

**Centralised Accident & Trauma Services
(CATS)**

Govt. of NCT of Delhi

EXPRESSION OF INTEREST

**For short-listing of bidders
for Operation and Maintenance of**

**CATS Ambulance Services
and
Control Room**

9th January 2015

DISCLAIMER

This Expression of Interest document is being issued as the first step of a two step bid process for selection of bidder for operation and maintenance of CATS ambulance services and Control Room.

The sole objective of this document is to solicit Expression of Interest (EoI) from eligible bidders to be short-listed for consideration for a further bid process, wherein a Request for Proposal (RFP) would be issued to the short-listed bidders based on the evaluation of EoIs, for selection of bidder for operation and maintenance of CATS ambulance services and Control Room..

This document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by CATS or any of their employees, etc. as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the EoI.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities indicated to be carried out by CATS subsequent to the receipt of the responses are indicative only. CATS has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project.

Table of Contents		
-------------------	--	--

1	Purpose of the Expression of Interest	4
2	Background	4 -5
3	Scope of work	6 – 8
4.	Timelines	8
5.	Qualification Requirements	8 – 9
6.	Financial Capacity	9 – 11
7.	Instruction to Bidders	11 – 13
Annexure		
Annexure I	Covering letter from the bidder	14 – 15
Annexure II	General Information about the bidder	16
Annexure III	Experience of the bidder	17
Annexure IV	Financial capability of the bidder/member	18
Annexure V	Format - Power of Attorney	19
Annexure VI	Letter of Exclusivity	20
Annexure VII	Format – Affidavit for not blacklisted	21
Annexure VIII	Anti Collusion Certificate	22
Annexure IX	Check List	23 – 24
Annexure X	Tender document for Purchase of 110 Ambulances	25
Annexure XI	RFP for Setting up of Modern CATS Control Room	26

1. Purpose of the Expression of Interest

The Centralised Accident & Trauma Services (CATS), an autonomous body of Govt. of NCT of Delhi, invites Expression of Interest from eligible bidders to shortlist them for issue of an RFP for the further bidding process for selection of bidder for **“Operation and maintenance of CATS ambulance services and Control Room”**.

CATS reserve the right to determine the list of bidders after evaluation of EoIs for issue of RFPs and further participation in the bidding process. RFPs would be issued to the short-listed bidders after evaluation of EoIs. The short-listed bidders would submit Technical and Commercial proposals in response to the RFP through e-tender. After evaluation of technical and commercial proposals, the most qualified bidder would be selected for operation and maintenance of CATS ambulance services and Control Room.

2. Background

Centralised Accident & Trauma Service (CATS) is an autonomous body of Govt. of NCT of Delhi which provides 24X7 free ambulance services in Delhi to transport accident & trauma victims, medical emergencies, pregnant women, sick new-born, etc.

Ambulance Fleet: Presently, CATS has a fleet of 152 ambulances which are located all over Delhi at strategic location points to provide ambulatory support in the shortest possible time. Each ambulance is manned by trained ambulance paramedic and ambulance driver. The details of existing CATS ambulances are as under:

S. No.	Type of Ambulance	Quantity	Year of Purchase	Make and Model
1.	Advanced Life Support*	21	2010	Force Traveller Ambulance
2.	Basic Life Support*	10	2010	Force Traveller Ambulance
3.	Patient Transport	70	2012	Maruti EECO Ambulance
4.	Patient Transport	54	2013	53 Maruti EECO and 01 Maruti Omni Ambulance

**These ambulances are BS-III compliant and all others are BS-IV compliant vehicles.*

CATS has also issued Notification of Award'' for procurement of 100 Basic Life Support and 10 Advanced Life Support ambulances which will be available for operations by May 2015. The make and model of these ambulances are as follows:

S. No.	Type of Ambulance	Quantity	Year of Purchase	Make and Model
1.	Advanced Life Support	10	2015	Tata Winger High Roof
2.	Basic Life Support	100	2015	Tata Winger High Roof

The specifications and equipment details of the new 110 ambulances are attached along with EOI. (Annexure – X)

Control Room:

- A) CATS at present has 24 x 7 x 365 Centralised Control Room accessible through toll free number “102” at CATS (HQ) Building at Bela Road, Yamuna Pusta, Near Vijay Ghat, Delhi – 110006.
- B) CATS is simultaneously setting up a Modern Control Room at Rajiv Gandhi Super Speciality Hospital, Tahirpur, Delhi. The proposed Modern Control Room will have following key features:
- i) 20 seats Call Center for call taker cum dispatchers;
 - ii) Tier -2 level Data Centre;
 - iii) Video wall for supervision of all CATS ambulances along with real time call in queue status;
 - iv) Caller Location Identification system to locate the caller based on GPS/GIS data of mobile handset;
 - v) All ambulances will be equipped with GPS technology for real time monitoring;
 - vi) Application based real time call transfer to ambulances at MDTs;
 - vii) Application based event log for all ambulance activities;
 - viii) Pre-Hospital Notification system to alert concern hospitals;
 - ix) 6 years comprehensive maintenance

The Modern Control Room will function as main Control Room with real time data recovery through cloud technology and in case of its failure, the existing Control Room at Bela road will function as “Back up Control Room” with 4 seats. For specifications, features and other details, RFP document for setting up of modern control room is also attached with EOI document. (Annexure – XI)

Manpower: Presently, 197 Assistant Ambulance Officers/Ambulance Officers are working in CATS on regular basis. These regular ambulance staff shall be deployed at 31 ALS ambulances (21 old + 10 new). CATS shall be administrative controlling authority for regular ambulance staff and also meet all expenses on account of their salaries, allowances and facilities, until their retirement. However, for operational efficiency, the Assistant ambulance Officers will also be under the operational control of the selected bidder. The bidder will also operate and maintain these 31 ALS ambulances and assign calls to these ALS ambulances as per requirement and SLAs.

Presently, 240 Ambulance Paramedics and 378 Ambulance Drivers are working in CATS on contract basis at monthly remunerations of Rs.15000/- and Rs.11000/- respectively excluding EPF & ESI as NHM contractual staffs are exempted by GOI gazette notification. The selected bidder shall engage all these existing contractual ambulance paramedics and ambulance drivers at not less than the present monthly remuneration along with all applicable statutory provisions. The contract will be

entered between the selected bidder and the above mentioned contractual staff of CATS.

3. Scope of Work

- a) The successful bidder has to provide 24 x 7 x 365 ambulance services in Delhi for home to hospital emergency medical care including accident & trauma victims, medical emergencies, transportation of pregnant women for delivery and post delivery, sick neonates, infants and children and all other emergencies including rape victims, vitriolage cases, etc. in the general population defined by the CATS/Government.
- b) The services shall be operated under the name of Centralised Accident & Trauma Services (CATS), Govt. of Delhi only. All advertisements and publicity will also be done in the name of CATS by Government or bidder.
- c) Operation and maintenance of 265 CATS ambulances (31 ALS ambulances, 110 BLS and 124 Patient Transport Ambulances). Out of these 265 ambulances, 110 new ambulances will be under 3 years comprehensive warranty on vehicle, fabrication and all equipments followed by 5 years comprehensive maintenance contract for fabrication and all equipments.
- d) Operation and maintenance of Centralised Control Room having call centre and data centre. Control Room shall be accessible through toll free number '102'.
- e) Each ambulance shall be manned by One Ambulance Paramedic and One Ambulance Driver in each shift (except ALS ambulances, which will be manned by CATS regular staff).
- f) The 20 seats proposed Control Room at RGSSH, Tahirpur and existing 10 seats Control Room at Bela Road (till functioning of proposed control room and there after 4 seats capacity) shall be manned by qualified and trained staff on 24 x 7 x 365 days basis.
- g) The Modern Control Room (at RGSSH) will function as main Control Room and in case of its failure, the existing Control Room at Bela road will function as "Back up Control Room" with 4 seats. This primary control room will be operational by June 2015 and the selected bidder through EOI and RFP shall in-coordination with the System Integrator understand the various modules as well as train the manpower proposed to be deployed for manning the Control Room.
- h) Each shift shall have at-least one qualified medical expert at Control Room for monitoring and guiding EMTs during the emergency service.
- i) All Ambulance Paramedics shall be trained in Basic Life Support Techniques before deployment. The training module for Ambulance Paramedics (course content and duration) shall be got approved from CATS. Within one year all the Ambulance Paramedics shall be trained as per National Occupational Standards notified by the National Skill Development Corporation (NSDC) for EMTs (Basic). All Ambulance Drivers shall also be undergone minimum one week training in Basic First Aid Techniques, safe driving and transportation of patients, knowledge to identify the medical equipments to assist ambulance Paramedics, use of IT systems installed in ambulances, wireless and other communication, etc.

