



भारत सरकार / GOVERNMENT OF INDIA
डॉ राम मनोहर लोहिया अस्पताल,
अटल बिहारी वाजपयी आयुर्विज्ञान संस्थान, नई दिल्ली
DR. RAM MANOHAR LOHIA HOSPITAL,
ATAL BIHARI VAJPAYEE INSTITUTE OF MEDICAL SCIENCES, NEW DELHI - 110001



Expression of Interest

For

New Server based IP-EPABX system for Telephone exchange

Tender Reference Number	Proc-11012/18/2025
Timing of ONLINE Publishing of Tender	10th October, 2025 at 16:00 Hrs
Bid document download Start Date	10th October, 2025 at 17:00 Hrs
ONLINE BID SUBMISSION Start Date	12th October, 2025 at 09:00 Hrs
ONLINE BID SUBMISSION End Date	25th October, 2025 at 17:00 Hrs.
Opening of Bids (ONLINE)	27th October, 2025 at 14:30 Hrs
Name & Address of Tenderer	Director & Medical Superintendent, ABVIMS & Dr. RML Hospital, Baba Kharak Singh Marg, New Delhi – 110001



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File No: Proc-11012/18/2025.-Dr. RMLH/4596

Dated: 7/10/25

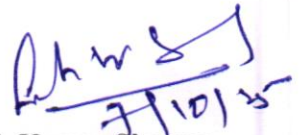
EXPRESSION OF INTEREST

ABVIMS & Dr RML Hospital, New Delhi invites **Expression of Interest (EOI)** from reputed and experienced vendors for the **supply, installation, testing, and commissioning of a server based IP- EPABX system for telephone exchange** at its premises. The EOI document containing scope of work with detailed terms and conditions, eligibility criteria, and submission guidelines can be obtained from URL www.rmlh.nic.in

Scope of Work : Scope of Work for New Server based IP-EPABX system for Telephone exchange at ABVIMS & Dr. RML Hospital, New Delhi. (Details as Annexure – I)

Cost of project Approx 1 Crore

Interested Central PSUs are requested to send their proposal on the above scope of work within 10 days of publication of this advertisement in CPP Portal to: **Procurement Section Room No. 405, 4th floor, Administrative Block, ABVIMS & Dr. Ram Manohar Lohia Hospital, New Delhi.**


Dr. (Prof.) Lokesh Kumar Sharma
Officer Incharge
Procurement

Dr. (Prof.) Lokesh Kumar Sharma
Officer in Charge
Procurement Section
ABVIMS and Dr. RML Hospital
New Delhi-110001

Scope of Work for New server based IP- EPABX system for telephone exchange at ABVIMS & Dr RMLH

Introduction

ABVIMS & Dr. R.M.L. Hospital is among the most prestigious, centrally located central government hospital having 1532 beds for indoor patient care, only hospital having nursing home facilities for CGHS beneficiaries and general population and involved in undergraduate and postgraduate teaching spread over in 30 acres of land. The existing telephone exchange provides 1600 analogue lines with indoor and outdoor communication to various buildings in hospital like OPDs, wards, trauma, ECS, college administrative and academic blocks, Nursing home, OTs, nursing college. There are many more upcoming buildings like superspeciality, UG College and hostels that will also be connected with the exchange.

Objective:

To set up a hybrid mode EPABX system as a turnkey project at telephone exchange of ABVIMS & Dr RMLH with 1600 analogue extensions expandable up to 2000, 60 direct trunk lines, 2 PRI lines, 16 digital extensions (KTS), 200 IP users that should be able to facilitate seamless internal and external communication across the organization with advanced telephonic features ensuring data security and redundancy for uninterrupted service. Prior information to CPWD and supervision regarding any structural alterations is mandatory.

Prequalification criteria

1. Participation will be accepted only from central PSU as this is internet telephony where security is paramount.
2. Firm should have supplied the similar system in any PSU/Govt organization
3. Satisfactory performance report for last three years from the users to be submitted.
4. Bidder Annual Turnover certificate for last three years to be submitted.
5. OEM authorization certificate
6. Certificate regarding not blacklisted in last three years

Quality plan, system design and Future expansion

1. Bidder has to do site survey at his cost and submit proposal that fulfill functional and performance requirements and also analysis report of the requirements.
2. Based on survey, bidder may mention about additional items that are not mentioned in the requirements.
3. Bidder is advised to make detailed report of best implementation plan of the project. The system design, equipment selection and system implementation should concentrate on flexibility of future expansion and maintainability without much hassle.

