

SUB : TCIL INTENDS TO PARTICIPATE IN THE TENDER FLOATED BY GOVERNMENT OF GUJARAT FOR SELECTION OF TOTAL SERVICE PROVIDER FOR IMPLEMENTATION OF GUJARAT STATE TELEMEDICINE SYSTEM FOR HEALTH & FAMILY WELFARE DEPARTMENT

TCIL INVITES TECHNO-COMMERCIAL OFFERS FOR PRE-TENDER TIE-UP FROM REPUTED OEM/PRINCIPAL MANUFACTURER OR AN AUTHORIZED DISTRIBUTOR AND THEIR DISTRIBUTORS FOR IMPLEMENTATION OF GUJARAT STATE TELEMEDICINE SYSTEM FOR HEALTH & FAMILY WELFARE DEPARTMENT, GOVERNMENT OF GUJARAT FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ICT EQUIPMENTS, VIDEOCONFERENCING EQUIPMENTS, MEDICAL EQUIPMENTS, TELEMEDICINE SOFTWARE AND SUPPLY OF MANPOWER AT A RENTAL BASIS.

ELIGIBILITY CRITERIA:

1. The agency shall be an OEM/Principal Manufacturer or an authorized distributor with experience of supply, installation & support of ICT/Networking equipment, Videoconferencing equipments, Medical equipments and Telemedicine Software.
2. The bidder should have been in Telemedicine/IT/Networking/Medical equipment business for at least 5 years as on 31st March 2011.
3. The agency should be registered with the Service Tax department and carry a valid PAN number.
4. The bidder must have valid ISO 9001:2000 Certification or ISO 13485/13488(for medical equipments).
5. OEM/Principal Manufacturer shall furnish a letter ensuring the availability of service support for at least 5 years from the date of delivery of systems. OEM's should be accessible to Govt. of Gujarat on 24X7 basis.
6. The OEM/Principal Manufacturer must enclose authorization letters (with signature duly attested by the Company's Director / CEO) in the name of TCIL to quote their products in the present tender of Govt. of Gujarat as per the format provided.
7. The agency should have support in form of direct service centres or franchisees in the state of Gujarat. A list of support centres shall be furnished by the agency.

SCOPE OF WORK:

- Design, development and implementation of cost effective rural telemedicine infrastructure consisting of web based technology, wired/wireless broadband, wide area network. Tertiary hospital identified by the Commissionerate of Health(CoH) will act as Hubs for the complete project
- Development of technology platform for gathering, compiling, storing (Data Base) of information pertaining to health related issues.

SERVICES TO BE PROVIDED:

1. The vendor will arrange, install and maintain the necessary ICT and networking hardware and software, medical equipments and licensed application software.
2. The vendor would provide networking solution for connecting the Telemedicine nodes as the per the following requirements:
 - a. Type of traffic would be data, voice and internet applications.
 - b. At Level 1 centres 1 Mbps speed is desired (to be connected with Level 2 centres).
 - c. At Level 2 centres 2 Mbps speed is desired in a Mesh Network.
 - d. High uptime commitment with a network uptime greater than 99%.
 - e. End-End highly secure network, which is the foremost requirement of the client.
 - f. State-of-the-art Network Architecture.
 - g. Scalable Network.
 - h. Minimum latency over the network.
3. The vendor will arrange, install and maintain equipment for transmission of medical and telepathology data and images
4. All expenses pertaining to the manpower deployed in the process along with maintenance cost of hardware/software will be borne by the bidder.
5. The bidder is solely responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.
6. The bidder has to ensure the Disaster recovery system for data and software.

LIST OF ITEMS TO BE SUPPLIED:

8 Guidelines and Specifications

Note: Requirement of Hardware and Medical Equipments and their Specifications given are indicative in nature. To meet the SLA and SOW, Bidder may quote higher configuration or add additional devices if required.