- j) Both ambulance paramedics and ambulance drivers shall be recruited as per the qualifications to be prescribed in the RFP by CATS.
- k) All the break-down and maintenance problems of the Ambulance vehicles including fabrication and equipments are to be done by bidder at its own cost and as per the SLAs. Any warranty claims of the vehicle, fabrication and its equipments shall be coordinated and executed by bidder as per the warranty terms and satisfaction of CATS.
- l) Bidder shall replace at its cost all the missing tools or equipments from the ambulance with tools and equipments of same specification from the supplier of the ambulance equipments and tools.
- m) Bidder shall meet all expenses towards insurance, Annual Fitness Certification, Maintenance (routine and preventive), Minor & Major repairs, replacement of tyres, batteries etc.
- n) Bidder shall maintain separate log books for vehicles and patients, inventory register and status register in all ambulance with relevant details in consultation with CATS. Bidder shall also implement any system which CATS intends to introduce.
- o) Provide daily (operational), monthly (administrative and financial) reports and quarterly (fund utilization) statements to the CATS through the MIS integrated with the call center and data logger systems of the vehicle on a real time basis.
- p) Attend periodical review meetings held by the Government or CATS (physically or virtually) for the assessment of the operationalization of the scheme.
- q) Maintain separate financial accounts and records of its operations in Delhi. These accounts shall be duly audited by a Chartered Accountant firm as approved by CATS and furnished to CATS by the end of the first quarter of the succeeding year.
- r) Attend every emergency call that is received at the Emergency Response Center as per the SLAs.
- s) CATS may appoint third party auditor including appointment of independent engineer (IE) to report on the SLAs and the payments to be made thereon.
- t) Conduct periodic training programs for all ambulance staff, control room staff and others engaged in Emergency Response Ambulance Service at CATS.
- u) Provide assistance to CATS/Government for continuous improvement in emergency management through strategic partnerships, innovative programs, and collaborative policies with prior approval of the CATS/Government.
- v) Prepare the standard operating procedure framework (SOPF) for Emergency Response Center and ambulance operation including disaster management in consultation with CATS.
- w) Facilitate with telecom service providers to route the calls at "102" from main to backup control room or vice versa.
- x) Selected bidder shall meet out the expenses on account of monthly remunerations of ambulance staff including statutory dues (except regular 197 Assistant

ambulance Officers of CATS), control room staff, supervisors, other field staff, Insurance, statutory costs, repairing and Maintenance cost of all ambulances, fuel cost for the ambulances, Recruitment, training, administration, travelling, telephone, connectivity, electricity, housekeeping, security, repair (if any) of the existing ambulances, cost of consumables, other recurring and non-recurring expenses required for operation and maintenance of ambulances and control room.

- y) Taking over of presently fully operational CATS Ambulance service along with all ambulances and centralized Call Center cum data centre based at Bela Road as well as RGSSH, Tahirpur (Proposed).
- z) The selected bidder shall provide an exit management strategy in case of termination of contract or conclusion of contract as per the provisions of the RFP.

4. Timelines

- a) The period of contract shall be for period of three years and shall be extendable for a further period of 2 more years on annual basis.
- b) The service of ambulances shall be started in 2 months of signing the agreement.

5. Qualification Requirements

The Bidder can be a Company (Bidding Company) or a Registered Society or a Consortium of Companies (Bidding Consortium) with one of the Companies acting as the Lead Member of the Bidding Consortium.

Short listing of Bidder for next stage of bidding i.e. Request for Proposal (RFP) will be based on meeting the Qualification Requirements as specified below:-

Who are Eligible for Participation

- (i) Companies incorporated under the Company's Act, 1956 are eligible on standalone basis or as a part of the bidding consortium.
- (ii) A foreign company can also participate on standalone basis or as a member of consortium at EOI stage itself. But before signing the agreement it will have to form an Indian Company registered under the Company Act, 1956.
- (iii) Successful Companies can also execute the project through a Special Purpose Vehicle (SPV).
- (iv) Societies registered under Societies Act as well as Income Tax Act, 1961.

In case of **Consortium**, there should be a formal agreement between the members accepting severe and joint responsibility for implementing the project. Reference of the lead member and percentage of holding of each in the consortium should also be given.

- Further, in case of consortium, if the project is awarded, they shall incorporate Special Purpose Vehicle (SPV) to be registered under Companies Act 1956 for entering into an agreement with the CATS.
- In case the applicant is a consortium of two or more companies the proposal shall be signed by the duly authorized signatory of the lead member and shall be legally binding on all the members of the Consortium for the execution and completion of the Project.
- The proposals shall contain the information about percentage holding of each member, consortium agreement, financial statements and other documents as required for each of the member of the Consortium.
- Bidder should have at least 2 (two) years of experience in the operation of Pre-Hospital “Emergency Response Services” with a minimum fleet of 75 fully equipped ambulances under single contract or 150 ambulances under not more than 3 contracts supported by a centralised control room. (The lead member shall meet this technical criteria).
- The bidder shall possess experience in operating centralised Control room with computer telephony integration with the ability to log calls with Geographical information System with GPRS integrated Ambulance monitoring system and software components for past two years.
- Certificates from the organizations to whom services have been provided in past needs to be submitted along with the proposal.
- An affidavit to the effect that the bidder has not been blacklisted in the past by any of the State Governments across the country and that he will not form any coalition with any other bidder.
- Bidder should have ability to recruit and train as per the qualifications prescribed in the document by the CATS within a period of 2 months from signing of the contract.

6. Financial Capacity:

The Bidder should have (a) net worth more than Rs 20 (twenty) crores and (b) demonstrate annual turnover/ gross receipts in this segment of at least Rs.10 (ten) Crores in each of the last 2 (two) financial years. (The lead member shall meet the above financial criteria).

Note: For the Qualification Requirements, if data is provided by the Bidder in foreign currency, equivalent rupees of Net Worth will be calculated using bills selling exchange rates (card rate) USD/ INR of State Bank of India prevailing on the date of closing of the accounts for the respective financial year as certified by the Bidder’s banker.

For currency other than USD, Bidder shall convert such currency into USD as per the exchange rates certified by their banker prevailing on the relevant date and used for such conversion.

(If the exchange rate for any of the above dates is not available, the rate for the

immediately available previous day shall be taken into account)

Calculation of Net Worth:

Net Worth = Paid up Share capital (in case of companies) which includes:

1. Paid up Equity share capital; and
2. Fully, compulsorily and mandatorily convertible Preference Shares; and
3. Fully, compulsorily and mandatorily convertible Debentures

Note:

- a) In case of Registered societies, the Corpus Fund and Capital Fund

Add: Free Reserves

(Including Share Premium provided it is realized in Cash or Cash equivalents but excluding Revaluation Reserve if any)

In case of Proprietorship firm / Partnership firm, the Credit balance of Reserve and Surplus or by whatever name called as appearing in the Balance Sheet

Subtract: Intangible Assets

Subtract: Miscellaneous Expenditures to the extent not written off and carry forward losses.

(iii) For the purposes of meeting financial requirements, only unconsolidated audited annual accounts shall be used. However, audited consolidated annual accounts of the Bidder may be used for the purpose of financial requirements provided the Bidder has at least twenty six percent (26%) equity in each Company whose accounts are merged in the audited consolidated accounts and provided further that the financial capability of such companies (of which accounts are being merged in the consolidated accounts) shall not be reconsidered again for Net worth.

