



Bihar Medical Services & Infrastructure Corporation Limited, 2nd & 3rd Floor, Swasthya Bhawan, Behind IGIMS, Sheikhpura, Adjacent to State Health Society, Patna 800023, Phone/Fax: +91612 2283287,+ 91612 2283288

Corrigendum-I

Bihar Medical Services and Infrastructure Corporation Limited (BMSICL) had invited E-Bids from the interested parties for the procurement, rate contract and the supply of medical equipment for different Govt. Institutions of Bihar vide Notice Inviting Tender No.- BMSICL/2023-24/ME-327. During and after Pre-bid meeting various suggestions were received from different prospective bidders regarding amendment in technical specification of equipment which were discussed and deliberated on by the experts, who after due deliberation recommended certain amendments in the technical specification of the equipment, which are annexed as Annexure-I of this corrigendum. Rest of the terms & conditions of the NIT & Corrigendum-I shall remain unchanged:-

Tender Reference No.	BMSICL/2023-24/ME-327
Last date and time of submission of online bids	28th December 2023 till 17:00 Hrs.
Last date and time of submission of original documents of EMD, Tender Fee and Document	29th December till 14:00 Hrs.
Date, Time and Place of opening of Technical Bid	29th December (at 15:00 Hrs.) on the website of https://eproc2.bihar.gov.in in the office of BMSICL
Date and time of opening of financial Bids	To be announced later on https://eproc2.bihar.gov.in

Note:- Bidders are advised to refer to the Annexure-I of this corrigendum before submission of bid.

Annexed:- as above

**Sd/-
GM (Procurement)
BMSICL**

Annexure-1					
Amendment Request from Prospective Bidder for tender No-BMSICL/2023-24/ME-327					
Name of Project - Selection of Managed Service Provider for Bihar State Digital Ophthalmology Services at 36 District Hospital and 12 Medical Colleges				Final Amendment/Remarks	
	4. Technical Evaluation Criteria				
	The technical proposal submitted by the bidder shall be evaluated as per the technical evaluation parameters listed below. The bidder shall be required to make a technical presentation & demonstration of the proposed solution and project implementation in front of the Tender Evaluation Committee appointed by the Purchaser. The date and time of the presentation will be communicated to the bidders by the Purchaser in due course of time. Following table outlines the Technical Evaluation Parameters and Scoring Methodology based on which evaluation of technical proposals of the bidders shall be carried out by the Purchaser:			No Change	
Sl. No.	Criterion	Max. Marks	Supporting Documents		
1.	Bidder’s Experience	20	Copy of work order with completion certificate..		
	The bidder or consortium members have experience in delivering ongoing or completed projects in implementation of projects in IT Transformational project/ ICT Components/E- Governance/ Cybersecurity/Digital Solution/Incident Response Management Solution projects with Central/State Government/PSUs in last five (5) years (from FY 2016-21) globally.			No Change	
	No. of Assignments			Marks	
	1 assignment			10 marks	No Change
	2 to 3 assignments			15 marks	No Change
	More than 3 assignments			20 marks	No Change
2.	Additional 20 marks if the bidder or consortium having experience of working with any Central/ State/ Government health authority.	20	Copy of work order/ contract/ completion certificate issued by the client.	No Change	
3.	Bidder Certification	15	Copies of valid certificates as on bid submission date		
	Bidder (Sole bidder or in case of Consortium, any member of consortium)			Bidder (Sole bidder or in case of Consortium, any member of consortium) bidding with OEM / Manufacturer partner; the documentary evidence can be fulfilled in case of (i. Manufacturing license ii. USFDA Certificate) by OEM/Bidder.	