I. Medical Equipments

1. Digital thermometer:-

- PC interface should be USB or Serial or wireless for automatic entry in the Telemedicine software
- Should be able to measure standard body temperature range
- Operational manual

2. ECG Machine – Simultaneous Type

- Patient Leads :10 lead Patients cables (for limb leads- paddle electrodes & for chest leads- suction electrodes) with RFI filters, protection & patient isolation
- Frequency Response : 0.05 Hz To 150 Hz \pm 3dB
- Leakage Current : < 10 Micro amps
- Input Impedance : \geq 10 M ohms
- Filters : HPF, LPF & Notch (50 Hz reject) or Digital Programmable
- A/D Conversion : 12 bit (2.44 μ V resolution)
- Sampling Rate : 200-1000 Samples/seconds
- Sensitivity : 10, 20 mm/mV
- Dynamic range : \pm 6 mV
- Speed : 25 & 50 mm/sec.
- PC Interface : Serial and/or USB with cables
- Software : OEM S/w with CD
- Operational manual : In printed form (English)
- Power requirement : 230 V \pm 10%, 50 Hz AC (direct or with AC adopter)

3. Pulse Oxymeter

Mains cum rechargeable battery operated

- Low battery indicator
- Battery life 3 hours minimum
- Mains input 230 Volts, 50 Hz.
- ON/OFF Facility.
- Green LED Line indicator lamp.
- Real time clock showing date, month, year,
- Hour minutes display type LCD
- Contrast adjustment for LCD display
- Flat touch membrane operation keys
- Display of continuous plethysmograph at 25 mm/sec

- Display of graphical signal strength
- Display of numerical value of SpO₂ from 0% to 100%
- Resolution of SpO₂ display 1%
- Display of numerical value of pulse rate
- Resolution of pulse rate display 1BPM
- Pulse rate indicator for a range of 30-250 beats per minute.
- pulse tone variation with change in SpO₂ value (volume adjustable)
- audiovisual alarms
- alarm mute facility
- Wide high pulse rate alarm settings
- Wide low pulse rate alarm settings.
- 24 hours displayed trends of SpO₂%, pulse rate, status
- Standard accessories- power cord, SpO₂ cable with finger probe for adults, for paediatrics & for neonates.
- 15V DC/1.5A AC DC adapter.
- Operational manual.

4. Digital B.P. instrument

- Measurement technique Auto oscillation
- Displayed parameters Systolic pressure, diastolic pressure, mean pressure and PR
- Mode of operation Manual, auto and continuous
- Measurement interval in auto mode
1/2/3/4/5/10/15/30/60/90/120/180/240/480 minutes
- Measurement time in continuous mode 5 minutes mmHg
- Adult, Paediatric, Neonate
 - o Systolic pressure:- 40 to 270 40 to 200 40 to 135
 - o Diastolic pressure:- 10 to 210 10 to 150 10 to 100
- Measurement range in normal mode
 - o Mean pressure:- 20 to 230 20 to 165 20 to 110
- Measurement precision
 - o Maximum average error: ± 5 mmHg
 - o Maximum standard deviation: 8mmHg
 - o Resolution: 1mmHg
- Static pressure
 - o Measurement range:-0 to 300mmHg
 - o Static accuracy:- ± 3 mmHg
- Over-pressure protection by software
 - o Adult: 297 ± 3 mmHg
 - o Paediatric: 240 ± 3 mmHg
 - o Neonate: 147 ± 3 mmHg
- Over-pressure protection by hardware
 - o Adult: 330 mmHg
 - o Paediatric: 330 mmHg
 - o Neonate: 165 mmHg

- Default start pressure
 - o Adult: 178±5 mmHg
 - o Paediatric: 133±10 mmHg
 - o Neonate: 67±5 mmHg
- PC Interface:- Serial and/or USB with cables

5. Glucometer

- Test : Glucose
- Sampling Size : 0.01 to 3µL of whole blood
- Measuring range : Blood is automatically drawn
- Test Principle : Electrochemical
- Specificity : Sensor reacts specifically with d-glucose
- PC interface : USB or Serial or wireless
- Power : Battery operated

6. Electronic Stethoscope

- Listening Mode : slow, high
 - Frequency Range : 20 – 20,000 Hz
 - Tube Length : 18"
 - Volume Control : 15 – 90 Db
 - PC interface : USB or Serial or wireless
- Features:
- 2-position filter switch to listen high or low frequency.
 - Adjustable binaural and ear tips to ensure all-day comfort.
 - Long-life lithium ion battery

7. Foetal Heart Rate Monitor:

- Technique : Continuous Doppler with Auto Correlation
 - Frequency : 2.5 MHz
 - Intensity : < 10 Mw/sq. cm
 - HR Range : 30 to 240 BPM
- Uterine Contraction
- Range : 0-100 mmhg
 - Bandwidth : 0-0.2 Hz
- HR UA
- Chart Width : 7 cm 4 cm
 - Scaling : 30 bpm/cm 25 mmHg/cm
 - Range : 30-240 bpm
 - Resolution : 1 bpm 1 mmHg
 - Speed : 1/3 cm/min
 - PC Interface : USB or Serial or wireless
 - Power Input : 230 V± 10%, 50 Hz AC (direct or with AC adopter)
- Analysis Parameters: Baseline Heart Rate, Short term variability, No. of foetal

movements, No. of accelerations, No. of decelerations, No. of uterine contractors,
Duration between uterine contractors