(iv) **Existing Companies:** - The computation of Net Worth shall be based on unconsolidated audited annual accounts of the company. For the purpose of the computation of Net Worth, the last three financial years shall be considered. The Bidder would thus be required to submit annual audited accounts for the last three financial years 2011-12 , 2012-13 and 2013-14 (or calendar year , 2001,2002 and 2003 or the accounting years as adopted by the Company and acceptable as per the laws of the respective Country) while indicating the year which should be considered for

evaluation along with a Net Worth certificate from a Chartered Accountant to demonstrate the fulfilment of the criteria as on last day of the concerned Financial Year. . **Net Worth of Directors will not be considered for computation of Net Worth requirement in financial evaluation.**

- (i) Guarantee / Bond submitted by foreign companies must be submitted through Banks having branches in India / correspondent Banks in India and such Bank Guarantee issued by foreign banks should be endorsed by the Indian Branch of such foreign Bank. In case of claim on Bank guarantee, same shall be paid by the Indian branches of such foreign Bank.
- (ii) In a foreign company in case of calendar year instead of financial year is used for compilation of accounts, then the same shall be used.
- (iii) CA Certified copies of all the Balance Sheets of the lead member from where the financial strength is drawn has to be submitted along with EOI.
- (iv) The company having the maximum number of share (having voting rights) has to be a lead member having the shareholding of more than 50% in the Bidding Consortium.
- (v) Maximum 3 companies can join the consortium and any such member shall not have less than 10% share in the Consortium.
- (vi) In case of Unlisted companies the infusion of Share premium shall be supported by self certified copy of Form 2 and ROC receipt of deposition of the same.
- (vii) Foreign companies shall ensure compliance of RBI/FEMA guidelines for bringing investment/ equity in India.
- (viii) Failure to comply with the aforesaid provisions shall make the bid liable for rejection at any stage.

The bidder shall inform himself fully that:

The bidder shall be deemed to have been satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he find any discrepancy in the EOI document including terms of reference, he should submit his issue/question in writing before the Pre-Bid Conference.

7. Instructions to bidders

Submission of EoI:

1. Eligible bidders should read this Document in detail and assess their capabilities for provision of solution before submission of Expression of Interest.
2. This document is only an Expression of Interest for short-listing of bidders to whom an RFP would be issued for subsequent evaluation of technical qualification and price discovery for identification of most substantially qualified bidder for selection of bidder for operation and maintenance of CATS Ambulance Services and its Control Room.

3. The short-listed bidders would submit Technical and Commercial proposals in response to the RFP. The selection process will be a two stage process comprising of, (1) Short-listing of bidders based on Pre-qualification and technical criteria detailed in EOI for issue of RFP, (2) Technical qualification and Commercial bid at RFP stage.
4. Interested bidders Expression of Interest document can be obtained from the office of Centralised Accident & Trauma Services (CATS) at Bela Road, Yamuna Pusta, Near Vijay Ghat, Delhi – 110006 on all working days (Monday to Friday) between 1000 hrs to 1700 hrs IST.

or can be requested through email at catsambulance@yahoo.com

or can be downloaded from www.health.delhigovt.nic.in.

5. Any subsequent corrigendum/amendment/clarifications will be made available on website www.health.delhigovt.nic.in.
6. A pre-bid meeting will be held on **28-01-2015 (3:00PM)** at Conference Hall No. 3, 2nd Level, C – Wing, Delhi Sectt, I. P. Estate, New Delhi - 110002.
7. Interested bidders may submit their Expression of Interest (EoI) by providing all the necessary documents in English as specified in the Response Formats for each of the qualifying criteria as proof of having the minimum requirements.
8. The Expression of Interest document should be submitted in a sealed cover along with an application duly signed by an authorized signatory and must reach the following address by 3:00 PM on or before **13-02-2015**. Any submission beyond the stipulated time will be summarily rejected. CATS reserves the right to extend the time period of submission.

Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat, Delhi – 110006.
Email Address: catsambulance@yahoo.com
Phone: 91-11-23860169, 91-11-23860524

9. CATS reserves the right to withdraw this EoI if it is determined that such action is in the best interest of the organization. Short-listed bidders would only be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date. CATS reserves the right to determine the shortlist of bidders based on the responses to this EoI. CATS undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law.
10. A bidder is eligible to submit only one bid for the project. A bidder company bidding individually or as a member of a Consortium shall not be entitled to submit another bid either individually or as a member of any Consortium, as the case may be.
11. Respondents are requested to submit their responses in the format given below.
 - i. Covering Letter for the bidder as per the format provided in Annexure – I.

- ii. General information about the bidder as in Annexure – II.
- iii. Experience of the bidder to satisfy technical requirements as per EoI as in Annexure – III.
- iv. Financial capability of bidder as in Annexure – IV to satisfy EoI requirements.
- v. Power of attorney authorising to sign on behalf of the bidder as in Annexure – V.
- vi. Letter of exclusivity as in Annexure – VI.
- vii. Affidavit on not blacklisted as in Annexure – VII.
- viii. Anti collusion certificate as in Annexure – VIII.
- ix. Checklist with necessary document as in Annexure – IX.
- x. For any queries related to this notice on Expression of Interest, an email may be sent to catsambulance@yahoo.com on or before the pre-bid meeting . “[EoI Query]-Operation and Maintenance of CATS Ambulance Services and Control Room” should be included in the subject line.

13. Timelines for completion of the bid process are as follows:

Activity	Timeline
Publication of Expression of Interest	09-01-2015
Interaction meeting with Prospective bidders	28-01-2015 (3.00 PM)
Last date for receipt of Expression of Interest	13-02-2015 (3.00 PM)
Evaluation of EOI and approvals, Declaration of shortlisted bidders and issue of RFP	At the earliest

Covering letter from the Bidder

Company Letterhead

[Date]

Director,
Centralised Accident & Trauma Services
(CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Reference: *Notice for Expression of interest for “Operation and maintenance of CATS Ambulance Services and Control Room”*

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EoI for “**Operation and maintenance of CATS Ambulance Services and Control Room**”.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to CATS is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for the project.

We understand that we are liable to be dismissed from the selection process if Date any association is revealed that may give rise to conflict of interests.

We agree to abide by the conditions set forth in this EoI.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this, _____ Day of _____, 2015

(Signature)

(In the capacity of)

Duly authorized to sign the EoI

Response for and on behalf of:

Sincerely,

[BIDDER'S NAME] Name

Title

Signature

Date

(Name and Address of Bidder)

Seal/Stamp of the Bidder

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am
of..... and
that..... who signed the above response is
authorized to bind the corporation by authority of its governing body.

(Seal here)

Annexure II

GENERAL INFORMATION ABOUT THE BIDDER

1	Name of the Bidder	
2.	Registered Address of the company: (Address, tel, fax, e-mail, website)	
3.	Office Address E-mail website	
4.	Contact Person Designation Mobile Phone No Telephone No Fax No e-mail	
5.	Key Personnel : (Chairman / Managing Director, etc)	
6.	Registration No. & Date of Incorporation of Company	
7.	Principal Place of Business	
8.	Number of offices / centers in India/Abroad	
9.	Whether any criminal case was registered against the company or any of its promoters in the past	Yes/ No
10.	Other relevant Information provided *	

* here enclose the details such as presentation on the details of the bidder in a CD preferably (please avoid submission of detailed leaflets/brochures etc, if possible)

In case of consortium all the firms in consortium shall provide the details.

Date :
seal

Office

Signature of the bidder/
Authorised
signatory

EXPERIENCE OF THE BIDDER

Relevant Experience of the Applicant

[Details to be provided only for the Applicant/Lead Member (in case of Consortium)]

A	Details of Organization		
i.	Name of the organization		
ii	Does Memorandum of Association permit the organization to carry out the business of ambulatory services		
B	Relevant Experience		
i	Years of Experience in ambulance service operations		
ii	Current areas of operation – specify all locations		
		2012-13	2013-14
C	Fleet Details, Ownership & Operations		
i	Number of ALS ambulance operated		
ii	Number of BLS ambulance operated		
iii	Number of patient transport vehicles		
iv	Number of ambulances operated through single contract (minimum 75 ambulances)		
v	Number of ambulances operated through three contract (minimum 150 ambulances)		
D	No. of centralised Control room operated with computer telephony integration with the ability to log calls with Geographical information System with GPRS integrated Ambulance monitoring system and software components for past two years		

*In case of consortium, Lead Member shall meet the C (iv) & C (v).

Date :
seal

Office

Signature of the bidder/
Authorised
signatory

Annexure - IV

FINANCIAL CAPABILITY OF THE BIDDER/MEMBER

(To be submitted by each member in case of consortium)

Name of Bidder/Member _____

Role of Bidder/Member _____

	FY 2012-13	FY 2013-14
Net Worth (in INR Lakhs)		
Annual turnover/ gross receipts (in INR Lakhs) through operation and maintenance of Ambulances		

Note:

1. This information should be extracted from the Annual Financial Statement / Balance Sheet which should be enclosed and this response sheet shall be certified by the Statutory Auditor.
2. The Single Entity or the Consortium should provide the Financial Capability of its own / lead member of the Consortium.
3. In Role of Member specify whether it is a Single Entity, Lead Member or Member of the Consortium.
4. The Bidder along with Consortium Members shall attach copies of the balance sheets, financial statements and Annual Reports for 2 (two) years preceding the Proposal Due Date.
5. The bidder shall provide an Auditor's Certificate specifying the Net worth/ Annual turnover/ Gross Receipts of the bidder and its Consortium members and also specifying the methodology adopted for calculating the same.
6. If data is provided by the Bidder in foreign currency, equivalent rupees of Net Worth will be calculated using bills selling exchange rates (card rate) USD / INR of State Bank of India prevailing on the date of closing of the accounts for the respective financial year as certified by the Bidder's banker.