	Certificate	Marks			Certificate	Marks
	ISO 9001:2000 and ISO 27001:2013	3 marks			ISO 9001:2000 and ISO 27001:2013	3 marks
	CMMi Level 3 or above	2 marks			CMMi Level 3 or above	2 marks
	Manufacturing License	5 Marks			Manufacturing License	5 Marks
	USFDA License	5 Marks			USFDA License	5 Marks
4.	Employee Strength		20	Self-certificate by head of HR of the company or by the authorized signatory on letterhead must be submitted with salary certificate.	No Change	
	Employee strength of the bidder (Prime and OEM Partner)					
	Employee Strength	Marks				
	50 employees	10 marks				
	51 to 60 employees	15 marks				
	More than 60 employees	20 marks				
5.	Approach and Methodology		15			
	The Bidder should propose the Approach & Methodology to be covered in the technical proposal, detailing:				No Change	
	a) Understanding of the project				No Change	
	b) Solution components and compliance to technical specifications				No Change	
	c) Deployment plan and delivery timeline				No Change	
	d) Training methodology				No Change	
	e) Handholding strategy				No Change	
	f) SLA management strategy				No Change	
	g) O&M Methodology				No Change	
6.	Technical Presentation and Functional Demonstration		10	No Cost/no commitment demonstration to be given by the bidders/solution providers.	No Change	
	The eligible bidders will be asked to give a demonstration of the proposed solution. Date, time and venue of the presentation will be communicated to bidders after opening of technical proposal.				No Change	
	Total		100			
	SECTION III – SPECIAL CONDITIONS OF CONTRACT					

	2. No Exemption from payment of EMD, tender fees is permitted except in case of MSME registered manufacturing unit located in Bihar which will be guided by Bihar Industrial Investment Policy, 2016 as amended in 2020 for promoting industrial development in the State for the Technical Qualification, EMD, and TENDER FEES. Copy of the said policy may be seen on the website http://industries.bih.nic.in .	No Change
	6. Evaluation and Comparison of Substantially Responsive Bids	
	6.4 i. Hard copy of tender documents uploaded shall be submitted along with the tender fee and EMD as on or before the last day of submission of tender for purely evaluation purposes. However, the submission of hard copy of uploaded tender document submitted does not substitute/modify the provisions of e-tendering system. ii. The technical evaluation shall be done only on the basis of documents/papers submitted by the bidder on http://eproc2.bihar.gov.in iii. However hard copy of uploaded tender shall be provided by the bidder firm along with the mandatory tender document fee and EMD for evaluation purpose only. This hard copy shall under no case substitute/modify the provisions of e-tender system.	Bidders are requested to submit the physical documentary evidence of submission of Tender Fee (submitted online), EMD of quoted item of tender (Offline, only in the form of BG) . Bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted the tender shall be straightway rejected. Bank Details for Bank Guarantee:- (a) Name of Bank- STATE BANK OF INDIA (b) Name of Branch of Bank :- Patna Main Branch. (c) Branch code:- 000152 (d) IFSC Code:- SBIN0000152
	8. General Guidelines for the Submission of E-Tender	
	Instructions/guidelines for tenders for electronic submission of tenders online have been annexed for assisting the prospective tenderers to participate in e-Tendering.	No Change
	a) Registration of Tenderers: Any tenderer willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to https://eproc2.bihar.gov.in The prospective Tenderer is to click on the link for e-Tendering site as given on the web portal.	No Change
	b) Digital Signature Certificate (DSC): Each Tenderer is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) from NIC for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount.	No Change
	c) The Tenderer can search & download NIT & Tender Documents electronically from computer once he logs on to the website using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.	No Change