Features:

Should contain standard accessories like : Ultrasound transducer, Toco transducer, Patient marker switch, Jelly bottle Continuous and Accurate monitoring of FHR

- Multi-crystal array transducer
- CTG & UA recording on plain paper
- Multiple test recording
- Complete documentation of patient graphics
- Online acquisition as well as offline downloads

8. Digital Camera for Microscope: to be fixed on existing binocular microscope at selected PHC/CHC

- An integrated digital Camera with resolution 7 mega pixel with High resolution Frame speed 18 frames/sec., pixel Size: 5.2 micron x 5.2 micron.
- Colour Depth 30 bit, Exposure time 103 micro sec to 1.6 sec.
- Interface: Single fire wire cable with adapter 0.63 x
- Software viewing multiple view images as well as printing for the same.

9. X-ray film scanner/digitizer-Monochrome (colour acceptable)

Film size : 12" x 17"

Scan area-Transparency : 14" x 17"

Optical resolution : minimum 3200 x 1600 dpi

Optical density range : up to 3.7

Bit depth : 14 bits (48 bits for colour)

PC interface : SCSI/SAS and/or USB with cables

Software : OEM S/w with CD

Operational manual : In printed form in English

Power requirement : 230 V \pm 10%, 50 Hz AC (direct or with AC adopter)

10. Tele-Pathology Microscope including Camera

A compound microscope, digital still/video camera for tele-pathology applications, microscope system with modular concept upgrade able to phase contrast, dark field contrast,

fluorescence, photomicrograph and analysis, Delta/infinity corrected optics.

- Optics : Delta/infinity corrected with harmonic components
- Focusing : Three gear focusing system
- Stage : Scratch resistance stage with 3-gear drive, R.H. Operation
- Nose-Piece : 6 fold for 6 objectives
- Objectives : Standard achromat objectives, magnification 4X, 10X, 20X, 40X, 100X, oil with phase contrast, BF/DF observations.
- Eye Pieces : 10X 22X with harmonic components optics

- Illumination : 12V, 30 W stabilized

Trinocular tube:

Binocular with fixed photo tube /1X with 30 deg. Viewing angle with inter-pupillary distance adjustment from 55mm-75mm, with constant focus and beam splitter position vis/photo 50/50% fixed, condenser sub stage: universal condenser upgradeable for phase contrast dark field and bright field 0.90/1.25.

Filter Magazine:

Built in the stand with day light filter, green & neutral density filter 16%. The filter changing level is near to X 1Y knob of the stage for agronomy field diaphragm built in stand.

Digital Still Colour Camera for Pathology microscope

- Sensor : 4 M Pixels CCD (or Higher)
- Picture resolution : up to 1600 x 1200 pixels or higher
- Focus : Auto focus with manual focus mode
- Compression : None and JPEG Baseline compliant
- Output file format : JPEG/Exif 2.2
- Optical zoom : 3.0 X (minimum)
- On-camera monitor : 1.5" LCD colour or larger
- PC interface : USB with cable
- Video output : Real time PAL-B with cable
- Camera optical interface : Optical coupler for camera
- Software : OEM S/w with CD
- Operational manual : In printed form (English)
- Battery type : Rechargeable Li-on
- Battery charger : Operating with 230 V± 10%, 50 Hz AC power supply

II. Hardware Specifications for Level – 1 Centres

S.No.	Name	Description	Qty
1	Desktop PC	<ul style="list-style-type: none"> • Intel Core2Duo 3.0GHz (or equivalent), 4 GB RAM, 320GB SATA2 HDD, DVD-RW Drive, onboard Video memory 16 MB • Appropriate 3rd party Software • Windows XP Professional, MS Office 2007 Standard & Antivirus • Integrated Graphics Card • Keyboard and mouse (<i>Optionally Wireless</i>) • 21" TFT LCD monitor • Serial, 4 USB ports (2 at front), 1 Keyboard, 1 Mouse, 2 100/1000 NIC –RJ45 ports • 1 Remote Management Port (TCP\IP based): (it is used for GUI interface to monitor & manage the server) 	01

