="list-style-type: none"> <li>- Indoor riser rated 6 core Multi Mode, 50 micron, OM3 optical fiber cable:</li> <li>- The cable should consist of 900m tight-buffered optical fibers reinforced with Aramid Yarns and sheathed in flame retardant PVC.</li> <li>- Characteristics- Optical Performance</li> <li>- Max. Attenuation: At 850 nm: 3.5 db/KM, At 1300 nm: 1.0 db/KM</li> <li>- Min. Bandwidth: At 850 nm: 200 MHz/KM, At 1300 nm: 500 MHz/KM</li> <li>- Fiber Identification: Colour Coded</li> <li>- Fiber Insulation: Coloured Nylon or PVC</li> <li>- Reinforcing: Aramid Yarns</li> <li>- Sheath: PVC</li> <li>- Diameter (Nominal): Min. 5.6 mm</li> <li>- Mass (Nominal): 38 Kg/KM</li> <li>- Min. Bending Radius (Full Load): 105 mm</li> <li>- Max. Tensile Strength (Short Term): 0.6 kN</li> <li>- Operating Temp. Range: -10degree centigrade to +60 degree centigrade</li> <li>- Crush Resistance (Short Term) : 1.0 kN/100mm</li> </ul>		
<b>Item No. – 36: LIU 24 Port (Multi-Mode) for Central Switches</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>

			mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	<ul style="list-style-type: none"> <li>- 24 Port Fiber Patch Panel (Enclosure) with Wall Mount or Rack Mountable</li> <li>- 1U standard 19" rack mount</li> <li>- Removable lid also affords protection to the interface patch cords and for easy maintenance</li> <li>- Designed to accommodate Simplex SC, Duplex SC &amp; LC Adapter</li> <li>- Should have fiber management provision inside</li> <li>- Have earthing plugs and other accessories</li> <li>- Provide self-adhesive, clear label holders (transparent plastic window type) and white designation labels with the panel, for front panel labeling.</li> </ul>		
<b>Item No. – 37: LIU 12 Port (Multi-Mode) for Edge Switches</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	<ul style="list-style-type: none"> <li>- 12 Port Fiber Patch Panel (Enclosure) with Wall Mount or Rack Mountable</li> <li>- 1U standard 19" rack mount</li> <li>- Removable lid also affords protection to the interface patch cords and for easy maintenance</li> <li>- Designed to accommodate Simplex SC, Duplex SC &amp; LC Adapter</li> <li>- Should have fiber management provision inside</li> <li>- Have earthing plugs and other accessories</li> <li>- Provide self-adhesive, clear label holders (transparent plastic window type) and white designation labels with the panel, for front panel labeling.</li> </ul>		
<b>Item No. – 38: Transceiver (Multi Mode)</b>			
<b>Item</b>	<b>Description of Requirement</b>	<b>Compliance/ Deviations</b>	<b>Page No. where the functionality / specs are mentioned</b>
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Should be of same make as the Central switch		
<b>Item No. – 39: SC DUPLEX ADAPTORS (Multi Mode)</b>			

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	All SC adaptors should be duplex type with shutter for protection. Adapters should be snap mount for easy insertion and removal.		
<b>Item No. – 40: Optical Fibre Connectors/ Pigtail (SC)</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Provide a field installable Multi mode connector/ pigtail to terminate fiber optic cables from cable-to-cable, cable-to-equipment and equipment-to-equipment.		
	The connector/ pigtail must: Be field installable		
	Utilize a PC polishing on the tip to provide high yield during installation.		
	Meet EIA and IEC standards for repeatability.		
<b>Item No. – 41: Optical Fiber Equipment Cords (min. 3 mtr.) (Multi-Mode)</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	All optical fiber patch leads shall comprise of OM3 multimode 50/125µm fiber with SC, fiber connectors terminated at each end. The optical fiber patch leads shall comply with the following specifications:		
	Connector: Zirconia ceramic ferrule		
	Pre-radiuses and pre-polished ferrule		
	Epoxy type fiber encapsulation		
	Colour-coded connector boots fitted to connectors on duplex patch leads.		
	Dust caps shall be fitted on each connector at the assembly		
	Cable: 50/125µm, MM		
	Strength member: aramid yarn		
	Insertion loss less than 0.5db		
	Retention strength 11.24lbs		
<b>Item No. – 42: PVC Conduit for MM Fiber</b>			

Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	PVC Conduit 40mm ISI mark including all accessories		
<b>Item No. – 43: HDPE for MM Fiber</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	HDPE for MM Fiber, 40/33 MM ISI mark including all accessories		
<b>Item No. – 44: Laying of Cat 6 UTP etc.</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Conduiting and channeling of PVC Conduits/ Casing Caping on walls. The Conduits/ Casing Caping shall be marked with "IT Wiring" at regular interval of lengths as an identification mark, I/O Fixing & Termination at Both Ends, Cable Laying of UTP Cable, testing & certification for UTP IO Nodes, etc.		
<b>Item No. – 45: Laying of Fibre etc.</b>			
Item	Description of Requirement	Compliance/ Deviations	Page No. where the functionality / specs are mentioned
<b>Model Offered</b>	<b>Mention Make →</b>		
<b>Make Offered</b>	<b>Mention Model →</b>		
Features	Laying, Digging/ trenching, filling, splicing & terminating of fiber and other media or service component as applicable according to industry norms are part of supply, installation & commissioning, testing & certification of Fiber Cores		

**ANNEXURE-12****Hospital Delivery and Installation Details**

All items should be delivered and installed as per the following details. The actual supply quantity along with the location address would be provided along with the final supply order:

<b>S No</b>	<b>Items</b>	<b>RNT MC, MBH &amp; PZH</b>	<b>Standby at RNT MC, MBH &amp; PZH</b>	<b>Chest &amp; TB</b>	<b>Standby at Chest &amp; TB</b>	<b>TOTAL QTY. (incl. Standby)</b>
<b>Desktops, Printers, UPS, LAN &amp; Other Hardware at Hospitals</b>						
1	Desktops High End	43	3	3	1	50
2	Desktops Low End	321	17	21	2	361
3	Workstations (for database & application)	2	0	2	0	4
4	UPS 800 VA Line-interactive	364	0	22	0	388
5	UPS online 10 KVA	1	0	1	0	2
6	UPS online 1 KVA	23	0	3	0	26
7	80 Col. Dot Matrix Printer	107	6	7	1	121
8	132 Col. Dot Matrix Printer	10	1	2	1	14
9	Laser Printer	32	2	4	1	39
10	Laser Network Multifunction Printer	6	0	1	0	7
11	Document Scanner	15	1	5	1	22
12	Computer Table	364	0	24	0	388
13	Computer Chair with arms	364	0	24	0	388
14	LCD panel 40"	1	0	1	0	2
15	Rack for Workstation (42U with KVM switch)	1	0	1	0	2
16	Bar Code Printer	5	1	1	1	8
17	Bar Code Scanner	8	1	1	1	11
18	DG Set for server room	1	0	1	0	2
19	Biometrics Readers with client license	4	1	0	0	5
20	Touch Screen Kiosks	1	0	1	0	2
21	Laptop	1	0	0	0	1
22	Central Switch with OEM NMS	1	0	1	0	2
23	Central Switch without OEM NMS	1	0	0	0	1



24	Edge Switch	23	2	3	1	29
25	VOIP Phones	4	0	2	0	6
26	Jboss Enterprise Application Platform	1	0	0	0	1
27	PostgreSQL database	1	0	1	0	2

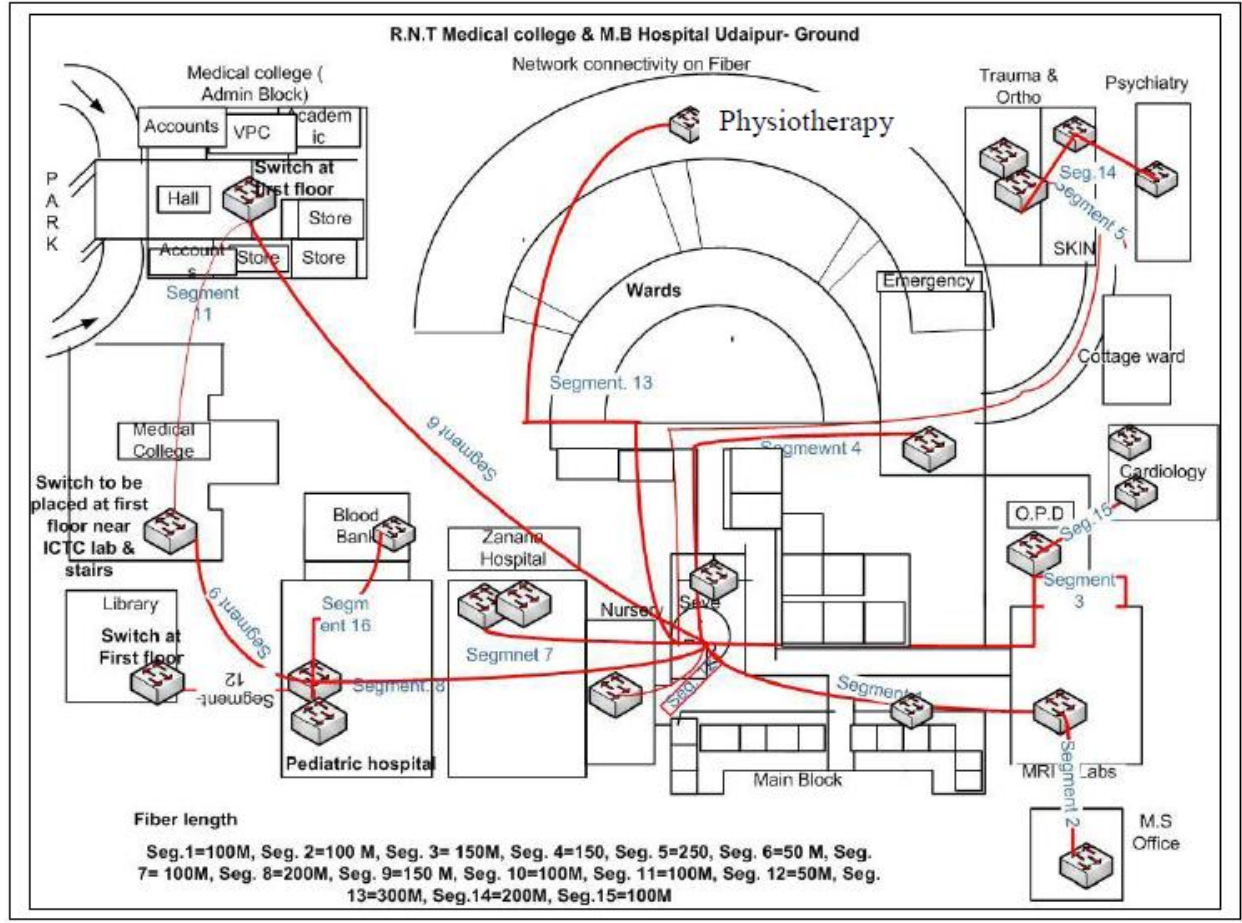
Sr. No	Passive Components for LAN	RNT MC, MBH & PZH	Standby at RNT MC, MBH & PZH	Chest & TB	Standby at Chest & TB	TOTAL QTY. (incl. Standby)
28	Cat-6 Cable (In Meters )	23000	0	1000	0	24000
29	Face Plate	595	0	48	0	643
30	I/O (Information Outlet)	595	30	48	3	643
31	24 port jack panel	23	2	3	1	29
32	Mounting cords 3 ft	385	0	30	0	415
33	Mounting Cords 7 ft	385	0	30	0	415
34	PVC Conduit for CAT-6 ( In Meters)	5750	0	250	0	6000
35	Optical Fiber Cable (MMF)( In Meters)	2500	0	0	0	2500
36	LIU, 24 Port (Multi Mode with coupler) for Central switches	2	0	1	0	3
37	LIU, 12 Port (Multi Mode with coupler & pigtail) for Edge switches	23	2	3	1	29
38	Trans receivers (Multi Mode)	50	4	0	0	54
39	SC Duplex Adaptors (MM)	180	10	0	0	190
40	Optical Fiber Connectors/Pigtail SC (MM) *	180	10	0	0	190
41	Optical fiber cords (MM) 3 meters LC-SC	20	0	0	0	20
42	PVC Conduit for MM fiber (in Meters)	500	0	0	0	500
43	HDPE for MM Fiber (in Meters)	50	0	0	0	50