	<p>d) Submission of e-Tenders: General process of submission, Tenders are to be submitted through online to the website at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats). Also, hard copy of technical bid should be submitted as per the schedule mentioned in NIT</p>		<p>Bidders are requested to submit the physical documentary evidence of submission of Tender Fee (submitted online), EMD of quoted item of tender (Offline, only in the form of BG) . Bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted the tender shall be straightway rejected</p> <p>Bank Details for Bank Guarantee:- (a) Name of Bank- STATE BANK OF INDIA (b) Name of Branch of Bank :- Patna Main Branch. (c) Branch code:- 000152 (d) IFSC Code:- SBIN0000152</p>
	10. Preparation of Bid		
	10.2 Bidders are requested to submit EMD of quoted item of tender (Offline in the form of BG). Bidders are requested not to submit a hard copy of the tender document. In case the hard copy of financial bid is submitted the tender shall be straightway rejected.		No Change
	14. Payment Terms		
	14.1 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 8, and upon fulfilment of other obligations stipulated in the Contract.		No Change
	14.2 Payment for goods and services shall be made in Indian Rupees as follows:		No Change
Sl. No.	Milestone Description	Percentage (%) of Payment	
1.	On submission and acceptance of: Detailed project implementation plan, resource plan, workflow diagram, SRS, SDS documents.	05% of overall project cost	No Change
2.	After delivery of AI-ML model license for detection of eye disease and implementation on cloud	10% of overall project cost	After delivery of AI-ML model license for detection of eye disease and implementation on cloud (Bidder need to host it on cloud)
3.	After completion of supply, installation, and commissioning of all software component (Citizen App and Analytics Dashboard) as part of the project.	10% of overall project cost	No Change
4.	After completion of supply, installation and commissioning of IT hardware and non-IT components as part of the project.	30% of overall project cost	No Change

5.	After go-live of the project.	15% of overall project cost	20% of overall project cost	
6.	Operation and maintenance for year 1 (payment will be on quarterly basis).	05% of overall project cost	7.5% of overall project cost	
7.	Operation and maintenance for year 2 (payment will be on quarterly basis).	10% of overall project cost	7.5% of overall project cost	
8.	Operation and maintenance for year 3 (payment will be on quarterly basis).	10% of overall project cost	7.5% of overall project cost	
9.	As retention money to be released after 10 years from the date of installation & handover to ensure continued supply of spare parts of machines & equipment’s supplied by them to the purchaser.	05% of overall project cost	2.5% of overall project cost	
2. Annexure II- FORMAT FOR WARRANTY CERTIFICATE(To be submitted on Firms Letterhead)Warranty Certificate Date:We the Undersignedhereby guarantee satisfactory operation of supplied by us to you against your purchase order No.....for a period of..... calendar months from the date of commissioning and shall be responsible for failure of the equipment to conform to the standard of performance, proficiency, production and / or out-turn stipulated or implicit in the order and for any defects that may develop under proper use arising from the use of faulty materials, design or workmanship in the supply made and shall remedy such defects at our cost.Consignee Name-Serial number of Equipment-For.....Station: (Signature with Name and Designation)Date:			No Change	
Additional Point				
10. Annexure X – Checklist for Technical Bid				
Sl. No.	Criterion	Supporting Documents	Compliance (Yes/No)	
1.	Bidder’s Experience	Copy of work order/ contract/completion certificate/partial completion certificate issued by the client.		
	The bidder or consortium members have experience in delivering ongoing or completed projects in implementation of projects in IT Transformational project/ ICT Components/E- Governance/ Cybersecurity/Digital Solution/Incident Response Management Solution projects with Central/State Government/PSUs in last five (5) years (from FY 2016-21) globally.		No Change	
	No. of Assignments		Marks	
	1 assignment		10 marks	No Change
	2 to 3 assignments		15 marks	No Change
	More than 3 assignments		20 marks	No Change
2.	Additional 10 marks if the bidder or consortium having experience of working with any Central/ State/ Government health authority.	Copy of work order/ contract/completion certificate/partial completion certificate issued by the client.	No Change	