For currency other than USD, Bidder shall convert such currency into USD as per the exchange rates certified by their banker prevailing on the relevant date and used for such conversion.

(If the exchange rate for any of the above dates is not available, the rate for the immediately available on previous day shall be taken into account)

Annexure - V

POWER OF ATTORNEY
(On a Stamp Paper of relevant value)

I/ We.....(name and address of the registered office) do hereby constitute, appoint and authorise Sri/Smt(name and address) who is presently employed with us and holding the position of As our attorney, to act and sign on my/our behalf to participate in the EOI no..... for Operation and Maintenance of CATS Ambulance Service and Control Room.

I/ We hereby also undertake that I/we will be responsible for all action of Sri/Smt..... undertaken by him/her during the EOI process and thereafter on award of the contract. His / her signature is attested below

Dated this the ____day of 2015

For_____

(Name, Designation and Address)

Accepted

_____(Signature)

(Name, Title and Address of the

Attorney) Date : ____

Annexure - VI

LETTER OF EXCLUSIVITY

I, we, _____, hereby declare that we are/ will not associate with any other firm/entity/consortium submitting a separate application for the Project under consideration.

Dated this the _____ day of _____ 2015.

For _____ (Name, Designation and Address of the Chief Executive Officer of the applicant) (Lead organization in case of consortium)

Accepted

_____(Signature) (Name, Title and Address of the Applicant/s)
Date : _____

Note:

To be executed separately by all the Members in case of Consortium.

FORMAT FOR AFFIDAVIT

**Format for Affidavit Certifying that Entity/ Promoter(s)
/Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of
relevant value)**

Affidavit

I, M/s. _____ (Sole Applicant / Lead Member / Member/Affiliate), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred or blacklisted by any state government or central government / department / organization in India from participating in Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this _____ Day of _____ 2015.

Name of the Applicant _____.

Signature of the Authorized Person _____.

Name of the Authorized Person _____.

Note:

To be executed separately by all the Members in case of Consortium.

ANTI COLLUSION CERTIFICATE

We hereby certify and confirm that in the preparation and submission of our EOI for "Operation and Maintenance of CATS Ambulance Services and Control Room". We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this _____ Day of _____, 2015

For _____

(Name)

Authorized Signatory

Annexure – IX

Check List

Sl. No	Item	Whether included – Yes / No	Page No.
1	Check list		
2	Annexure - I		
3	Annexure - II		
4	Annexure - III		
5	Annexure – IV		
6	Annexure – V		
7	Annexure VI		
8	Annexure VII		
9	Annexure VIII		
10	Bidder should submit the profile of the agency in brief writing on the Organization including structure, man power strength, statutory compliance etc		
11	In case of consortium the profile and curriculum vitae of all the firms/companies in the consortium has to be submitted along with the role of each consortium members in the contract shall be specified. The copies of legal document which prove the formation of consortium should be produced.		
12	Documents showing the identity of Board members of the bidder and in case of consortium partner the identity of board members of all the consortium partner has to be submitted. In case of foreign partners, clearance from appropriate authorities such as police, Ministry of External Agencies, etc are to be submitted.		
13	Brief note on the previous experience of operating a network of emergency ambulances through a centralized control room with photographs shall be submitted. The detail shall include curriculum vitae of the key people handling the project, number of staff with designation in each project, technical details of		

14	the control rooms established, hardware and software used, technical specification, make & model of the ambulance, equipments, standard operating procedures, details of training provided so far and achievements in each of the project handled		
15	The documents proving that the bidder is managing centralized Medical / Emergency ambulance service for two calendar years.		
16	The documents proving that the bidder is having experience in operating and managing a fleet of over 75 fully equipped ambulances under single contract or 150 ambulances not more than 3 contracts for a period of two calendar year supported by a central control room in India or abroad.		
17	The documents proving that the bidder have experience in computer telephony integration with the ability to log calls combined with GPS, geographical information system and GPRS integrate system to facilitate quick dispatch of vehicles.		
18	The documents proving that the bidder have comprehensive training system for service and supervisor personal in the implementation of the emergency response system.		
19	Documents such as articles of association/partnership deed etc, proof of incorporation, proving the registration of place of business and showing the details of partners/promoters/board of directors etc.		
20	Notarized audited copies of the P& L Accounts, Balance Sheet, annual report for the last two completed years certified by the auditors.		
21	Annual turnover statement for last two years certified by the auditor		
22	Notary attested copy of IT returns filed for the last two completed years.		
23	Copy of the complete EOI document duly signed in all pages by the Bidder or the authorized signatory.		

Annexure - X

Tender Document for Purchase of 110 Ambulances

RFP for Setting up of Modern CATS Control Room

TENDER ENQUIRY DOCUMENT

FOR PURCHASE OF
ADVANCE LIFE SUPPORT & BASIC LIFE SUPPORT AMBULANCES

ON BEHALF OF CENTRALISED ACCIDENT & TRAUMA SERVICES (CATS)

(An Autonomous Body of Govt. of NCT of Delhi)

HLL/PCD/CATS/NCT-RT/02/14-15



Issued by

HLL LIFECARE LIMITED

(A Govt. of India Enterprise)

Procurement & Consultancy Services Division

B-14 A, Sector-62, Noida-201 307

Phone: 0120-4071500

Fax: 0120-4071513

URL: www.lifecarehll.com

Email: pcd@lifecarehll.com

INDEX

Section	Topic	Page No.
Section I	– Notice inviting Tender (NIT) -----	03
Section II	– General Instructions to Tenderers (GIT) -----	05
Section III	– General Conditions of Contract (GCC) -----	21
Section IV	– List of Requirements -----	34
Section V	– Technical Specifications -----	35
Section VI	– Quality Control Requirements -----	58
Section VII	– Qualification Criteria -----	59
Section VIII	– Tender Form -----	62
Section IX	– Price Schedules -----	63
Section X	– Questionnaire -----	65
Section XI	– Bank Guarantee Form for EMD -----	66
Section XII	– Manufacturer’s Authorization Form-----	67
Section XIII	– Bank Guarantee Form for Performance Security / CMC Security-----	68
Section XIV	– Contract Forms A&B -----	69
Section XV	– Proforma of Consignee Receipt Certificate -----	73
Section XVI	– Proforma of Final Acceptance Certificate by the Consignee -----	74
Section XVII	– Check List for the Tenderers -----	76
Section XVIII	– Consignee-----	79

SECTION I**NOTICE INVITING TENDERS (NIT)****Tender Enquiry No.: HLL/PCD/CATS/NCT-RT/02 /14-15****Dated: 12.05.2014**

- (1) Procurement & Consultancy Services Division of HLL Lifecare Limited, for and on behalf of Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi) invites sealed tenders, from eligible and qualified tenderers for supply of Advanced Life Support and Basic Life Support Ambulances:

Sl. No.	Type of Ambulance	Total Qty.	EMD (Rs.)
1	Advanced Life Support Ambulance	10 (Ten)	46,00,000 (Rupees Forty Six Lac)
2	Basic Life Support Ambulance	100 (One Hundred)	

- (2) **Tender No.: HLL/PCD/CATS/NCT-RT/02 /14-15**

Sl. No.	Description	Schedule
i.	Dates of sale of tender enquiry documents	14.05.2014 to 03.06.2014 (from 10:00 Hrs to 17:00 Hrs IST)
ii.	Place of sale of Tender Enquiry Documents	HLL Lifecare Limited, Procurement & Consultancy Services Division B-14 A, Sector-62, Noida-201 307 or can be downloaded from the website(s) www.lifecarehll.com or www.eprocure.gov.in or www.health.delhigovt.nic.in
iii.	Cost of the Tender Enquiry Document	Rs. 5,000/-
iv.	Pre Tender Meeting Date & Time	21.05.2014 at 15:00 Hrs IST
v.	Pre Tender Meeting Venue	Conference Hall No-3, 2 nd Level, C-Wing Delhi Secretariat, IP Estate, New Delhi – 110002
vi.	Closing date & time for receipt of Tender	04.06.2014, 1500 Hrs IST
vii.	Time and date of opening of Techno – Commercial tenders	04.06.2014, 1530 Hrs IST
viii.	Venue of Opening of Techno Commercial Tender	Same as 2 (ii)

3. Interested tenderers may obtain further information about this requirement from the above office selling the documents. Tender Enquiry Documents may be purchased on payment of non-refundable fee of Rs. 5,000/- per set in the form of account payee Demand Draft/Pay

Order/Banker's Cheque, drawn on a scheduled bank in India, in favour of "**HLL Lifecare Limited**" payable at New Delhi.

