

**Request For Budgetary Estimate of Upgradation of IT infrastructure and associated work at
Hospital in Delhi**

HSCC/Delhi /IT /2025

Date-10/12/2025

Supply, installation, testing and commissioning of upgradation of IT infrastructure and associated work at Hospital campus:

Technical Specifications and Bill of Quantity proposed for above are enclosed herewith. It is requested to submit the Budgetary Quotation of the same inclusive of all taxes & duties.

The quotation should be on Company Letter Head with sign and stamp as per the BOQ format enclosed and should be submitted in Hard Copy only in a sealed envelope within 5 days of issue of this Notice at the following address i.e. by 15/12/2025 till 1:00 pm:

IT Department
HSCC (India) Ltd., E-6(A), Sector-1,
Noida (U.P.) - 201301.

IT Department,
HSCC (India) Ltd.

Note- This is not tender, just request for budgetary estimate only. No work will be awarded based on this request for budgetary quotation.

Grievance/ Helpdesk Module-

Helpdesk/Service Desk Management

The proposed solution should have like Monitoring & Event Management, Incident Management, Service Request Management, Problem Management, Service Level Management, Capacity & Performance Management, Availability Management, Change Enablement, Release Management, Knowledge Management, Measurement & Reporting Management, IT Asset Management.

The proposed helpdesk system shall provide flexibility of logging, viewing, updating and closing incident manually via web interface

Each incident shall be able to associate multiple activity logs entries via manual update or automatic update from other enterprise management tools.

The proposed solution should automatically suggest available technicians based on workload, average ticket closure time assigning tickets with no programming

The proposed system must not create more than one ticket for same recurring alarm to avoid ticket flooding from Monitoring system

The proposed solution should support the use of dynamic expressions within workflow flow logic and actions, enabling runtime evaluations, conditional branching, and on-the-fly data transformations based on contextual parameters

The proposed helpdesk system shall support tracking of SLA (service level agreements) for call requests within the help desk through service types.

The solution should provide workflow administration settings, allowing administrators to configure orchestration policies and operational parameters

The proposed solution should support webhook-triggered workflows with the ability to parse and utilize incoming payload data as variables, allowing for context-aware actions and intelligent branching within the orchestration logic

Users shall be able to submit and track requests via a self-service portal and mobile app.

Server requirement should be as below-The minimum server hardware requirements specify a 2U chassis with rails that must be supplied with a Redundant Platinum 1200W Output Power Supply.

The server is to be equipped with a single Intel® Xeon® Gold Processor featuring 12 cores and the Intel® C621 Chipset. Memory is set at 1 x 32 GB DDR4-2600 ECC Register or higher, utilizing one of the total 8 DIMM slots available.

For storage, the system includes 1 x 512GB M.2 Nvme SSD and must provide for populating up to 8 x 3.5"/2.5" HDDs in the future. Network connectivity is ensured by a Dual LAN Gigabit Ethernet port.

The Operating System (OS) is to be provisioned as per software requirement, and the entire unit must be covered by a 5-Year oem Warranty.

Monitoring System (Devices as per site requirement) - Technical Specifications

For effective operations and management of IT Operations, there is a need for Network Monitoring System (NMS).

Given the expanse and scope of the project, NMS becomes very critical for IT Operations and SLA Measurement.

Some of the critical aspects that need to be considered for operations of IT setup of are: Network Fault Management, Network Performance Management, unified Dashboard & Reporting for Switching and WIFI

The platform must provide complete cross-domain visibility of Switching and WIFI infrastructure issues

The solution should provide superior view of infrastructure health across system, networks, in a consolidated, central console

The proposed solution platform shall provide a single integrated solution for comprehensive monitoring of the wired, wireless access, and rich visibility into connectivity and performance assurance issues.

The proposed solution must provide comprehensive and integrated management of WIFI and Switching infrastructure components to maximize the availability of IT services and SLA performance.

The design functionality shall facilitate creation of templates used for monitoring key network resources, devices, and attributes. Default templates and best practice designs are provided for quick out-of-the-box implementation automating the work required to use OEM validated designs and best practices.

The Monitoring Solution should provide Unified Architectural design offering seamless common functions including but not limited to: Event and Alarm management, Auto-discovery of the Network environment, Correlation, and root cause analysis, Reporting and analytics

The solution shall provide future scalability of the whole system without major architectural changes.

The proposed solution must not use any third-party database (including RDBMS and open source) to And send data to syslog server.