\* Or as per actual

\*\* Where mounting chords are not used, sufficient number of RJ-45 Connectors to be provided in order to make required patch chords.

## ANNEXURE -13

### PROPOSED LAY-OUT AT HOSPITAL



**Fig 1: Network Layout of the complete Hospital Building**

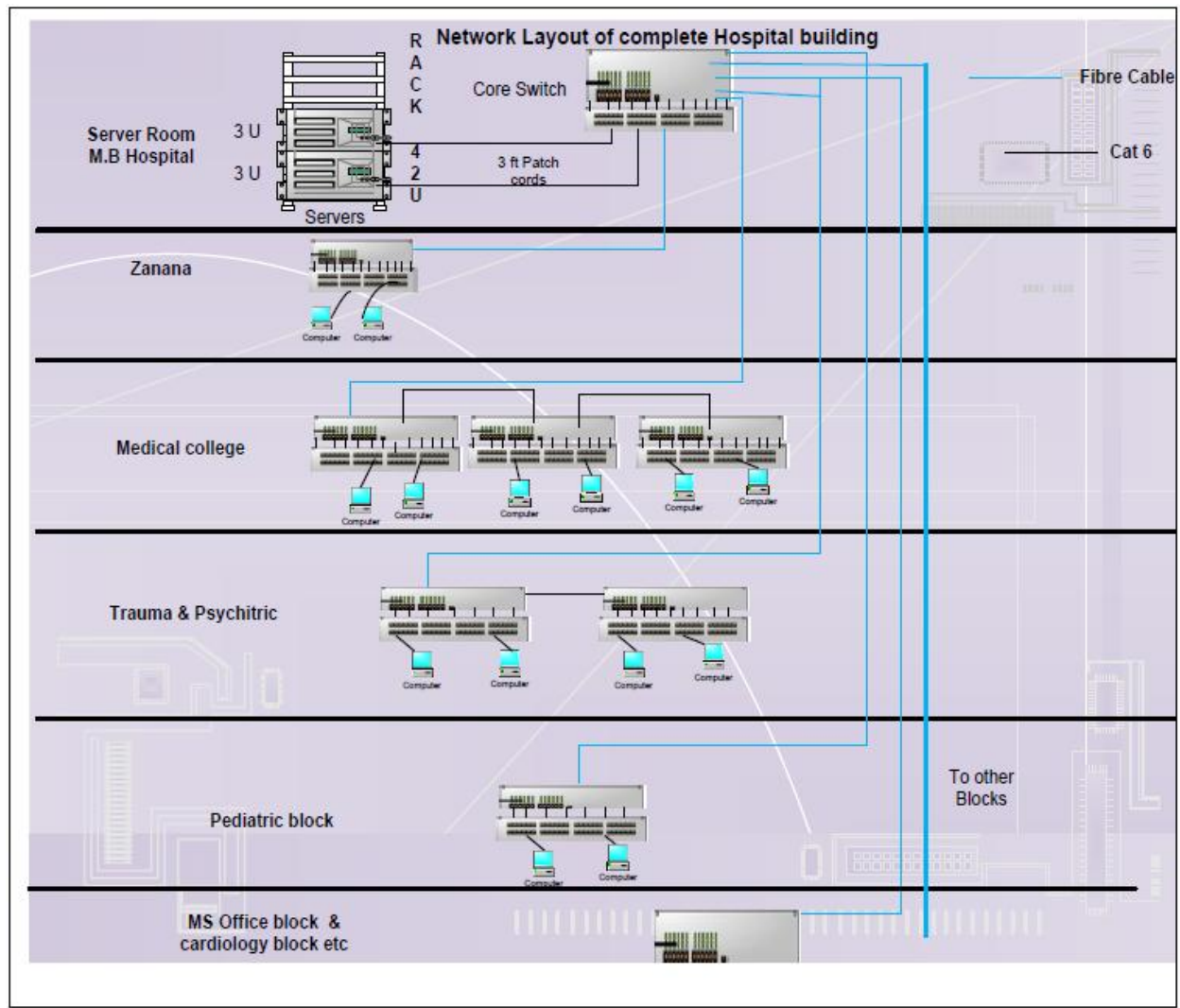


Fig 2: Architectural network diagram of the complete Hospital Building

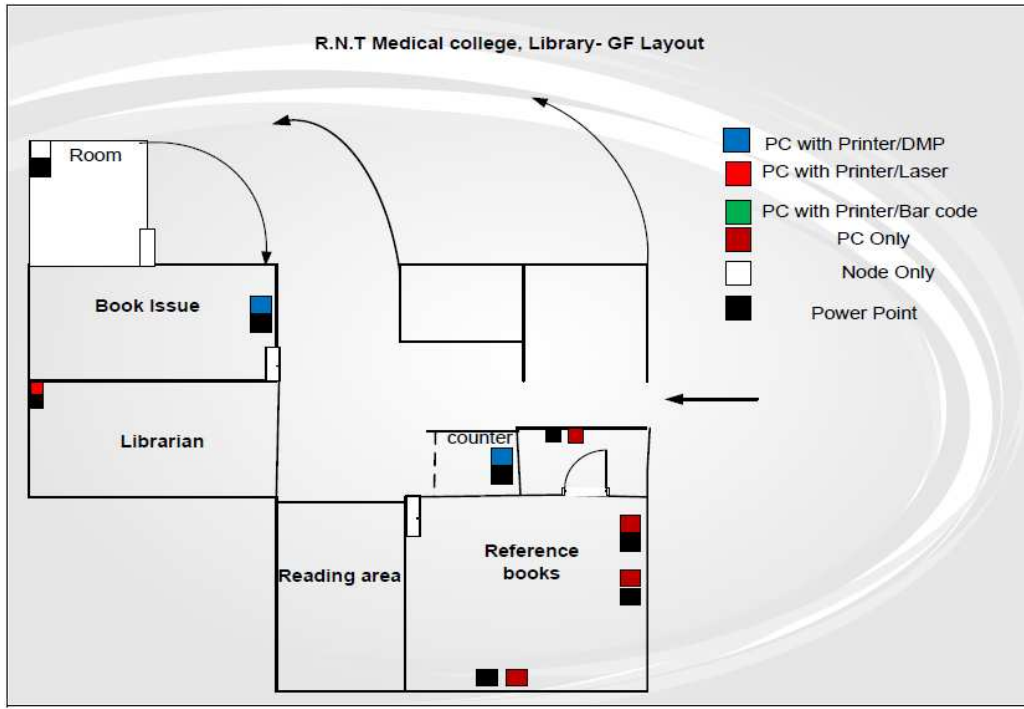


Fig. 3: Medical college library ground floor proposed layout

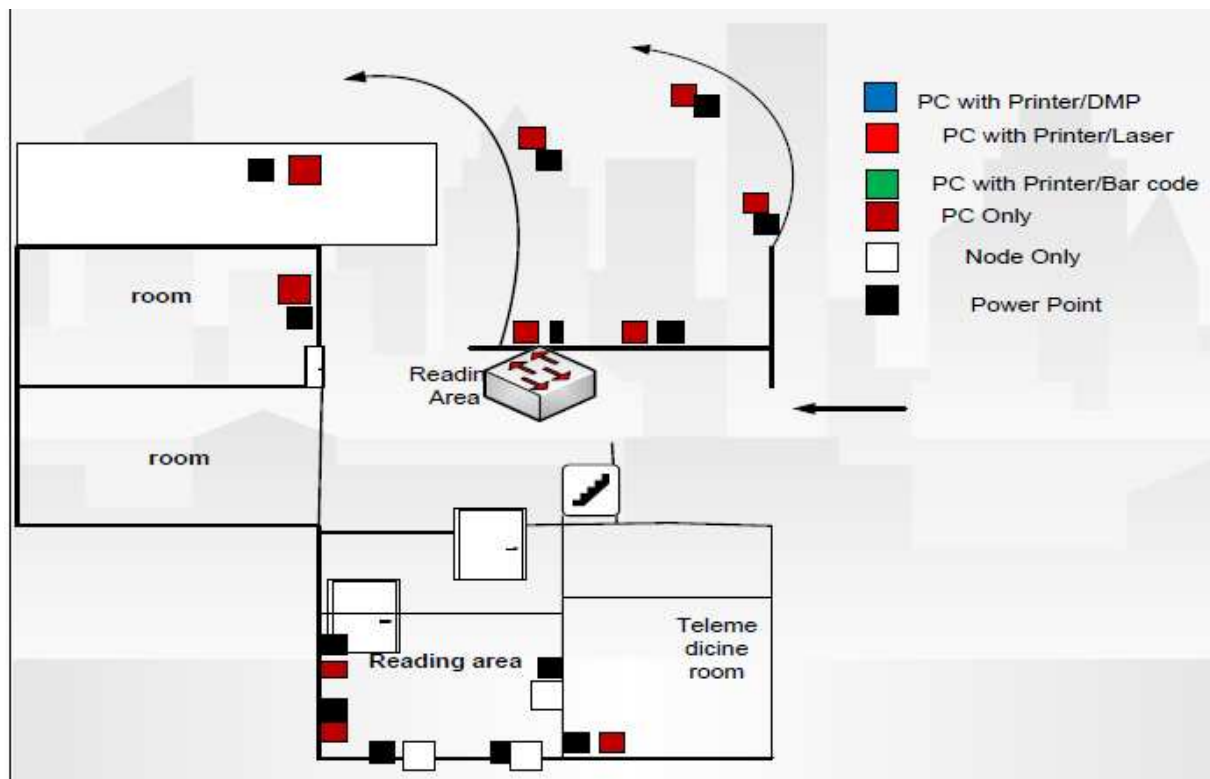


Fig. 4: Medical college library first floor proposed layout

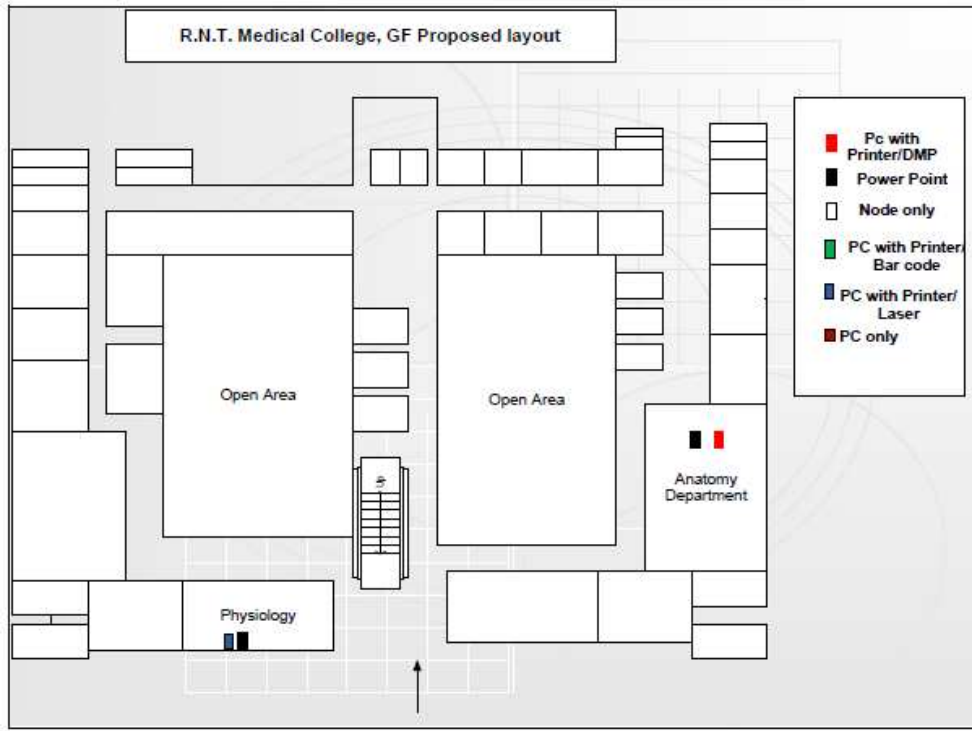