4. If requested, the Tender Enquiry Documents will be mailed by Registered Post/Speed Post to the domestic tenderers, for which extra expenditure per set will be Rs 100/- . The tenderer is to add the applicable postage cost in the non-refundable fee mentioned in Para 3 above.
5. Tenderer may also download the tender enquiry documents from the web site www.lifecarehll.com or www.eprocure.gov.in or www.health.delhigovt.nic.in and submit its tender by utilizing the downloaded document, along with the required non-refundable fee as mentioned in Para 3 above.
6. All prospective tenderers may attend the Pre Tender meeting. The venue, date and time indicated in the Para 2 above.
7. Tenderers shall ensure that their tenders, complete in all respects, are dropped in the Tender Box located at **HLL Lifecare Limited, Procurement and Consultancy Division, B-14 A, Sector-62, Noida-201 307, Uttar Pradesh** on or before the closing date and time indicated in the Para 2 above, failing which the tenders will be treated as late and rejected.
8. In the event of any of the above mentioned dates being declared as a holiday / closed day for the purchase organisation, the tenders will be sold/received/opened on the next working day at the appointed time.
9. This is a public project for emergency Health Services undertaken by CATS with procurement support from HLL Lifecare Limited and technical partnership with the United Nations Development Programme (UNDP).
10. The Tender Enquiry Documents are not transferable.

Head (P&CD)

SECTION - II**GENERAL INSTRUCTIONS TO TENDERERS (GIT)****CONTENTS**

Sl. No.	Topic	Page No.
A	PREAMBLE	
1	Definitions and Abbreviations	7
2	Introduction	8
3	Availability of Funds	9
4	Language of Tender	9
5	Eligible Tenderers	9
6	Tendering Expense	9
B	TENDER ENQUIRY DOCUMENTS	
7	Contents of Tender Enquiry Documents	9
8	Amendments to Tender Enquiry Documents	10
9	Clarification of Tender Enquiry Documents	10
C	PREPARATION OF TENDERS	
10	Documents Comprising the Tender	10
11	Tender Currencies	11
12	Tender Prices	12
13	Firm Price	12
14	Alternative Tenders	12
15	Documents Establishing Tenderer's Eligibility and Qualifications	12
16	Documents Establishing Good's Conformity to Tender Enquiry Document	13
17	Earnest Money Deposit (EMD)	13
18	Tender Validity	14
19	Signing and Sealing of Tender	14

D	SUBMISSION OF TENDERS	
20	Submission of Tenders	15
21	Late Tender	15
22	Alteration and Withdrawal of Tender	15
E	TENDER OPENING	
23	Opening of Tenders	16
F	SCRUTINY AND EVALUATION OF TENDERS	
24	Basic Principle	16
25	Scrutiny of Tenders	16
26	Minor Informality/Irregularity/Non-Conformity	17
27	Discrepancy in Prices	17
28	Discrepancy between original and copies of Tender	18
29	Qualification Criteria	18
30	Comparison of Tenders	18
31	Tenderer's capability to perform the contract	18
32	Contacting the Purchaser	18
G	AWARD OF CONTRACT	
33	Purchaser's Right to Accept any Tender and to Reject any or All Tenders	18
34	Award Criteria	19
35	Variation of Quantities at the Time of Award	19
36	Notification of Award	19
37	Issue of Contract	19
38	Non-receipt of Performance Security and Contract by the Purchaser/Consignee	19
39	Return of EMD	20
40	Publication of Tender Result	20
41	Corrupt or Fraudulent Practices	20

A. PREAMBLE

1. Definitions and Abbreviations

1.1 The following definitions and abbreviations, which have been used in these documents shall have the meanings as indicated below:

1.2. Definitions:

- (i) “Purchaser” means Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi).
- (ii) “Tender” means Bids / Quotation / Tender received from a Firm / Tenderer / Bidder.
- (iii) “Tenderer” means Bidder/ Firm submitting Bids / Quotation / Tender
- (iv) “Supplier” means the individual or the firm supplying the goods and services as incorporated in the contract.
- (v) “Goods” means the articles, material, commodities, livestock, furniture, fixtures, raw material, spares, instruments, machinery, equipment, medical equipment, including ambulance and its fabrication industrial plant etc. which the supplier is required to supply to the purchaser under the contract.
- (vi) “Services” means services allied and incidental to the supply of goods, such as transportation, installation, commissioning, provision of technical assistance, training, after sales service, maintenance service and other such obligations of the supplier covered under the contract.
- (vii) “Earnest Money Deposit” (EMD) means Bid Security/ monetary or financial guarantee to be furnished by a tenderer along with its tender.
- (viii) “Contract” means the written agreement entered into between the purchaser and/or consignee and the supplier, together with all the documents mentioned therein and including all attachments, annexure etc. therein.
- (ix) “Performance Security” means monetary or financial guarantee to be furnished by the successful tenderer for due performance of the contract placed on it. Performance Security is also known as Security Deposit.
- (x) “Consignee” means Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi) Headquarters, Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi, to whom the goods are required to be delivered as specified in the Contract. If the goods are required to be delivered to a person as an interim consignee for the purpose of despatch to another person as provided in the Contract then that “another” person is the consignee, also known as ultimate consignee.
- (xi) “Specification” means the document/standard that prescribes the requirement with which goods or service has to conform.
- (xii) “Inspection” means activities such as measuring, examining, testing, gauging one or more characteristics of the product or service and comparing the same with the specified requirement to determine conformity.
- (xiii) “Day” means calendar day.

1.3 Abbreviations:

- (i) “TE Document” means Tender Enquiry Document
- (ii) “NIT” means Notice Inviting Tenders.
- (iii) “GIT” means General Instructions to Tenderers
- (iv) “SIT” means Special Instructions to Tenderers
- (v) “GCC” means General Conditions of Contract
- (vi) “SCC” means Special Conditions of Contract

- (vii) "DGS&D" means Directorate General of Supplies and Disposals
- (viii) "NSIC" means National Small Industries Corporation
- (ix) "PSU" means Public Sector Undertaking
- (x) "CPSU" means Central Public Sector Undertaking
- (xi) "LSI" means Large Scale Industry
- (xii) "SSI" means Small Scale Industry
- (xiii) "LC" means Letter of Credit
- (xiv) "DP" means Delivery Period
- (xv) "BG" means Bank Guarantee
- (xvi) "ED" means Excise Duty
- (xvii) "CD" means Custom Duty
- (xviii) "VAT" means Value Added Tax
- (xix) "CENVAT" means Central Value Added Tax
- (xx) "CST" means Central Sales Tax
- (xxi) "RR" means Railway Receipt
- (xxii) "BL" means Bill of Lading
- (xxiii) "FOB" means Free on Board
- (xxiv) "FCA" means Free Carrier
- (xxv) "FOR" means Free On Rail
- (xxvi) "CIF" means Cost, Insurance and Freight
- (xxvii) "CIP (Destinations)" means Carriage and Insurance Paid up to named port of destination. Additionally the Insurance (local transportation and storage) would be extended and borne by the Supplier from ware house to the consignee site for a period including 3 months beyond date of delivery.
- (xxviii) "DDP" means Delivery Duty Paid named place of destination (consignee site)
- (xxix) "INCOTERMS" means International Commercial Terms as on the date of Tender Opening
- (xxx) "DOH&FW" means Department of Health & Family Welfare, Government of NCT of Delhi
- (xxxi) "DHS" means Directorate of Health Services, Govt of NCT of Delhi.
- (xxxii) "RT" means Re-Tender.
- (xxxiii) "ALS" means Advance Life Support.
- (xxxiv) "BLS" means Basic Life Support.
- (xxxv) "CMC" means Comprehensive Annual Maintenance Contract.
- (xxxvi) "CMVR" Central Motor Vehicle Rules.
- (xxxvii) "NPV" Net Present Value.
- (xxxviii) "UNDP" means United Nations Development Programme.