All the required modules should be from same OEM and should be tightly integrated for single pane of glass view of enterprise monitoring

The platform must consolidate monitoring events from across layers such as Network

S.No.	CABLING FOR DATA SYSTEM
1.	Category 6A UTP LSZH Cable, 4 Pair
2.	Category 6A Unshielded Twisted Pair 4 pair cable shall be compliant with TIA/EIA-568-C.2 channel performance
3.	Category 6A UTP cables shall extend between the work area location and its associated telecommunications closet and consist of 4 pair, 23 AWG, UTP.
4.	23 AWG solid copper conductor with a frequency of 500 MHz
5.	All Category 6A cables shall meet or exceed the following characteristics:
6.	Mechanical Characteristics
7.	Construction
8.	4 twisted pairs separated by internal X shaped, 4 channel, full separator.
9.	MUTUAL CAPACITANCE=5.6 nF/100 mtrs Max.
10.	CAPACITANCE UNBALANCE PAIR/GROUND =330PF/100M MAX
11.	NVP% =69%
12.	Charcteristics IMPEDANCE =100±15%OHMS
13.	Category 6A, TIA568 C.2
14.	All information outlets for 22-26 AWG copper cable shall:
15.	Use insulation displacement connectors (IDC)
16.	Allow for a minimum of 200 re-terminations without signal degradation below standards compliance limits.
17.	Insertion force: 20N max
18.	Jack Specification: Plastic Housing: Polycarbonate, UL94V-2 rated or equivalent
19.	Operating Life: Minimum 750 insertion cycles
20.	Contact Material: Phosphor Bronze with nickel plated

21.	Contact Plating: 50 pinches gold on plug contact area	
22.	IDC : Housing PC , UL 94 V-2, 568A/B configuration	
23.	Operating Life: Minimum 200 Re-terminations	
24.	IDC Contact Plating: Phosphor bronze with tin plated	
25.	OEM Should be International certification for the ISO 45001 Health and Safety Management System, ISO 9001 Quality Management System, ISO 14001 Environmental Management System,	
26.	OEM Should be in India from last 15 Years and should be register on NSE and BSE	
27.	After successful installation, testing and commission, OEM should provide 25 Years Performance warranty with site certification once Penta scanning report submitted by SI/Customer	
28.	OEM should have Indian based operation at least for a period of 15+ years.	
29.	Patch Cord Cat 6A	
30.	Characteristics:	
31.	Cat6A patch cords are high quality four pair twisted stranded cable terminated with RJ45 modular plugs at both the ends	
32.	Cat6A patch cord should meet the TIA/EIA 568C.2 and ISO/IEC 11801 standard	
33.	Specification:	
34.	Length	1/2/3 mtr
35.	Conductor:	24 AWG, Multi-strands
36.	Contact Blade	Copper Alloy
37.	Dielectric withstanding voltage	1000V DC/min, <0.5A
38.	Insulation Resistance	>500M Ω , 1000V DC/min
39.	OEM Should be International certification for the ISO 45001 Health and Safety Management System, ISO 9001 Quality Management System, ISO 14001 Environmental Management System,	
40.	6 Core Fiber Optic Cable, Armoured, SM LSZH	
41.	The 6 core armored fiber cable type is a Matched Cladding Single Mode	
42.	Fiber dual coated with acrylate coating with LSZH sheath,	
43.	The fiber is optimized for operation at 1310 nm and at 1550 nm.	
44.	Should fulfill the requirements of:	
45.	IEC 60793-1/60794-1-2	
46.	Stripping force after conditioning at 23 ± 5 °C at 40 - 60 % RH for 24 h.Min.: 1.0 N and Max.: 3.5 N	
47.	Stripping force after ageing in water at 70 ± 5 °C for 168 h. Min.: 1.0 N and Max.: 3.5 N	
48.	At 1550 nm :Max.: 18 ps/km • nm	
49.	Polarisation Mode Dispersion (PMD): Max.: <=0.2 ps/km	
50.	In homogeneity of OTDR trace for any two 1000 meter fiber lengths Max.: 0.1 dB/km	
51.	Proof test level : 1%	
52.	6/12/24 Port LIU loaded with LC Adapter and Pigtail.	
53.	6/12/24 port Loaded LIU accommodate LC Single mode adapters.	
54.	Fiber LSZH patch cords should be Zirconia ceramic ferrule Connector factory crimped with Pre-radiuses and pre-polished ferrule	
55.	Fiber patch cords should have <0.3 db. Insertion Loss	
56.	Fiber patch cords should have >= 50dB for UPC Return Loss	
57.	Fiber patch cords should have be for 200 mating cycle for life Durability	

58.	<i>Fiber patch cords should have (- 20 deg. C to + 60 deg. C) operative temperature</i>
59.	<i>Fiber patch cords should have 3 Meter length</i>
60.	<i>All the fibre and copper cable and component should be from same OEM</i>
61.	<i>Fiber Cable Outdoor MM OM4</i>
62.	<i>Should be ISO/IEC 11801:2002; Uni-tube</i>
63.	<i>Type of Connector LC-LC</i>
64.	<i>Jacket Material: LSZH</i>
65.	<i>Should have option for Visual coding, mechanical coding and lock protection for security purpose.</i>

Note-In case any survey required at site should be done.

