

***INVITATION OF Sealed Quotations for MPLS & ILL Services with Integration*****EMRI GREEN HEALTH SERVICES**

261-262, Sector M, Santosh Plaza, Aashiana, Lucknow, Uttar Pradesh

**Invitation of sealed quotations for MPLS & ILL Services with Integration**

No: EMRI GHS/September/UP/LKO/SCM/03/2023-24

Dated: 14.09.2023

EMRI GREEN HEALTH SERVICES was established as a not-for-profit Society, registered under Societies Registration Act, 2001, in February 2005 and it provides Integrated Emergency Medical Response services free of cost through a toll-free number '108' to every citizen of our country under Public Private Partnership (PPP) frame work. Vision of EMRI GREEN HEALTH SERVICES is to support and build capabilities to save one million lives per annum nationally and establish EMRI GREEN HEALTH SERVICES as a premier Research and Training Institute.

EMRI Green Health Services , under the Public-Private-Partnership, has made substantial progress over the last 14 years in providing Emergency Response Services across the country and presently operate over 14078 state-of-the-art ambulances in 14 States and Union Territories viz- Andhra Pradesh, Telangana, Gujarat, Goa, Tamil Nadu, Karnataka, Assam, West Bengal, Chhattisgarh , Uttar Pradesh, Rajasthan, Kerala, Arunachal Pradesh, Delhi and Union Territory of Dadra & Nagar Haveli and Daman & Diu. is serving on an average 22,261 emergencies (80 million emergencies attended since inception) and saving over 949 lives every day and cumulatively have saved more than 44.19 lakh lives since the launch of the services and provide direct employment to over 56,000 associates while continuing to be a not-for-profit organization.

**EMRI GREEN HEALTH SERVICES- invites sealed quotations for****MPLS & ILL Services with Integration for Call Centre & Zonal Workshops**

1. The list and detailed information required from participating in are as per the annexure.
  - a. Annexure-1: Format of quoting the price
  - b. Annexure-2: Declaration Certificate
  - c. Annexure-3: Vendor Information form.
  - d. Annexure-4: Details.
2. The sealed quotation document with all the details is available on the website of EMRI GREEN HEALTH SERVICES ([www.emri.in](http://www.emri.in))
3. Vendors have to submit sealed quotations on or before 25.09.2023 2.00 p.m.
4. Important dates and deadlines for the sealed quotations are as below:
  - a. Last date and time (IST) for submission of sealed quotation document: 25.09.2023 by 2.00pm
  - b. Date of time (IST) for opening of sealed quotations document: 25.09.2023 by 4.00pm

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c. Address for communication, receipt and venue of the sealed quotations:

EMRI GREEN HEALTH SERVICES  
 (Department of Supply Chain Management)  
 261-262, Sector M, Santosh Plaza, Opp to Viswanath Academy,  
 LDA Colony, Kanpur Road, Lucknow - 226012

5. Vendor has to quote the price as per the items shown in the Annexure-1
6. The completed sealed quotations must be received at the office of EMRI GREEN HEALTH SERVICES, LUCKNOW, on or before date and time given above. It will be the sole responsibility of the vender to ensure that their Quotations are received at the address specified above on or before the specified date & time mentioned.
7. Quotations will be opened in the presence of vendors/authorized representative(s) who choose to attend the quotations opening on the specified date and time at the office of EMRI GREEN HEALTH SERVICES at the address given above.
8. In the event of the last date specified for receiving and opening the sealed quotations being declared as a holiday for EMRI GREEN HEALTH SERVICES’s office, the last date for submission of sealed quotations and opening of sealed quotations will be the following working day at the same venue and time.
9. The sealed quotations documents are nontransferable.
10. Scope of Work:
  1. Scope of work

Scope of work	Scope of work
ZWS MPLS HUB 100 Mbps Spoke 10 Mbps Internet 50 Mbps (1:1)	Call Centre Surveillance MPLS HUB 50 Mbps Spoke 10 Mbps (Agra) & 20 mbps each (102 & 108 Lucknow) 50 Mbps Point to Point Link for Camera Integration of ZWS & Call center Surveillance
Items to be supplied HUB- Cisco Router 16 U Rack 10 LAN Ports networking to be created across the office Checkpoint Firewall at HUB with lifetime license support	Items to be supplied HUB- Cisco Router 16 U Rack 8 LAN Ports networking to be created across office Checkpoint Firewall at HUB with lifetime license support