2. Introduction

- 2.1 This is a public project for emergency Health Services undertaken by CATS with procurement support from HLL Lifecare Limited and technical partnership with the United Nations Development Programme (UNDP).
- 2.2 The Purchaser has issued these TE documents for purchase of goods and related services as mentioned in Section – IV – "List of Requirements", which also indicates, *inter alia*, the required delivery schedule, terms and place of delivery.
- 2.3 This section (Section II - "General Instruction Tenderers") provides the relevant information as well as instructions to assist the prospective tenderers in preparation and submission of tenders. It also includes the mode and procedure to be adopted by the purchaser for receipt and opening as well as scrutiny and evaluation of tenders and subsequent placement of contract.

- 2.4 Before formulating the tender and submitting the same to the purchaser, the tenderer should read and examine all the terms, conditions, instructions, checklist etc. contained in the TE documents. Failure to provide and/or comply with the required information, instructions etc. incorporated in these TE documents may result in rejection of its tender.

3. Availability of Funds

- 3.1 Expenditure to be incurred for the proposed purchase will be met from the funds available with the purchaser/consignee.

4. Language of Tender

- 4.1 The tender submitted by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and the purchaser, shall be written in the English language, unless otherwise specified in the Tender Enquiry. However, the language of any printed literature furnished by the tenderer in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.
- 4.2 The tender submitted by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and the purchaser, may also be written in the Hindi language, provided that the same are accompanied by English translation, in which case, for purpose of interpretation of the tender etc, the English translations shall prevail.

5. Eligible Tenderers

- 5.1 This invitation for tenders is open to all suppliers who fulfil the eligibility criteria specified in GIT clause 15.

6. Tendering Expense

- 6.1 The tenderer shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and for subsequent processing the same. The purchaser will, in no case be responsible or liable for any such cost, expenditure, etc. regardless of the conduct or outcome of the tendering process.

B. TENDER ENQUIRY DOCUMENTS

7. Content of Tender Enquiry Documents

- 7.1 In addition to Section I – “Notice inviting Tender” (NIT), the TE documents include:

Section II	– General Instructions to Tenderers (GIT)
Section III	– General Conditions of Contract (GCC)
Section IV	– List of Requirements
Section V	– Technical Specifications
Section VI	– Quality Control Requirements

- Section VII – Qualification Criteria
- Section VIII – Tender Form
- Section IX – Price Schedule
- Section X – Questionnaire
- Section XI – Bank Guarantee Form for EMD
- Section XII – Manufacturer’s Authorization Form.
- Section XIII – Bank Guarantee Form for Performance Security/CMC Security
- Section XIV – Contract Forms A&B
- Section XV – Proforma of Consignee Receipt Certificate
- Section XVI – Proforma of Final Acceptance Certificate by the consignee
- Section XVII – Check List for the Tenderers
- Section XVIII – Consignee List

- 7.2 The relevant details of the required goods and services, the terms, conditions and procedure for tendering, tender evaluation, placement of contract, the applicable contract terms and, also, the standard formats to be used for this purpose are incorporated in the above-mentioned documents. The interested tenderers are expected to examine all such details etc to proceed further.

8. Amendments to TE documents

- 8.1 At any time prior to the deadline for submission of tenders, the purchaser may, for any reason deemed fit by it, modify the TE documents by issuing suitable amendment(s) to it.
- 8.2 Such an amendment will be notified **only in the website(s) www.lifecarehll.com or www.eprocure.gov.in or www.health.delhigovt.nic.in**. All prospective bidders are hereby instructed to visit the website regularly, so that additional documents if any required or any modifications in the tender documents can be done prior to the last date of submission of the bids.
- 8.3 In order to provide reasonable time to the prospective tenderers to take necessary action in preparing their tenders as per the amendment, the purchaser may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

9. Clarification of TE documents

- 9.1 A tenderer requiring any clarification or elucidation on any issue of the TE documents may take up the same with the purchaser in writing or email (email id: pcd@lifecarehll.com) or FAX (at fax no: 0120-4071513) **on or before the date of pre-bid meeting**.
- 9.2 Each prospective Tenderer can attend the Prebid meeting mentioned in para 2 in Section I with maximum 3 persons duly authorized by Tenderer.

C. PREPARATION OF TENDERS

10. Documents Comprising the Tender

- 10.1 The **Two Tender System**, i.e. “Techno - Commercial Tender” and “Price Tender” prepared by the tenderer shall comprise the following:

A) Techno – Commercial Tender (Un priced Tender)

- i) Earnest money furnished in accordance with GIT clause 17.1.
- ii) Tender Form as per Section VIII (without indicating any prices).
- iii) Documentary evidence, as necessary in terms of clauses 5 and 15 establishing that the tenderer is eligible to submit the tender and, also, qualified to perform the contract if its tender is accepted.
- iv) Power of Attorney in favour of signatory of TE documents.
- v) Documents and relevant details to establish in accordance with GIT clause 16 that the goods and the allied services to be supplied by the tenderer conform to the requirement of the TE documents.
- vi) Performance Statement as per section VII along with relevant copies of orders and end users' satisfaction certificate.
- vii) Price Schedule as per Section IX filled up with all the details with prices blank (without indicating any prices).
- viii) Certificate of Incorporation in the country of origin.
- ix) Checklist as per Section XVII.
- x) Documents evidencing the consortium and the lead partner duly signed and sealed by all the partners thereto.
- xi) The Tenderer/Agent who quotes for goods manufactured by other manufacturer shall furnish Manufacturer's Authorization form

B) Price Tender:

The information given at clause no. 10.1 A) ii) & vii) above should be reproduced with the prices indicated both for ambulances and CMC.

Note:

1. All pages of the Tender should be page numbered and indexed.
2. It is the responsibility of tenderer to go through the TE document to ensure furnishing all required in addition to above, if any.
3. **A proforma invoice showing item wise break up prices for both types of Ambulances (ALS and BLS) with rate and amount of taxes & duties component to be enclosed with the price tender.**

- 10.2. The authorized signatory of the tenderer must sign the tender duly stamped at appropriate places and initial all the remaining pages of the tender.

A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages

- 10.3 A tender, which does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
- 10.4 Tender sent by fax/telex/cable/electronically shall be ignored.

11. Tender currencies

- 11.1 All prices shall be quoted in Indian Rupees and no letter of credit will be opened by the purchaser any time.
- 11.2 Tenders, where prices are quoted in any other way shall be treated as non -responsive and rejected.

12 Tender Prices

- 12.1 The Tenderer shall indicate on the Price Schedule provided under Section IX all the specified components of prices shown therein including the unit prices and total tender prices of the goods and services it proposes to supply against the requirement.
- 12.2 **The Tenderer has to quote for total requirement of both ALS and also BLS Ambulances compulsorily. The Tenderer not quoting for full requirement will be treated as non-responsive and will be ignored.**
- 12.3 Octroi Duty and Local Duties & Taxes: If any shall be paid by the tenderer within the price quoted.
- 12.4 Excise Duty:
Any change in excise duty upward/downward as a result of any statutory variation in excise duty taking place within contract terms shall be allowed to the extent of actual quantum of excise duty paid by the supplier. In case of downward revision in excise duty, the actual quantum of reduction of excise duty shall be reimbursed to the purchaser by the supplier.
- 12.5 Sales Tax:
If a tenderer asks for sales tax/ VAT, Service Tax and Works Contract Tax to be paid extra, the rate and nature of sales tax applicable should be shown separately **in their proforma invoice**. The sales tax / VAT, Service Tax and Works Contract Tax will be paid as per the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax / VAT, Service Tax and Works Contract Tax and is payable as per the terms of the contract. If any refund of Tax is received at a later date, the Supplier must return the amount forth-with to the purchaser.

13. Firm Price

The prices quoted by the tenderer shall remain firm and fixed during the currency of the contract and not subject to variation on any account. **However, any change in Excise Duty and/or VAT/CST upward/downward as a result of any statutory variation takes place within the contract period shall be allowed to the extent of actual quantum paid by the supplier** as mentioned in clause no. 12.4 & 12.5.

14. Alternative Tenders

- 14.1 Alternative Tenders are not permitted.
- 14.2 Only one tenderer is permitted to quote for the same manufacturer irrespective of models.