Printer Specification

Generic	
Description of Stores	Multifunction Machine Printer with Minimum 5 Year On Site Warranty, including Cartridge and Power Cord/Adapter
Core Function	Print, Scan and Copy
Print Technology	Inkjet
Cartridge Technology	Ink Cartridge/Bottle
Type of Printing	Monochrome (Black)
Auto Duplexing Printing/Coping (2-sided Feature)	Yes
Scanning	
Maximum Scan Area (Platen/Flatbed Size)	A4
A4 Scan Speed -Colour (Image Per Minute) @ 300 x 300 dpi	6 to 10
Scan To Functions	Folder
A4 Scan Speed - Mono (Image Per Minute) @ 300 x 300 dpi	6 to 10
Accessories Provided	USB Cable
Performance	
Minimum Yield of the Cartridge/Ink/Toner supplied with Machine as per IS/ISO/IEC: 19752/2017/ 24712/24711 for Black (Number of Prints)	6000
Maximum Number of Prints covered under Product warranty (Whichever is earlier)	100000
EPR Registration in respect of the manufacturer/authorised importer as per E waste rules as amended up to date	Yes
Agreed to Provide a copy of EPR Registration Certificate to the Buyer on Demand	Yes

Sr. No.	Item description	Unit	Qty.	Rate	Amount
1	Supply, installation, testing and commissioning of Grievance Module for ticketing for helpdesk with unlimited licenses as per the technical specification mentioned and as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Lot	1		-
2	Supply, installation, testing and commissioning of Server Hardware with minimum of 5 years OEM warranty support is required as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
3	Supply, installation, testing and commissioning of antivirus for Server Hardware with minimum of 5 years subscription is required for the software as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	Nos.	2		-
4	SITC of 55" Display for monitoring the infrastructure as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
5	Configuration of all network for the network as per requirement for upgradation of the network and as per & complete in all respect and as directed to the satisfaction of engineer.	Lot	1		-
6	Configuration of existing Switches for SSH enable for Network readiness for the network as per requirement and as per & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
7	Supply, installation, testing and commissioning of 1 kva uninterrupted power supply System as per the technical specification mentioned and as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Nos.	10		-
8	Configuration of existing Switches for SNMP enable for Network readiness for the network as per requirement and as per & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
9	Supply, installation, testing and commissioning of kvm and tor Switch as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-

10	Supply, installation, testing and commissioning of 55" Display as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
11	Supply, installation, testing and commissioning of Multifunction printer as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	Nos.	50		-
12	Supply, installation, testing and commissioning of m s office as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	Nos.	300		
13	Supply, installation, testing and commissioning of OS for Server Hardware with minimum of 5 years OEM warranty support is required as per requirement and as per technical specification mentioned & complete in all respect and as directed to the satisfaction of engineer.	Nos.	2		-
14	Supply, installation, testing and commissioning of Server Hardware for Grievance Module as per the technical specification mentioned and as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Nos.	1		-
15	Supply, installation, testing and commissioning of upgradation/expansion of internet points for whole library and associated area as per the site requirement with all connectors, Input outputs, Faceplates, patch chords, Panels and any other equipments to make it working as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Lot	5		-
16	Supply, installation, testing and commissioning of expansion of PVC conduit/flexible/batten ISI marked as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Mtrs.	10000		-
17	Supply, installation, testing and commissioning of Software for managing LAN System of all existing devices with scalability with minimum of 5 years oem warranty is required for the software as per requirement & complete in all respect and as directed to the satisfaction of engineer.	No.	1		-
18	Supply, installation, testing and commissioning of Wiring of UPS from nearby DB required as per requirement and complete in all respect and as directed to the satisfaction of engineer.	Lot	1		-

19	Supply, Laying, Testing, Commissioning of C a t 6 A cable as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Mtrs.	30000		-
20	Supply, Installation, Testing, Commissioning of 5 kva uninterrupted power supply system as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Nos	1		-
21	Supply, Installation, Testing, Commissioning of wooden rack/cover for uninterrupted power supply system as per the requirement & complete in all respect and as directed to the satisfaction of engineer.	Nos.	10		-
	Total				-