Supply & Installation

1. Supply of EPABX system with 1600 analogue extensions expandable upto 2000, 60 direct trunk lines, 2 PRI lines, 16 digital extensions (KTS), 200 IP users.
2. Provision of 200 IP-based telephone instruments.
3. Provision of necessary power backup (UPS/battery) for uninterrupted operations.
4. Installation of EPABX hardware, including racks, power units, and cabling.
5. Provision of network cabling, patch panels, and structured wiring for proper connectivity.
6. Complete all installations as per existing site design.

Configuration & Commissioning

1. Programming of the EPABX system as per requirements.
2. Configuration of call routing, call forwarding, voicemail, malicious call blocking and other telephonic features.
3. Integration with existing telephone networks.
4. Configuration of automated call attendant, IVR (Interactive Voice Response) system.
5. Setting up call logs, recording, and reporting features.
6. Ensuring security features like call restrictions, PIN-based access, and encryption.
7. Testing and commissioning of the entire system.
8. Voice blasting system to announce holidays, events, promotion or any important messages to an entire contact list or segment of list
9. Should have feature of emergency reporting. If any disaster happens a group of at least 30-35 important numbers can be reached by dialing a code. All extensions of that group shall ring simultaneously and a recorded message shall be played.
10. System should also generate report that how many extensions picked up call with date and time.
11. SMS integration, whatsapp integration, hospital emergency code solution
12. System should have provision for integration with e hospital server
13. Provision for sharing information regarding interdepartmental referrals through:
 - Automated IVR menu guiding callers (e.g., "Press 1 for Emergency, Press 2 for Radiology").
 - Set up **hotline** for urgent referrals (e.g., ICU to Blood Bank, Emergency to Radiology).
 - Enable a **priority call feature** for critical cases, ensuring that emergency calls bypass queues.
 - Allow **group calling** for real-time discussions between departments (e.g., Doctor ↔ Radiologist ↔ Lab Technician).
 - Enable **call recording for medico-legal cases** and important referrals to ensure accuracy
 - Maintain **call logs** to track referral patterns between departments.
 - Generate reports to analyze **response times, call volume, and departmental workload.**
 - Use **EPABX-based paging** to broadcast urgent messages to specific departments (e.g., "Code Blue" announcements for medical emergencies).

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Maintenance & Support

- One year warranty and nine year CAMC
- Manpower required for on-site and remote technical support.
- Preventive maintenance checks at scheduled intervals.
- Replacement of faulty components under warranty/CAMC.
- Software updates and security patches.
- Emergency support for critical failures

Proposal for old EPABX system

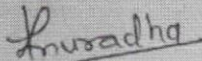
1. Provision for buyback of old EPABX system should be included in the proposal.

Deliverables by the Customer (ABVIMS & Dr RMLH)

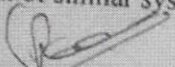
1. Suitable space for installing system
2. Stable and uninterrupted power supply
3. Service provider lines

Finalization of the proposal

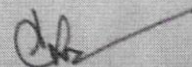
1. Submission of all necessary documents
2. Presentation of the bidders may be required in front of the bid evaluation committee.
3. Onsite visit at site of installation of similar system may be required.



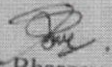
Dr Anuradha Shulania
Professor
Microbiology
Member Secretary



Dr O P Meena
CMO NFSG
Orthopaedics
Member



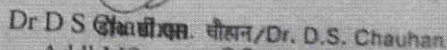
Dr Sameek Bhattacharya
Professor & Head
Burn & Plastic Surgery
Member



Dr S Bhargava
CMO SAG & Advisor TAC
Dermatology
Special invitee



Dr B R Kundu
Addl M Telephone exchange
Medicine
Special Invitee



Dr D S Chauhan
Addl MS अपर चिकित्सा अधीक्षक
Addl. Medical Superintendent
Transfusion Medicine
Chairperson
A.B.V.I.M.S. & Dr. R.M.L. Hospital
नई दिल्ली-110001/New Delhi-110001