Fig. 5: Medical college ground floor proposed layout

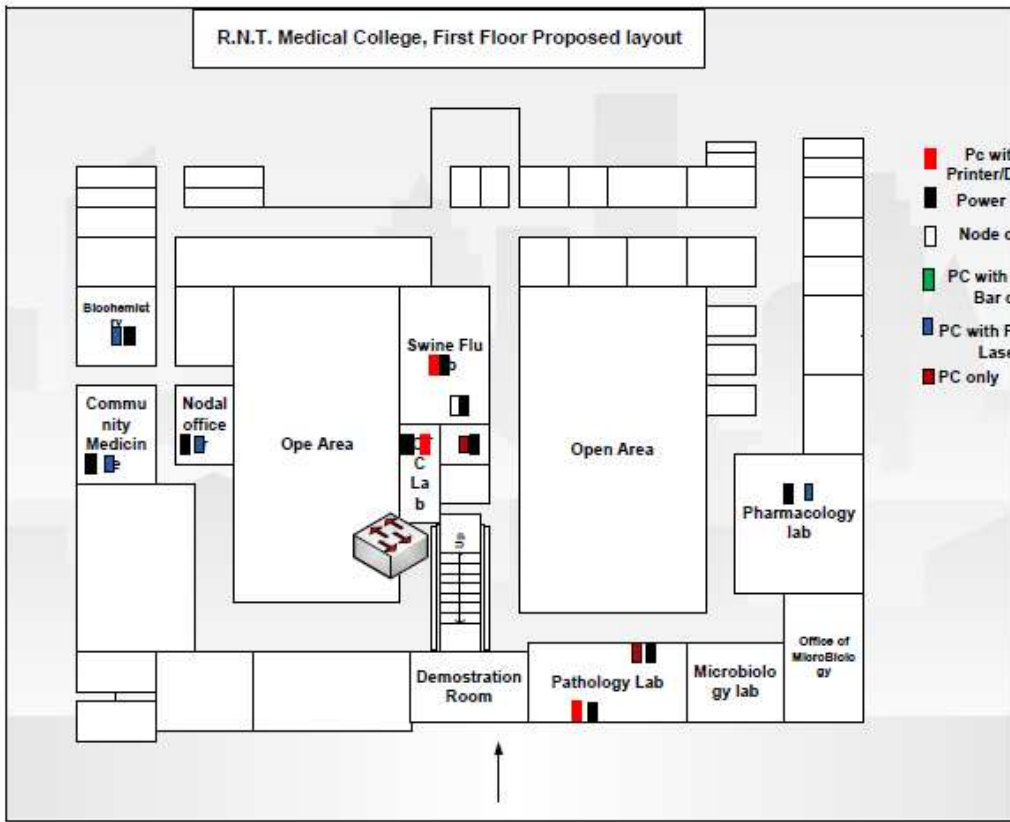


Fig. 6: Medical college first floor proposed layout

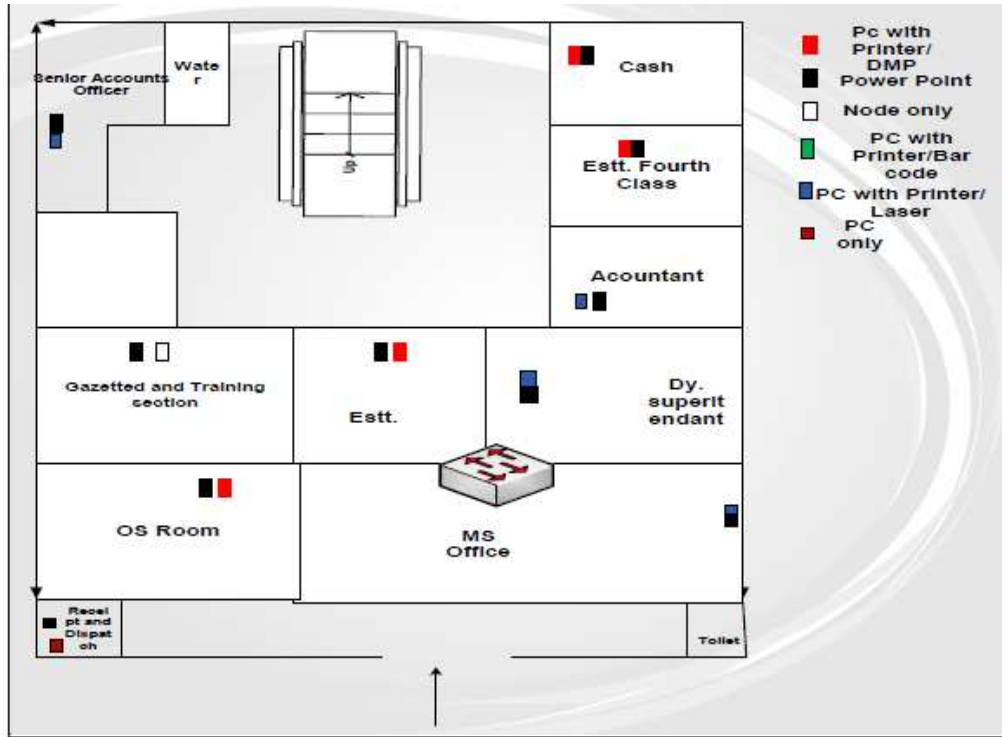


Fig. 7: M.S Office ground floor layout

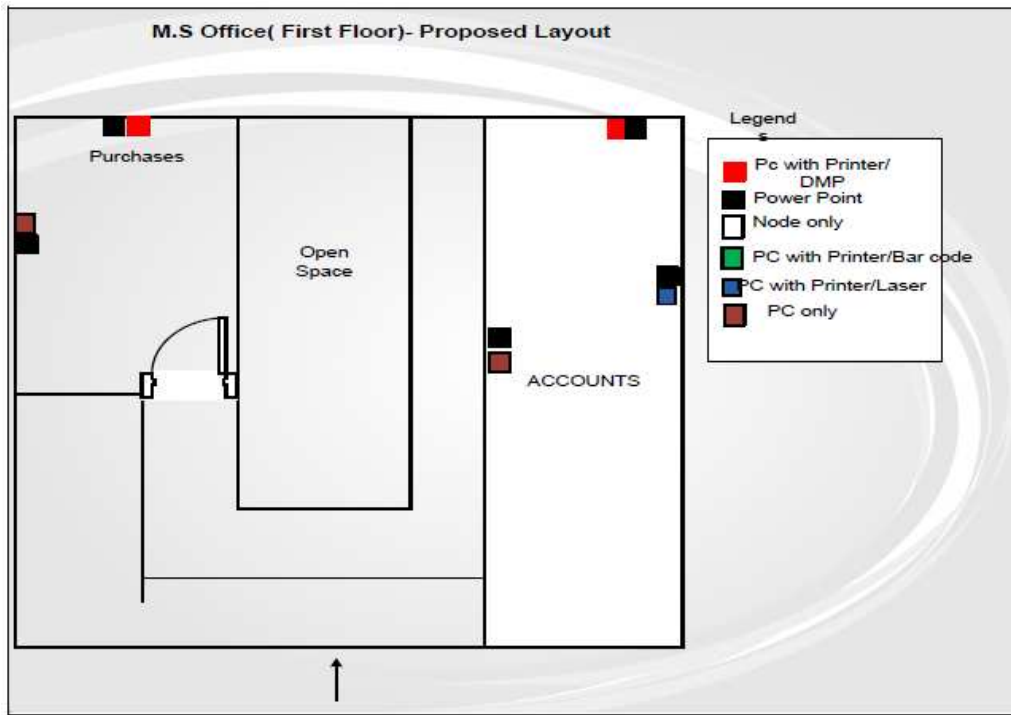


Fig. 8: M.S Office first floor proposed layout

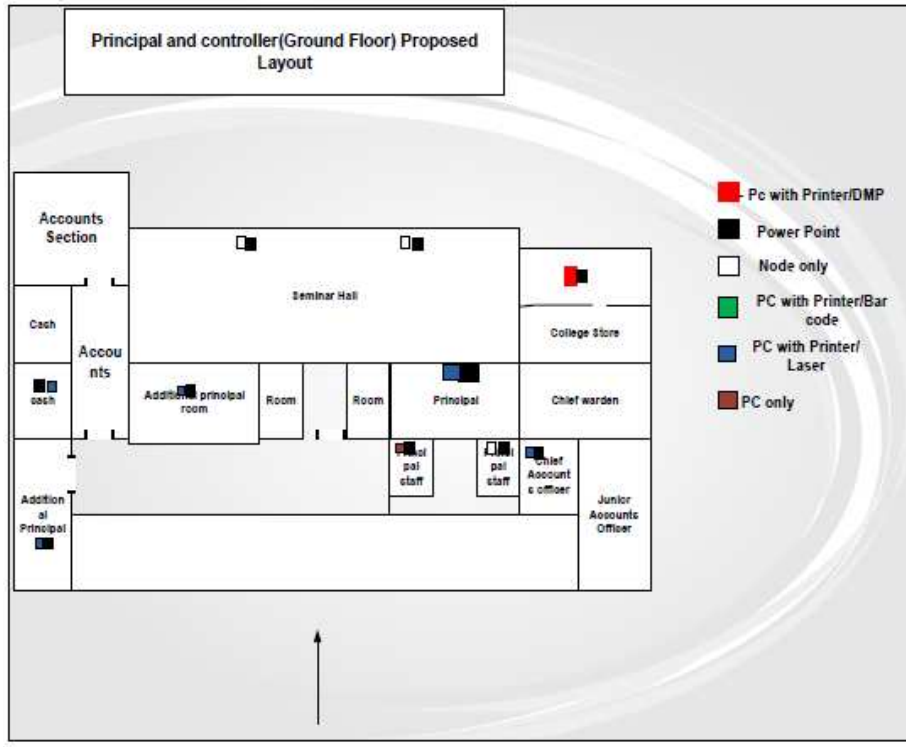


Fig. 9: PNC Building ground floor proposed layout

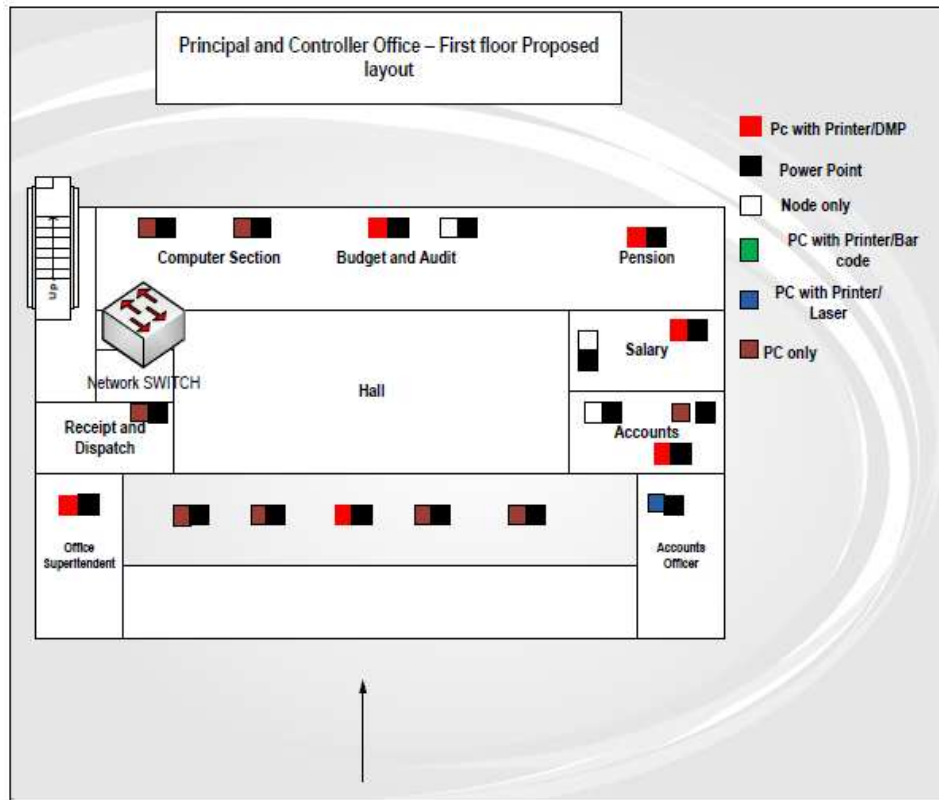


Fig. 10: PNC First floor proposed layout

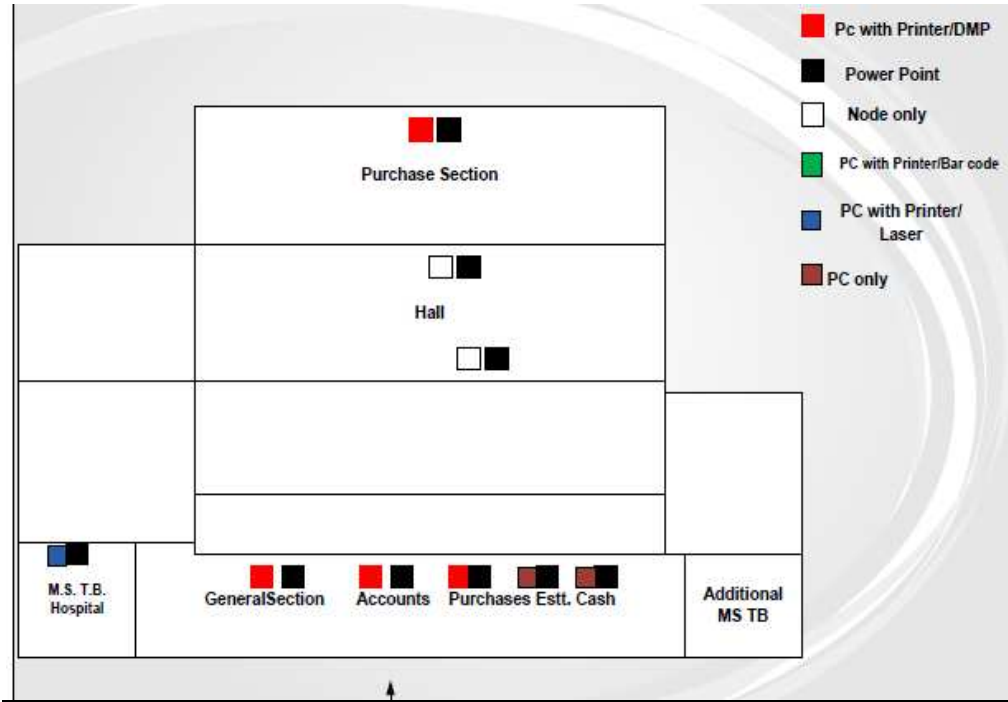


Fig. 11: PNC second floor proposed layout