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AMC of all items supplied will be in Vendor Spoke	AMC of all items supplied will be in Vendor Spoke
Spoke	Spoke
Items to be supplied	Items to be supplied
Spoke- Cisco Router	Spoke- Cisco Router
12 U Rack	12 U Rack
10 LAN Ports networking to be created across the office	10 LAN Ports networking to be created across the office
AMC of all items supplied will be in Vendor Spoke	AMC of all items supplied will be in Vendor Spoke
Integration of CCTV & Biometric to be done	Integration of CCTV & Biometric to be done

2. The firm shall use the standard and genuine components of same or higher specification for replacement.
3. If the equipment is required to be transported to the firm’s service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

**Head Supply Chain Management**  
**For and on behalf of**  
**EMRI GREEN HEALTH SERVICES**

**INVITATION OF Sealed Quotations for MPLS & ILL Services with Integration****EMRI GREEN HEALTH SERVICES, LUCKNOW, UTTAR PRADESH****Guidelines**

Sealed quote No: EMRI GHS/September/UP/LKO/SCM/03/2023-24

Dated: 14.09.2023

1. The prices quoted in sealed quotations shall remain open for acceptance of one year from 01.10.23 to 30.09.24
2. PRICE VALIDITY: Prices shall be quoted as per the format enclosed at Annexure-1. Price will remain firm and fixed for all orders placed during the period AMC.
3. TERMS OF DELIVERY: The service provider shall be responsible to provide the service by due date.
4. Participant vendor should not have been convicted for any criminal or economic offences by any court in India or abroad.
5. SUBMISSION OF -The quotation should be in a sealed cover super-scribed "sealed quotations for Renewal of MPLS & ILL Services with Integration and clearly mention sealed quote number and date. The Super-scribed sealed cover shall consist of two sealed covers inside:
  - A. Super scribed Sealed Cover A - *Prequalification cover:*  
**Documents to be strictly arranged as per sequence mentioned below**
    - a. Copy of GST registration number.
    - b. Copy of PAN.
    - c. Copy of supporting document as channel partner/ distributor.
    - d. Declaration form
    - e. Vendor Information form
    - f. Signed and stamped sealed quote documents on all pages.
    - g. Annexure -1 of Price Bid. (Cover B)
6. The Sealed quote should be properly page numbered, signed on each and every page and should be complete in all aspects.
7. Sealed quote documents does not provide complete information and / or that are submitted after the above specified time shall be rejected.
8. Participant Vendor should sign the "Declaration certificate" (Annexure-2) provided in the form accepting that they have read and understood, all the Terms and Conditions stipulated for in the sealed quotation, and are willing to abide by the terms and conditions", before submitting the sealed quote documents submitted without the Signed declaration certificate will be considered incomplete and will not be considered.
9. Payment: will be release after completion of every quarter subject to user Department certification.
10. Service period will be effective from 01 October 2023 to 30 September 2024.
11. On Site Support 24x7 required at EMRI GREEN HEALTH SERVICES all offices as well as PAN UP Zonal Workshop (ZWS).

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12. Response time with in 2 hrs and resolve the issue within 4 hours after logging a call otherwise penalty clause will be applicable per day Rs 500/-.
13. Vendor has to deposit security deposit @ 5% of the PO value to EMRI GHS for a period of one year and the same will be returned to you once completion of above contract.
14. Vendor has to provide Single point of Contact to EMRI GREEN HEALTH SERVICES for any Technical issues.
15. Vendor has to provide the escalation Matrix.
16. The successful vendor should also sign an agreement within 7 days' receipt of work order along with security deposit.
17. EMRI GREEN HEALTH SERVICES has the right to cancel sealed quotation for MPLS & ILL Services with Integration at any point of time without any prior information.
18. These services are required for EMRI GREEN HEALTH SERVICES- UP based on the tender issued to us, this will be extended or pre closure based on directions / order passed by Ministry of Health, Govt of Uttar Pradesh.
19. The sealed quote should be dropped in the box provided for this purpose at main reception of EMRI GREEN HEALTH SERVICES, 261-262, Sector M, Santosh Plaza, Opp to Viswanath Academy, LDA Colony, Kanpur Road, Lucknow - 226012