15 Documents Establishing Tenderer's Eligibility and Qualifications

- 15.1 The tenderer shall furnish, as part of its tender, relevant details and documents establishing its eligibility to quote and its qualifications to perform the contract.
- 15.2 The documentary evidence needed to establish the tenderer's qualifications shall fulfil the following requirements:
- a) In case the tenderer offers to supply goods, which are manufactured by some other firm, the tenderer has been duly authorised by the goods manufacturer to quote for and supply the

goods to the purchaser. The tenderer shall submit the manufacturer's authorization letter to this effect as per the standard form provided under Section XII in this document.

- b) The tenderer has the required financial, technical and production capability necessary to perform the contract and, further, it meets the qualification criteria incorporated in the Section VII in these documents.

15.3 Documents evidencing consortium agreement with Lead Partner. The agreement shall clearly detail the following:

- a. The Lead partner shall be responsible to the various penal and financial clauses in this tender document. The responsibilities and liabilities among the consortium partners will form part of the agreement.
- b. Mention all details regarding the sharing of responsibilities between partners as regards the provision of warranties of the vehicle/fitments /medical equipment etc.
- c. Mention the full contact details of the Consortium Office & the Consortium Manager, who will act as a single point contact person for all communication regarding the execution of this order and subsequent communication regarding the provision of warranties, defaults, penalties etc.
- d. The lead partner will be overall responsible for fulfilling all the obligations as desired in the tender.

The aforementioned Consortium Agreement must be submitted along with the technical bid. The Purchaser reserves the right to seek clarification/Summarily reject the tender of the consortium whose Agreement is ambiguous or does not address the aforementioned points.

16. Documents establishing good's Conformity to TE document.

- 16.1 The tenderer shall provide in its tender the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the goods and services offered in the tender fully conform to the goods and services specified by the purchaser in the TE documents. For this purpose the tenderer shall also provide a clause-by-clause compliance on the technical specifications and other technical details incorporated by the purchaser in the TE documents to establish technical responsiveness of the goods and services offered in its tender.
- 16.2 In case there is any variation and/or deviation between the goods & services prescribed by the purchaser and that offered by the tenderer, the tenderer shall list out the same in a chart form without ambiguity and provide the same along with its tender.
- 16.3 If a tenderer furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the goods and services offered by it, its tender will be liable to be ignored and rejected in addition to other remedies available to the purchaser in this regard.

17. Earnest Money Deposit (EMD)

- 17.1 The tenderer shall furnish along with its tender, earnest money for amount as shown in the List of Requirements and Section I. In case the consortium partners want to submit separate EMD amount with a combined total amount of the required EMD, they may do so, however, in case of forfeiture of EMD, total EMD amount, submitted individually, shall be invoked. The earnest money is required to protect the purchaser against the risk of the tenderer's unwarranted conduct as amplified under sub-clause 17.6 below.

17.2 The earnest money shall be denominated in Indian Rupees. The earnest money shall be furnished in one of the following forms:

- i) Account Payee Demand Draft
- ii) Banker's cheque and
- iii) Bank Guarantee

17.3 The demand draft or banker's cheque shall be drawn on any commercial bank in India in favour of the "HLL Lifecare Limited" payable at New Delhi. In case of bank guarantee, the same is to be provided from any commercial bank in India as per the format specified under Section XI in these documents.

17.4 The earnest money, if submitted in form of **Bank Guarantee, shall be valid for a period of one year** from Techno-Commercial Tender opening date.

17.5 Unsuccessful tenderers' earnest money will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the resultant contract. Successful tenderer's earnest money will be returned without any interest, after receipt of performance security from that tenderer.

17.6 Earnest Money is required to protect the purchaser against the risk of the Tenderer's conduct, which would warrant the forfeiture of the EMD. Earnest money of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The successful tenderer's earnest money will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

18. Tender Validity

18.1 The tenders shall remain valid for acceptance for a period of 120 days (One hundred and twenty days) after the date of tender opening prescribed in the TE document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.

18.2 In exceptional cases, the tenderers may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by mail or by fax/ telex/cable followed by surface mail. The tenderers, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly. A tenderer, who may not agree to extend its tender validity after the expiry of the original validity period the EMD furnished by them shall not be forfeited.

18.3 In case the day up to which the tenders are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the tender validity shall automatically be extended up to the next working day.

19. Signing and Sealing of Tender

19.1 The tenderers shall submit their tenders as per the instructions contained in GIT Clause 10.

19.2 A tenderer shall submit two copies of its tender marking them as "Original" and "Duplicate". Both the original & duplicate will contain separate techno-commercial and price bid. Duplicate tenders may contain all pages including Technical Literature/Catalogues as per in Original tenders.

19.3 The original and duplicate tender shall either be typed or written in indelible ink and the same shall be signed by the tenderer or by a person(s) who has been duly authorized to bind

- the tenderer to the contract. The letter of authorization shall be by a written power of attorney, which shall also be furnished along with the tender.
- 19.4 Both the copies of the tender shall be duly signed at the appropriate places as indicated in the TE documents and all other pages of the tender including printed literature, if any shall be initialled by the same person(s) signing the tender. The tender shall not contain any erasure or overwriting, except as necessary to correct any error made by the tenderer and, if there is any such correction; the same shall be initialled by the person(s) signing the tender.
- 19.5 The tenderer is to seal the original and duplicate copy of the tender in separate envelopes, duly marking the same as “Original” and “Duplicate” and writing the address of the purchaser and the tender reference number on the envelopes. The sentence “NOT TO BE OPENED” before _____ (The tenderer is to put the date & time of tender opening) are to be written on these envelopes. The envelopes (original & duplicate) are then to be put in a bigger outer envelope, which will also be duly sealed, marked etc. as above. If the outer envelope is not sealed and marked properly as above, the purchaser will not assume any responsibility for its misplacement, premature opening, late opening etc.
- 19.6 TE document seeks quotation following **two Tender System**, in two parts. First part will be known as **‘Techno - Commercial Tender’**, and the second part **‘Price Tender’** as specified in clause 10 of GIT. Tenderer shall seal **‘Techno - Commercial Tender’** and **‘Price Tender’** separately and covers will be suitably super scribed. Both these sealed covers shall be put in a bigger cover and sealed and procedure prescribed in Paras 19.1 to 19.5 followed.

D. SUBMISSION OF TENDERS

20. Submission of Tenders

- 20.1 Unless otherwise specified, the tenderers are to deposit the tenders in the tender box kept for this purpose at **HLL Lifecare Limited, Procurement and Consultancy Division, B-14 A, Sector-62, Noida-201 307, Uttar Pradesh**. In case of bulky tender, which cannot be put into tender box, the same shall be submitted by the tenderer by hand to **Head (P&CD)** or his nominee, **HLL Lifecare Limited, Procurement and Consultancy Division, B-14 A, Sector-62, Noida-201 307, Uttar Pradesh**. The officer receiving the tender will give the tenderer an official receipt duly signed with date and time.
- 20.2 The tenderers must ensure that they deposit their tenders not later than the closing time and date specified for submission of tenders. It is the responsibility of the tenderer to ensure that their Tenders whether sent by post or by courier or by person, are dropped in the Tender Box by the specified clearing date and time. In the event of the specified date for submission of tender falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be received up to the appointed time on the next working day.

21. Late Tender

A tender, which is received after the specified date and time for receipt of tenders will be treated as “late” tender and will be ignored.

22. Alteration and Withdrawal of Tender

- 22.1 The tenderer, after submitting its tender, is permitted to alter / modify its tender so long as such alterations / modifications are received duly signed, sealed and marked like the original tender, within the deadline for submission of tenders. Alterations / modifications to tenders received after the prescribed deadline will not be considered.

- 22.2 No tender should be withdrawn after the deadline for submission of tender and before expiry of the tender validity period. If a tenderer withdraws the tender during this period, it will result in forfeiture of the earnest money furnished by the tenderer in its tender.

E. TENDER OPENING

23. Opening of Tenders

- 23.1 The purchaser will open the tenders at the specified date and time and at the specified place as indicated in the NIT.

In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day.

- 23.2 Authorized representatives of the tenderers (Maximum three persons), who have submitted tenders on time may attend the tender opening provided they bring with them letters of authority from the corresponding tenderers.

The tender opening official(s) will prepare a list of the representatives attending the tender opening. The list will contain the representatives' names & signatures and corresponding tenderers' names and addresses.