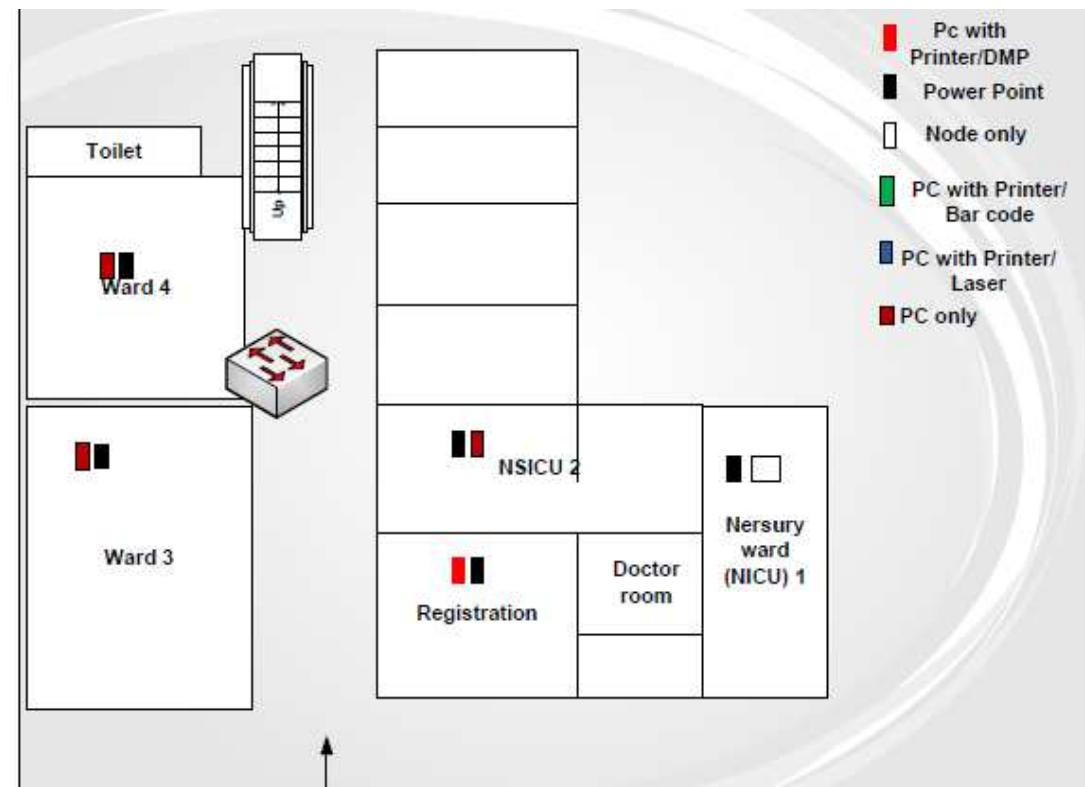


Fig. 12: Nursery first floor proposed layout



**ANNEXURE -14****MINIMUM QULAIFICATION OF ON-SITE NETWORK/ HARDWARE ENGINEER**

S.No	Role	Minimum Qualification and Experience
1	Network and hardware engineer	<ul style="list-style-type: none"> <li>• Should be B.E/ B. Tech /MCA or regular Diploma in Network / Hardware from any government recognised institute</li> <li>• Should have at-least 3 years of experience in trouble shooting of IT hardware, network, switches, servers configuration and management</li> <li>• Should have worked on hardware supplied by different OEM's.</li> </ul>