**Head Supply Chain Management  
For EMRI Green Health Services**

**INVITATION OF Sealed Quotations for MPLS & ILL Services with Integration**

## **Anexure-1**

### **Format of quoting prices**

No. EMRI GHS/September/UP/LKO/SCM/03/2023-24 dated 14/09/2023

ZWS Project

Annual Recurring Charges	QTY	Amount	GST	Total Amount
Hub Location @ 100 Mbps MPLS (located at New Building for Surveillance purpose)	1			
Work Shop Locations @ 10 Mbps MPLS	18			
Internet @ 50 Mbps (1:1) with firewall (located at New Building for ZWS ILL)	1			
Prices should be in inclusive of all kind of installation in recurring cost. EMRI Green Health Services will not pay any kind of installation charges of any site/equipment's.				

Call Center Project

Annual Recurring Charges	QTY	Amount	GST	Total Amount
Hub Location @ 50 Mbps MPLS (located at New Building for Surveillance purpose)	1			
102 & 108 Building Lucknow @ 20 Mbps MPLS	2			
108 Building Agra @ 10 Mbps MPLS	1			
P2P Link @ 50 Mbps ( Between ZWS & Call Center Project for Camera Integration)	1			
Prices should be in included of all kind of installation in recurring cost. EMRI Green Health Services will not pay any kind of installation charges of any site/equipment's.				

**Quotation must be submitted on letter Head of the Company**

**NOTE:**

1. MPLS connectivity along with Internet connectivity at hub and via hub to spoke
2. Cisco router required at each locations
3. Checkpoint Firewall required at hub location
4. Biometric and CCTV Integration is required.
5. Maintenance of LAN at Hub & spoke locations to be included in the cost.
6. Any addition requirement of LAN will be included in the cost.

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7. In case of shifting entire setup of LAN needs to be shifted to new location & its cost separately mentions in the quotation.
8. All devices installed by vendor at ZWS location to get the connectivity live will be owned by Vendor only. Vendor will provide the technical support for all the devices & change FOC except Physical Damage/theft/Burnt due to power/earthing.
9. All kind of components will be in the scope of the vendor end.
10. Successful vendor need to create the fresh Infrastructure at all locations as the existing infrastructure will be removed by the existing vendor.
11. SLA 99.5%
12. Tower installed at ZWS locations will be owned by Vendor only.
13. EMRI Green Health Services is having full rights to cancel the services of the service provider by giving one-month advance notice.
14. Exit Clause: Under normal circumstances the contract period will be of one year, however in the event of customer choosing to exit the services within the contract period on account of critical services issue, the same can be executed on mutual consent giving one-month advance notice.
15. Jurisdiction: Courts of Lucknow, Uttar Pradesh.

**Amount in Rupees.....**

**Note : if required consolidated single price to be quoted by Vendor**

**Signature of the Vendor with seal**

**Designation:**

**Name :**

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**Annexure-2**  
**Declaration Certificate**

Date:

To

***Head – Supply Chain Management***

EMRI GHS, Lucknow

Subject: EMRI GHS/September/UP/LKO/SCM/03/2023-24 dated 14/09/2023

Dear Sir,

We here by certify and declare that we have read and understood all the terms and conditions of the subject sealed quotation and all the terms and conditions are acceptable to us.

We further confirm that we accept to supply all the items quoted by us as per technical specifications of EMRI GHS and there are no deviations from the specifications asked for by EMRI GHS.

Thanking you,

Yours Sincerely,

(Authorized Signatory)

Name and Designation with company seal



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No. EMRI GHS/September/UP/LKO/SCM/03/2023-24 dated 14/09/2023

**Annexure -3****Vendor Information Form**

S.NO.		Required Field
1	SUPPLIER NAME	
2	SUPPLIER TYPE	Supplier
3	SUPPLIER SITE ( IF MORE THAN ONE SITE, PLEASE PROVIDE ALL)	
4	COUNTRY	India
5	ADDRESS	
6	CITY	
7	STATE	
8	POSTAL CODE	
9	CONTACT NAME	
10	CONTACT NUMBER 1	
11	CONTACT NUMBER 2	
12	GSTR NO.	
13	Account Number	
14	IFSC Code	
15	SERVICE TYPE	
16	SUPPLIER ASSESSEE TYPE	
16	PAN NUMBER	
18	MSME CERTIFICATE (If applicable)	

Vendor Name:

Vendor Signature:

Date:

**Following Documents Required :-****1 Mandatory Documents**

Attached form for new vendor codes creation should be maintained by responsible persons.