		performance remotely.)	
2	Laser Printer	<ul style="list-style-type: none"> • A4 Size Mono Laser Printer (23 ppm, 600 X 600 dpi Resolution, Minimum 250 MHZ Printer Processor or System Processor Utilization, Minimum 32 MB RAM, PCL 5E/Post script support, Automatic Duplex printing, High Speed USB 2.0 & inbuilt Network connectivity) • 4-port USB Hub • Network device – 16 port 100/1000 Mbps Auto sense unmanageable Switch and patch cables • Line Interactive UPS capable of supporting the all the equipments (IT hardware and medical Equipment @ each location) with 4 Hours backup 	01
3	IP/Codec based Video Conferencing Kit	<p>IP /Codec based Video Conferencing Kit</p> <ul style="list-style-type: none"> • 2 Mbps (Uplink and Downlink) • 32" LCD TV (<i>with wall mounting kit</i>) • High Quality Web-Camera(minimum 640x480 Video Capture resolution) for interaction during Online Tele-Consultation • High Quality Microphone, Stereo Speakers and Headset 	01
4	Telemedicine software	<p>Telemedicine software (either of following)</p> <ul style="list-style-type: none"> • Interactive Self-sufficient (<i>with remote interactive connect to LEVEL-2 units</i>) • Local Web-based reduced-functionality module (<i>with connectivity to remote Web-based Server</i>) 	01
5	Medical equipments	<ul style="list-style-type: none"> • Digital thermometer • ECG Machine – Simultaneous Type • Pulse Oxymeter • Digital B.P. instrument • Glucometer • Electronic Stethoscope • Foetal Heart Rate Monitor • Digital Camera for Microscope • X-ray film scanner/digitizer-Monochrome (colour acceptable) • Tele-Pathology Microscope including Camera 	01
6	Connectivity device (either of them)	<ul style="list-style-type: none"> • ADSL2+ / CDMA / PSTN Modem • Wi-MAX CPE • Fiber Optic CPE 	01

7	Optionally 2/4 module router with items in S.N. 6 <i>(in case of multiple connectivity medium)</i> <i>In case of ISDN lines, dial-up router must be taken</i>		01
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III. Hardware Specifications for Level – 2 Centres

S.No.	Name	Description	Qty
1	Telemedicine Server Platform	<ul style="list-style-type: none"> • 2x Dual Core Intel Xeon 3.2 GHz (or equivalent), 8 GB RAM, DVD-RW Drive, Dual 10/100/1000 NIC, Remote management • Appropriate 3rd party Software • Operating System (depending on telemedicine solution chosen): <ul style="list-style-type: none"> ○ Windows 2003 R2 Standard Server, MS Office 2007 Standard, Antivirus & MS SQL Server ○ RedHat Enterprise Linux 5 Standard, PostgreSQL • Integrated Graphics Card • Wireless Keyboard and mouse • 32" TFT LCD monitor • Onboard RAID Controller and Hot-swap disks <ul style="list-style-type: none"> ○ 2x 36 GB SCSI / SAS RAID-1 <i>for OS</i> ○ 4x 300 GB SCSI / SAS RAID-6 	01
2	Desktop PC	<ul style="list-style-type: none"> • Intel Core2Duo 3.0GHz (or equivalent), 4GB RAM, 320GB SATA2 HDD, DVD-RW Drive, onboard Video memory 16 MB • Appropriate 3rd party Software • Windows XP Professional, MS Office 2007 Standard & Antivirus • Integrated Graphics Card • Keyboard and mouse (<i>Optionally Wireless</i>) • 21" TFT LCD monitor • Serial, 4 USB ports (2 at front), 1 Keyboard, 1 Mouse, , 2 100/1000 NIC –RJ45 ports • 1 Remote Management Port (TCP\IP based): (it is used for GUI interface to monitor & manage the server performance remotely.) 	01