**Certificate (on bidders letter head)**

**<<Duly signed by the HR on the letter head of the bidder >>**

This is to certify that the onsite network/hardware engineers proposed for the RNT Medical College Udaipur meet the minimum qualification and work experience specified in the bidding document.

Further details of the candidate are as given below

Sl. No	Name of the candidate	Employee Number	Mobile number	Qualification Details	Work Experience Details

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**ANNEXURE -15****TENDER FORM**1) **Addressed to:**

<b>Name of the Tendering Authority</b>	Managing Director
<b>Address</b>	RajCOMP Info Services Limited (RISL) C-Block, 1 <sup>st</sup> Floor, Yojana Bhavan, Tilak Marg, Jaipur (Rajasthan) – 302005
<b>Telephone</b>	5101313, 2229394
<b>Tele Fax</b>	0141-2228701
<b>Email</b>	<a href="mailto:info@rajcomp.net">info@rajcomp.net</a> (clearly mention the NIT no. in the subject of the mail)

2) **Firm Details:**

<b>Name of Firm</b>				
<b>Name of Contact Person with Designation</b>				
<b>Registered Office Address</b>				
<b>Address of the Firm</b>				
<b>Year of Establishment</b>				
<b>Type of Firm</b>	Public	Private	Partnership	Proprietary
<b>Put Tick( ✓ ) mark</b>	Limited	Limited		
<b>Telephone Number(s)</b>				
<b>Email Address/ Web Site</b>	Email:		Web-Site:	
<b>Fax No.</b>				
<b>Mobile Number</b>	Mobile:			
<b>Certification/Accreditation/Affiliation, if Any</b>				

- 3) The requisite tender fee amounting to Rs. \_\_\_\_\_/- (Rupees <in words>) has been deposited vide receipt no. \_\_\_\_\_ dated \_\_\_\_\_.
- 4) The requisite EMD amounting to Rs. \_\_\_\_\_/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No. \_\_\_\_\_ dated \_\_\_\_\_.
- 5) We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name &amp; Seal of the firm: \_\_\_\_\_

Authorized Signatory: \_\_\_\_\_