Format Duly filled (signed &amp; stamped) by vendor

PAN Card (Signed by vendor)

GST Certificate (signed by vendor)

Declaration w.r.t. MSME (on letter head signed by vendor if not registered with MSME)

Cancelled cheque (with preprinted name mentioned on cheque)

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- Name mentioned on PAN, GST and Cheque should be matched in case of Partnership Firm & company. In case of proprietorship name mentioned of GST should match with bank details and PAN of GST should match with personal PAN.
- 3 PAN card should be active, operative (Aadhaar linked) and complied with section 206ab (Previous year ITR Filed).
  - 4 GST No should be active and Returns should have been filed up to date.
  - 5 Contact Number & E Mail ID of vendor
  - 6 Activity of vendor registered with GST should be same of goods/services supplied.

**INVITATION OF Sealed Quotations for MPLS & ILL Services with Integration**

**ZWS (Zonal Workshop) Address**

<b>ZWS</b>	<b>Address</b>
AGRA	Nagar Nigam No. 11/F/101, Khasra No. 106, NANDLALPUR, HATHRAS ROAD, TEHSIL ETMADPUR, DISTT. AGRA-282006
ALIGARH	Gata/Khasra No.395 KHA, Opposite Riyaz Colony, Near S R Petrol Pump, Baroli Bypass, Ramgarh, Panjipur, Aligarh
AMBEDAKAR NAGAR	Khasara No. 722 Khata No. 00010, Piyara Pur, Near Hanuman Mandir Janta Dhaba, Faizabad Road, Uttar Pradesh 224238
BANDA	Triveni Chauraha By Pass Bhuragarh, Near Mukti Dham Banda 210001
BAREILLY	Parsakera, Road No. 02, NH-24, Rampur Road, Bareilly
ETAWAH	House Pili kothi colony Takiya Azad Gaan katra Shasher khan Etawah Pin code 206001
GHAZIPUR	C/o SHRI BALAJI AUTOMOTIVES, TATA MOTORS AUTHORISED WORKSHOP, BY PASS CHAURAHA MAHOLIYASHEOPAR, SITAPUR-HARDOI ROAD, UP - 241001
GONDA	Mandy Chauraha Block Jhanjhari Tarab Ganj Road , Near Jhanjhari Block by Pass, Faizabad Road Gonda
GORAKHPUR	Plot No 460 NH-81 Garakhpur Maharajganj Road Gulhariya Thana Jakshan Enclave Gorakhpur Pin code 273013
HARDOI	C/o SHRI BALAJI AUTOMOTIVES, TATA MOTORS AUTHORISED WORKSHOP, BY PASS CHAURAHA MAHOLIYASHEOPAR, SITAPUR-HARDOI ROAD, UP - 241001
JAUNPUR	Nai Gang Kalichabad Muradganj Lucknow Road Jaunpur Pin code 222002
JHANSI	Digra kanpur road near ashoka leland workshop jhansi gausala - 284001
KANPUR	Plot no 1801/1810 Umran Akbarpur Kanpur dehat NH-2 Higways
LUCKNOW	SM Motors, Khasara No.185, Gauri Bijnor Road, Sarojani Nagar Lucknow-226023
MEERUT	C/O NCR Motors ,KHASARA NO . -684 Pratap Pur Meerut-250103
MORADABAD	By pass Delhi road to Rampur, Sambhal Chandausi road, Near Milak Chouhan, Moradabad
PRAYAGRAJ	Chaka, Near Dhanua Stadium, Rewa Road, Dandi, Naini, Allahabad 211008
VARANASI	59C/1CH, Mahmoorganj Road, Mahmoorganj, Varanasi, Varanasi, Uttar Pradesh, 221010

***INVITATION OF Sealed Quotations for MPLS & ILL Services with Integration***

102 Building Lucknow	CP-147 Sector D1 LDA Kanpur Road Lucknow-226012
108 Building Lucknow	Kotak Mahindra Bank, First Floor, Power House Square, LDA, Kanpur Road Lucknow-226012
108 Building Agra	Krishna Arcade, Plot No:9, Sec: 4-B, Awas Vikas, Sikandra Yojna Agra – 282007
NEW Building Lucknow	261-262, Sector M, Santosh Plaza, Aashiana, Kanpur Road, Lucknow-226012