3.	Bidder Certification		Copies of valid certificates as on bid submission date.		Bidder (Sole bidder or in case of Consortium, any member of consortium) bidding with OEM / Manufacturer partner; the documentary evidence can be fulfilled in case of (i. Manufacturing license ii. USFDA Certificate) by OEM/Bidder.		
	Bidder (Sole bidder or in case of Consortium, any member of consortium)						
	Certificate	Marks				Certificate	Marks
	ISO 9001:2000 and ISO 27001:2013	3 marks				ISO 9001:2000 and ISO 27001:2013	3 marks
	CMMi Level 3 or above	2 marks				CMMi Level 3 or above	2 marks
	Manufacturing License	5 marks				Manufacturing License	5 Marks
	USFDA License	5 marks				USFDA License	5 Marks
4.	Employee Strength		Self-certificate by head of HR of the company or by the authorized signatory on letterhead must be submitted.				
	Employee strength of the bidder (Prime and OEM Partner)				No Change		
	Employee Strength	Marks					
	50 employees	10 marks			No Change		
	51 to 60 employees	15 marks			No Change		
	More than 60 employees	20 marks			No Change		
5.	Approach and Methodology						
	The Bidder should propose the Approach & Methodology to be covered in the technical proposal, detailing:				No Change		
	a) Understanding of the project				No Change		
	b) Solution components and compliance to technical specifications				No Change		
	c) Deployment plan and delivery timeline				No Change		
	d) Training methodology				No Change		
	e) Handholding strategy				No Change		
	f) SLA management strategy				No Change		
	g) O&M Methodology				No Change		
SECTION IV – SCHEDULE OF REQUIREMENTS							
1. Scope of Work							
	1.4 The entire Scope of Work under the RFP includes Design, Supply, Installation, Commissioning, Operation, and Maintenance of below mentioned items but not limited to:				No Change		
	a) Equipment such as Fundus Camera shall be US FDA or EU-CE approved compatible for both non-invasive, non-mydratic and mydratic procedures (as per the need of the patients) and its related hardware and software for transmission of digital images through tele-facility and related printers & stationery.				No Change		
	b) No other medical equipment is required to be provided. However, UPS for un-interrupted power supply for this equipment at each facility would be the responsibility of the MSP.				No Change		

	c) The provided equipment by the MSP should be capable of diagnosing Diabetic Retinopathy, Glaucoma, Macular Degeneration, Cataract and Refractive errors.	c) The provided equipment by the MSP should be capable of diagnosing Diabetic Retinopathy, Glaucoma, Macular Degeneration (Lateral and Refractive Error), Cataract and Refractive errors.
	d) MSP is free to have the necessary equipment insurance done and the cost of insurance of equipment may be factored in the cost quoted in the financial bid. The Purchaser will not be responsible in any way for the safety or loss of the equipment provided by the Successful Bidder.	No Change
	e) MSP shall identify the technological pathways and set up systems for capturing ocular images, transmission, and reporting of the same. Digital infrastructure and AI based solutions should be implemented for reporting results along with the ocular images to the patient.	No Change
	f) MSP shall provide the ocular image capturing technologies, communication networks, IT peripherals and requisites software and costs thereof for seamless transmission of images. The government will provide power supply and internet connectivity at the designated facilities.	No Change
	g) MSP shall put in place the required infrastructure such as ocular image capturing technologies, Desktop/Laptop, in the designated facilities. Periodic maintenance, including replacement of the equipment shall be the sole responsibility of the MSP.	No Change
	h) MSP shall deploy trained operators as well as provide training to the technicians/staff deployed by the government at public health facilities for image capturing and transmission and issuing the printouts of the reports of ocular images.	h) MSP shall deploy trained operators (operators should have minimum qualification of Bsc. Optometry/ ophthalmic assistant with 2 years experience) as well as provide training to the technicians/staff deployed by the government at public health facilities for image capturing and transmission and issuing the printouts of the reports of ocular images.
	i) Reporting of all ocular images needs to be done electronically in DICOM format.	i) Reporting of all ocular images needs to be done electronically in DICOM format. Report should be verified by MS Ophthalmologist with short/long term retina experience.
	j) Purchaser shall provide the built in space along with electricity supply and internet connectivity. MSP shall provide suitable equipment, furniture for placing equipment and an online central analytics dashboard for monitoring key performance indicators as well as daily work. The information would be required to be provided on a real-time basis.	No Change
	k) The total number of sites for this project is 48 facilities (36 District Hospitals and 12 Medical Colleges). However, the number of facilities may be changed subsequently at the discretion of the government. In case of any increase or decrease in number, payment will be adjusted as per pro rata basis.	No Change
	l) MSP shall preserve the data for the whole period of the contract and shall handover access to data to the Purchaser at the completion of the contract period.	No Change
	2. Citizen App & Analytic Dashboard	No Change