3	Laser Printer	<ul style="list-style-type: none"> • A4 Size Mono Laser Printer (23 ppm, 600 X 600 dpi Resolution, Minimum 250 MHZ Printer Processor or System Processor Utilization, Minimum 32 MB RAM, PCL 5E/Post script support, Automatic Duplex printing, High Speed USB 2.0 & inbuilt Network connectivity) • 4-port USB Hub • 16 port 100/1000 Mbps Auto sense unmanageable Switch and patch cables • Line Interactive UPS capable of supporting the all the equipments (IT hardware and medical Equipment @ each location) with 4 Hours backup 	01
4	IP/Codec based Video Conferencing Kit	<ul style="list-style-type: none"> • 2 Mbps (Uplink and Downlink) • 40" LCD TV (<i>with wall mounting kit</i>) • High Quality Web-Camera (minimum 640x480 Video Capture resolution)for interaction during Online Tele-Consultation • High Quality Microphone, Stereo Speakers and Headset 	01
5	Telemedicine Client software	<p>Telemedicine Client software (either of following)</p> <ul style="list-style-type: none"> • Interactive Telemedicine Client (<i>with interactive connect to Telemedicine Server</i>) • Local Web-based access (<i>with connectivity to Web-based Server</i>) 	01
6	Telemedicine Server software	<p>Telemedicine Server software (either of following)</p> <ul style="list-style-type: none"> • Interactive Telemedicine Serve with Web access module • Web-based Telemedicine Serve 	01
7	Connectivity device (either of them)	<ul style="list-style-type: none"> • ADSL2+ / CDMA / PSTN Modem • Wi-MAX CPE • Fiber Optic CPE 	01
8	<p>Optionally 2/4 module router with items in S.N. 6 (<i>in case of multiple connectivity medium</i>) <i>In case of ISDN lines, dial-up router must be taken</i></p>		01

Guidelines for the Video Conferencing

<ul style="list-style-type: none">• Bandwidth of at least 2 Mbps (2ways- uplink and downlink)• Support for H.263, H.263+, H.263++, H.264, H.323, SIP standard• Support for Firewall protocols• Minimum transmission 25 Frames per second• MCU @ any one tertiary hospital acting as central hub for managing VC across all the nodes• IPVCR - for recording the VC at any one tertiary hospital acting as central hub• All the nodes (3 per hospital* 4 = 12 nodes) at level 2 –Tertiary hospitals shall work simultaneously• IP/ Codec based VCR - for recording the VC at Tertiary hospitals(recording of all the sessions at all the nodes have to be present in the storage server post recording @ IP/Codec based VCR
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IV. Minimum Telemedicine Application Software features

- All diagnostic equipments should have interface with TM software and diagnostic result should automatically enter in the TM software
- Telemedicine and Video Conferencing software should be in one software application
- Chat room security
- Minimum typing The need for data entry should be allowed in the software should be minimum
- Patient queuing feature should be available
- The complete telemedicine software should be of client-server architecture and should be browser based.
- The telemedicine server software shall run on latest version Linux or Windows server OS.
- Database has to be on RDBMS structure.
- The telemedicine software shall be layered and module based.
- Patient file/data/image management, using relevant events of CDA & ADT subsets of international standards (HL7)
- Electronic Medical Record shall allow import of text files, physician notes and audio files.
- Customization of menus and format as per user requirement.
- Database capability / Support for storing multiple specialty hospitals information with unique identification.
- Database capability / Support for multiple specialty doctors under each hospital with unique identification.
- Database capability / Support for multiple remote hospitals with unique identification.
- Database capability / Support for multiple patients for each remote hospital with a unique identification.
- Provision for server system administrator to enter and manage doctor's information including specialization and time of Tele-consultation and as defined in HL7 to be entered at level 2.

- Provision for choosing a doctor from the available list of doctors at the patient end hospital for Tele-consultation.
- Personalised Dashboard Provision for doctor(s) to view list all patients referred to him/her upon login and their status.
- Functionality supporting the level 1 doctor to view the level 2 doctor's recommendation upon login.
- Identification of patient information / medical history at the level 2 with referred hospital with unique id for each patient.
- Provision for patient's multiple visits and previous medical records should be accessible during follow-up.
- Provision for follow up information of level 1 doctor and level 2 doctor of a patient for each visit.
- Support for report generation for all data entered by client (doctor and patient ends) and prescription generation. (Report generation printouts)
- DICOMisation of diagnostic image should preferably be done automatically.
- The vendor has to specify the current implementation of DICOM standards. If not implemented addition of DICOM compliance as a module upon incorporation of DICOM compliant diagnostic equipment at patient end.
- Authentication of doctors at patient end and specialist end for the data entry/retrieval/viewing.
- Modification/Alteration/Deletion of patient data, clinical data and images once authenticated should not be allowed.
- Data protection and backup facility for super specialty hospital and each client hospital attached connected to it should be ensured.
- Provision to import and export complete patient information from client hospital to specialist hospital and vice versa.
- Server should have provision for data backup.
- Interoperability with other vendor systems including the transfer of complete patient information to other vendor system. Vendor should supply list of interoperable systems from other vendors.
- The functions required are Patient file/data/image management, using international standards (HL7), details on Diagnostic data, reports generation & images related to at least the following fields of medicine:

Patient data : A readymade format to enter the required and sufficient data on patient demography and medical history

V. List of Sites to be connected is given under:

Level 1

A. PRIMARY HEALTH CENTRES

S.No.	PHC	Taluka	District
1	Jalila	Ranpur	Ahmedabad
2	Debhari	Virpur	Kheda

3	Rangadh	Limdi	Surendranagar
4	Kharaghoda	Dasada (Patdi)	
5	Zazam	Santalpur	Patan
6	Kodiyavada	Vijaynagar	Sabarkantha
7	Mavsari	Vav	Banaskantha
8	Dungarvat	Pavijetpur	Vadodara
9	Duma	Jambughoda	Panchmahal
10	Patiya	Garbada	Dahod
11	Kadval	Jhalod	
12	Dev Mogra	Sagbara	Narmada
13	Kukarmunda	Nizar	Tapi
14	Motapordha	Kaprada	Valsad
15	Saputara	Ahwa(DH)	Dang
16	Nageshri	Jafrabad	Amreli
17	Madhiya Mahuva Bhavnagar	Mahuva	Bhavnagar
18	Sasan	Talala	Junagadh
19	Aankolvadi	Talala	
20	Dhodkuva	Una	
21	Bakharla	Porbandar	Porbandar
22	Varvala	Okhmandal	Jamnagar
23	Bhadli	Jasdan	Rajkot
24	Khakhrechi	Maliya-miyana	

B. COMMUNITY HEALTH CENTRES

S.No.	CHC	Taluka	District
1	Santalpur	Santalpur	Patan
2	Vav	Vav	Banaskantha
3	Garbada	Garbada	Dahod
4	Sagbara	Sagbara	Narmada
5	Kaprada	Kaprada	Valsad
6	Jafrabad	Jafrabad	Amreli
7	Gir-Gadhda	Una	Junagath
8	Dwarka	Okhmandal	Jamnagar
9	Khavda	Bhuj	Kutchh
10	Vinchiya	Jasdan	Rajkot

C. DISTRICT HOSPITAL

S.No.	District	Taluka	District Hospital
1	Junagath	Junagath	Civil Hospital Junagath
2	Panchmahal	Godhra	Civil Hospital Godhra

A. LEVEL-2 TERTIARY HOSPITAL

S.No.	District	Taluka	Tertiary Hospital
1	Ahmedabad	Ahmedabad	Civil Hospital Ahmedabad
2	Surat	Surat	Civil Hospital Surat
3	Vadodara	Vadodara	Civil Hospital Vadodra
4	Rajkot	Rajkot	Civil Hospital Rajkot

VI. MANPOWER:

1. Project Manager

- Project Manager will have overall responsibility for the successful and smooth running of the project.
- MBA/M.Tech with minimum 7 years of experience.

2. Helpdesk

- Helpdesk will have the responsibility of regular repair and maintenance of equipment and software.
- It will have the responsibility of maintaining the required uptime and adhering to SLA's.
- Network/ IT Expert with minimum 3 years of Experience.

3. Dedicated IT / Network personnel for Level-2 centers

- Dedicated personnel at each of the Level – 2 centers for ensuring continuous and smooth operations.
- Engineers/ Diploma holders with 2-3 years of Experience.

4. IT / Network personnel for Level -1 centers.

- Five IT / Network personnel's each having responsibility of one of Five clusters of PHC's and CHC's
- Engineers/ Diploma holders with 2-3 years of Experience.
- Should be proficient in Gujarati.

5. Trainers

- Trainers to train appointed personnel at each of the centers should be deployed depending upon the requirement.
- Should have 2-3 years of Training experience and should be proficient in Gujarati.

Note:

The above equipments and services is to be supplied on rental basis with five year maintenance support for all hardware components (advance replacement) and Five year free software subscription for all major and minor software releases in the centralized servers including the client software

Further details including Terms& Conditions, technical specifications & BoQ may be had from TCIL. In case you are interested to work with TCIL on exclusive basis and on back to back terms & conditions including the payment terms, then kindly submit your Techno-Commercial proposal with all compliances to Technical specifications and Terms & Conditions of the Govt. of Gujarat tender along with the description of your experience in similar assignments, latest by 07.09.2011 by 12:00 hrs at the following addresses:

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