	2.2 Installation, and Commissioning of Analytics Dashboard on MeiTY approved cloud for easy access at facility, district, and state level HQ Note: Development, launch, and maintenance of this app shall be the part of this project and no separate payment shall be made for this.			No Change
	6. Bill of Material			
Sl. No.	Description	UoM	Qty.	
1.	Fundus Camera	Nos.	48	No Change
2.	AI Modelling Software License(for 48 Users)	Lic.	1	AI Modelling Software License(for 48 Users) for which OEM/Solution Provider need to submit evidentiary documentation
3.	Desktop	Nos.	48	No Change
4.	Laptop	Nos.	48	No Change
5.	Printer Cum Scanner (MFD)	Nos.	48	No Change
6.	Router	Nos.	48	No Change
7.	UPS	Nos.	48	No Change
8.	Furniture	Nos.	48	No Change
9.	Analytics Dashboard	No.	1	No Change
10.	Mobile App for Citizens	No.	1	No Change
11.	Call Center	Lic.	1	No Change
12.	Cloud Hosting	Years	3	No Change
13.	Manpower (48 Operators)	Year	1	No Change
14.	Manpower (5 Operators at NOC)	Year	3	No Change
15.	O&M	Years	3	No Change
	7. Timelines			
Sl. No.	Deliverables		Timelines (“T”)	
1	Detailed Project Implementation Plan, Resource Plan, Workflow Diagram, SRS, SDS Documents		T+1 month	No Change
2	Delivery of AI-ML Model License for Detection of Eye Disease and Implementation on cloud.		T+2 month	Delivery of AI-ML Model License for Detection of Eye Disease and Implementation on cloud approved by MeitY.
3	Supply, installation and commissioning of 50% of IT and non-IT components as part of the project.		T+3 month	No Change
4	Supply, installation and commissioning of remaining IT and non-IT components as part of the project.		T+4.5 month	No Change
5	Go-live of the project		T+6 months (“G”)	No Change
6	Operation and Maintenance (O&M)		G+3 Years	No Change
	IFB - Clause			
	Delivery Schedule: As per GCC Clause-8			Delivery Schedule as per Clause No. 7 of Section IV, No Change in GCC Clause 8
	SECTION V – TECHNICAL SPECIFICATIONS			
	Bidder has to submit compliance to the below specifications as part of the technical bid. Necessary supporting documents in the form of datasheets/literatures from the OEM should be attached along with the technical bid as proof of compliance.			No Change

	1. Fundus Camera		
Sl. No	Parameter	Specifications	
1	FOV	45 degrees	Minimum 40 degrees and above
2	Optical Resolution	8-14 microns	Delete
3	Image Sensor (greater than)	> 2 megapixels	No Change
4	Interface	USB 2.0	No Change
5	Dimensions (not to exceed)	< 600 mm (H) X 500 mm (L) X 400 mm (W)	No Change
6	Total Weight (less than)	< 15 kg	No Change
7	Power Consumption	< 20W	Delete
8	Power Supply	AC 100–240V, 50/60 Hz	No Change
9	OS Requirements	MS Windows	No Change
	2. Desktop		
Sl. No.	Parameters	Specification	
1.	Product	All in One Desktop	No Change
2.	Processor	Intel i7 Core processor 8 or 9 Generation or above	No Change
3.	Memory	32 GB	No Change
4.	Screen	21 inch	No Change
5.	Hard Disk	1 TB HDD	1 TB HDD/SSD
6.	Audio	Speakers	No Change
7.	Inputs	Keyboard and Mouse	No Change
8.	OS	Win 10 or higher	No Change
9.	Warranty	3 years	No Change
	3. Laptop		
Sl. No.	Parameters	Specification	
1	Product	Dell / HP / IBM similar	No Change
2	Processor	AMD Athlon™ Gold 7220U (5 MB total cache, 2 cores, 4 threads)	AMD or equivalent
3	Memory	8 GB, LPDDR5, 5500 MHz, integrated	No Change
4	Display	15.6", HD 1366x768, 60Hz, Non-Touch, Anti-Glare, Narrow Border, LED-Backlit	No Change
5	Hard Disk	256 GB SSD	No Change
6	Inputs	Keyboard and Mouse	No Change
7	OS	Win 10 or Higher	No Change
8	Warranty	3 years	No Change
	4. Heavy Duty Printer cum Scanner (MFD)		Heavy Duty Colour Printer cum Scanner (MFD)
Sl. No	Parameter	Specifications	

1.	Product	Multi-function Device	No Change
2.	Memory	512 RAM	No Change
3.	Display	5-inch LCD display or more	No Change
4.	function	Print, Scan and Copy	No Change
5.	Print	600 x 600dpi, with standard duplex function	No Change
6.	Scan	600 x 600dpi paper size A4, B5, A5, B6, Letter, Legal	No Change
7.	Copy	(A4)-27ppm, Copy Resolution of 600 x 600dpi	No Change
8.	Warranty	3 Years	No Change
5. UPS System (Power Backup- 2KVA)			
Sl. No	Parameter	Specifications	
1.	Rating	2KVA	No Change
2.	Technology	True Online, Double Conversion with PWM Technology & IGBT based Inverter	No Change
3.	Nominal Input Voltage	230V single phase	No Change
4.	Input Voltage Tolerance	110V to 300V	No Change
5.	Input Frequency	50 Hz +/- 1 Hz	No Change
6.	Nominal Output Voltage	200VAC/208VAC/220VAC/230VAC/240VAC	No Change
7.	Output Frequency	50 Hz +/- 1 Hz	No Change
8.	Output power factor	0.8 or higher	No Change
9.	Automatic Voltage Regulation	Required	No Change
10.	EMI/RFI Protection	Required	No Change
11.	Overall Efficiency	>90%	No Change
12.	Overload capability	100-105% -Constant	No Change
13.	Indicators	LCD/LED Display (on mains, on battery, replace battery, overload, etc), Input & output voltage, frequency, battery voltage	No Change
14.	Battery Type	Sealed, Maintenance-free, Internally mounted or with proper enclosure	No Change
15.	Battery Make	Panasonic / Rocket /CSB/Global Yuasa/Amaraja(Quanta)/EXIDE	No Change
16.	Backup	1 Hrs back up on full load	No Change
17.	Battery Refresh	The Vendor shall replace all the batteries after every 2.5 years, also replace batteries on failure.	No Change
18.	Communication Port	RS232C port & necessary communication cables to be provided	No Change
19.	Power Management Software	Web based management console to view & monitor UPS status, backup time, battery status, temperature & shutdown scheduling for Windows 10,8,7 & Red Hat Linux systems.	No Change

20.	Certifications	Latest Version of IEC/EN 62040/BIS or Equivalent	No Change
21.	Warranty	OEM onsite, labour, parts warranty for the entire lease period.	No Change
22.	OEM Criteria	UPS OEM should have experience in design and manufacturing of UPS for the last 10 years.5.OEM to have manufacturing capability of standalone UPS of 1.2 megawatt. All Offered UPS for the specified project should be from same OEM. UPS OEM to have certification of Cybersecurity	No Change
23.	Charger	Adjustable Charging Current 2A-10 Amps	No Change
24.	Harsh Environment	All PCB board to be conformal Coated	No Change
6. Wi-Fi Router (If Used Instead of LAN Cable)			
Sl. No	Parameter	Specifications	
1.	Device Interfaces	3 X 10/100 LAN ports	No Change
		1 X 10/100 WAN (Internet) port	No Change
2.	Security	WPA & WPA2 (Wi-Fi Protected Access)	No Change
		WEP 64/128 bit data encryption	No Change
3.	Power	Input: 100 to 240 V AC, 50/60 Hz	No Change
		Consumption: 5 V / 1 A	No Change
4.	Temperature	Operating: 0 to 40 °C or better	No Change
5.	Humidity	Operating: 10% to 90% non-condensing	No Change
6.	Wireless Standard IEEE	IEEE 802.11n/g/b, IEEE 802.3u/b, IEEE 802.11k/v	No Change
7.	Certifications	CE, FCC	No Change
7. Call Center (Centralized Solution for Five Agents)			
Sl. No	Parameter	Specifications	
1.	ACD	Should have Automatic Call Distributor for inbound call routing capabilities to multiple agents based on business rules, based on multiple rules like – Routing of call to idle most agent or TAT.	No Change
2.	Skill Based Routing	Should allow routing of calls based on Agent Skill Set like – Language, Knowledge, Domain etc.	No Change
3.	Sticky Agent Routing	Should allow routing of calls to the same Agent that answered the call the previous time. Enhances Customer Services	No Change
4.	Predictive Dialing Algorithm	Allows Auto dialing with Predictive Algorithm, ensuring 100% connectivity of calls. Only Connected calls are routed to Agents	No Change
5.	CTI (Screen Pop; disposition)	CTI feature providing screen pop and disposition assignment to sessions	No Change

6.	Trunks	Extensive trunk feature allowing for multiple lines per user as required by business. Indicated trunk value is maximum suggested mount. GSM, PRI, SIP PRI or VoIP	No Change
7.	Extensions	Comprehensive extension feature allowing for unique line extensions assignment to each user as per business requirements. Indicated extension value is maximum suggested mount. Supports Soft Phones & IP Phones	No Change
8.	Language and Skill Selection	Feature allowing for dynamic routing based on language and skill selected by user. Applicable as per inbound agent	No Change
9.	Audio Library – Voice Recording & Playback	provides secure real time call recording module in various recording formats with Play, Download option	No Change
10.	VR – Interactive Voice Response	Create up to 9 Levels & Sub Levels	No Change
11.	Agent Login	Should allow agent module allowing for basic to advanced features focusing on agent oriented tasks, either for inbound or outbound processes as per business requirements and applicable as per agent basis	No Change
12.	Put call on hold	Should have Put on hold feature	No Change
13.	Search	Feature to provide the ability to search through recorded database based on filtered parameters. Search based on date, time, source, destination and duration	No Change
14.	Transfer calls to outside department or contact center	Should have transfer calls to outside department or contact center	No Change
15.	Supervisor/Admin Login	Should have Supervisor module to feature allows in-depth monitoring and management of operational processes and applicable as per supervisor basis	No Change
16.	Administrator Login	Should have administrator module to allows easy set-up management and definition of business procedures, applicable as per administrator basis	No Change
17.	User Management and Assignment	Should have administrator feature to manage and assign user privileges	No Change
18.	Receive calls along with customer screen-pop	Should have feature for screen pop application to display customer information to agent instantly as call is received.	No Change
19.	Office Hour	Should have office Hour is a business centric module allowing for predetermined office timings along with below information	No Change

		<ul style="list-style-type: none"> Office timings and holidays calendar configuration 	No Change
		<ul style="list-style-type: none"> Office/Non office hour welcome and greeting message play as per the calendar 	No Change
20.	Auto MIS	Details report for Management	No Change
	8. Furniture		
Sl. No	Parameter	Specifications	
1.	Table	Modular	No Change
2.	Chairs	Ergonomic Design	No Change