- 23.3 Two - Tender system as mentioned in Para 19.6 above will be as follows. The **Techno - Commercial Tenders** are to be opened in the first instance, at the prescribed time and date as indicated in NIT. These Tenders shall be scrutinized and evaluated by the competent committee/ authority with reference to parameters prescribed in the TE document. During the Techno - Commercial Tender opening, the tender opening official(s) will read the salient features of the tenders like brief description of the goods offered, delivery period, Earnest Money Deposit and any other special features of the tenders, as deemed fit by the tender opening official(s). Thereafter, in the second stage, the Price Tenders of only the Techno - Commercially acceptable offers (as decided in the first stage) shall be opened for further scrutiny and evaluation on a date notified after the evaluation of the Techno – Commercial tender.

F. SCRUTINY AND EVALUATION OF TENDERS

24. Basic Principle

- 24.1 Tenders will be evaluated on the basis of the terms & conditions already incorporated in the TE document, based on which tenders have been received and the terms, conditions etc. mentioned by the tenderers in their tenders. No new condition will be brought in while scrutinizing and evaluating the tenders.

25. Scrutiny of Tenders

- 25.1 The Purchaser will examine the Tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed stamped and whether the Tenders are generally in order.

- 25.2 The Purchaser's determination of a Tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence
- 25.3 The tenders will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the TE document. The tenders, which do not meet the basic requirements, are liable to be treated as non-responsive and will be rejected.
- 25.4 The following are some of the important aspects, for which a tender shall be declared non-responsive during the evaluation and will be ignored;
- (i) Tender is unsigned.
 - (ii) Tender validity is shorter than the required period.
 - (iii) Required EMD (Amount, validity etc.) have not been provided.
 - (iv) Tenderer has not agreed to give the required performance security of required amount in an acceptable form in terms of GCC clause 4, for due performance of the contract.
 - (v) Tenderer has not agreed to other essential condition(s) specially incorporated in the tender enquiry like terms of payment, liquidated damages clause, warranty clause, dispute resolution mechanism applicable law.
 - (vi) Unsatisfactory past performance.
 - (vii) Tenderers who stand banned/blacklisted by any Govt. Authorities.
 - (viii) Tenderer is not eligible as per GIT Clauses 15.
 - (ix) Tenderer has not quoted for the entire quantity as specified in the List of Requirements in the quoted schedule.
 - (x) Tenderer has not agreed for the delivery terms and delivery schedule.
 - (xi) Tenderer has quoted for goods manufactured by other manufacturer without the required Manufacturer's Authorization Form as per Section XII.
 - (xii) Tenderer has not quoted for CMC wherever required.

26. Minor Informality/Irregularity/Non-Conformity

- 26.1 If during the evaluation, the purchaser find any minor informality and/or irregularity and/or non-conformity in a tender, the purchaser will convey its observation on such 'minor' issues to the tenderer by registered/speed post/courier/e-mail/fax etc. asking the tenderer to respond by a specified date. If the tenderer does not reply by the specified date or gives evasive reply without clarifying the point of issue in clear terms, that tender will be liable to be ignored.

27 Discrepancies in Prices

- 27.1 If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.
- 27.2 If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected.
- 27.3 If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail, subject to sub clause 27.1 and 27.2 above.
- 27.4 If, as per the judgement of the purchaser, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the tenderer by registered / speed post/Fax. If

the tenderer does not agree to the observation of the purchaser, the tender is liable to be ignored.

28. Discrepancy between original and duplicate copy of Tender

- 28.1 In case any discrepancy is observed between the text etc. of the original copy and that in the other copy of the same tender set, the text etc. of the original copy shall prevail.

29. Qualification Criteria

Tenders of the tenderers, who do not meet the required Qualification Criteria prescribed in Section VII, will be treated as non - responsive and will not be considered further.

30. Comparison of Tenders

- 30.1 The comparison of the responsive tenders shall be carried out on Delivery Duty Paid (DDP) consignee site basis taking into account price quoted for CMC also.
- 30.2 **Net Present value (NPV) of the Comprehensive Annual Maintenance charges (CMC) quoted for 5 years after expiry of the comprehensive warranty period, will be calculated at a discounted rate of 10% and shall be added to the tender price of ambulances to evaluate the tenders.**

31. Tenderer's capability to perform the contract

- 31.1 The purchaser, through the above process of tender scrutiny and tender evaluation will determine to its satisfaction whether the tenderer, whose tender has been determined as the lowest evaluated responsive tender is eligible, qualified and capable in all respects to perform the contract satisfactorily.
- 31.2 The above-mentioned determination will, inter alia, take into account the tenderer's financial, technical and production capabilities for satisfying all the requirements of the purchaser as incorporated in the TE document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the tenderer in its tender as well as such other allied information as deemed appropriate by the purchaser.

32. Contacting the Purchaser

- 32.1 From the time of submission of tender to the time of awarding the contract, if a tenderer needs to contact the purchaser for any reason relating to this tender enquiry and / or its tender, it should do so only in writing.
- 32.2 In case a tenderer attempts to influence the purchaser in the purchaser's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the tenderer shall be liable for rejection in addition to appropriate administrative actions being taken against that tenderer, as deemed fit by the purchaser.

G. AWARD OF CONTRACT

33. Purchaser's Right to accept any tender and to reject any or all tenders

- 33.1 The purchaser reserves the right to accept in part or in full any tender or reject any or more tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected tenderer or tenderers.

34. Award Criteria

- 34.1 Subject to GIT clause 33 above, the contract will be awarded to the lowest evaluated responsive tenderer decided by the purchaser in terms of GIT Clause 31.

35. Variation of Quantities at the Time of Award/ Currency of Contract

- 35.1 At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to twenty five (25) per cent, the quantity of goods and services mentioned in the schedule (s) in the “List of Requirements” (rounded off to next whole number) without any change in the unit price and other terms & conditions quoted by the tenderer.
- 35.2 If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by up to twenty five (25) per cent, the quantity of goods and services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms & conditions mentioned in the contract, during the currency of the contract.

36. Notification of Award/ Letter of Intent

- 36.1 Before expiry of the tender validity period, the purchaser will notify the successful tenderer in writing, by registered / speed post or by fax that its tender for goods & services, which have been selected by the purchaser, has been accepted, also briefly indicating therein the essential details like description, specification and quantity of the goods & services and corresponding prices accepted. The successful tenderer must accept and return a signed copy of the NOA within 15 days and furnish to the purchaser the required performance security within thirty (30) days from the date of dispatch of this notification, failing which the EMD will be forfeited and the award will be cancelled.
- 36.2 This Notification of Award shall be converted into a Contract Agreement (Contract Form-A in Section-XIV) only after the Prototype is finally approved as per GCC clause 7 of the tender enquiry document. During interim period between the Letter of Intent and the signing of Contract Agreement, the tenderer will be bound by the terms and conditions of the tender documents. There will be no materialization of the contract if final prototype is rejected by the purchaser.

37. Issue of Contract

- 37.1 Promptly after approval of prototype, the Purchaser/Consignee will mail the contract form (as per Section XIV) duly completed and signed, in duplicate, to the successful tenderer by registered / speed post.
- 37.2 The successful tenderer shall immediately return the original copy of the contract, duly signed and dated, to the Purchaser/Consignee by registered / speed post.

38. Non-receipt of Performance Security and Contract by the Purchaser/Consignee

- 38.1 Failure of the successful tenderer in providing performance security and / or returning contract copy duly signed in terms of GIT clauses 36 and 37 above shall make the tenderer liable for forfeiture of its EMD and, also, for further actions by the Purchaser/Consignee against it as per the clause 20 of GCC – Termination of default.

39. Return of E M D

The earnest money of the successful tenderer and the unsuccessful tenderers will be returned to them without any interest, whatsoever, in terms of GIT Clause 17.5.

40. Publication of Tender Result

- 40.1 The name and address of the successful tenderer(s) receiving the contract(s) will be mentioned in the notice board/bulletin/web site of the purchaser.

41. Corrupt or Fraudulent Practices

- 41.1 It is required by all concerned namely the Consignee/Tenderers/Suppliers etc to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser: -

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
 - (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Tenderers (prior to or after Tender submission) designed to establish Tender prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;
- (b) will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the purchaser if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

SECTION - III**GENERAL CONDITIONS OF CONTRACT (GCC)****TABLE OF CLAUSES**

Sl No.	Topic	Page No.
1	Application	22
2	Use of contract documents and information	22
3	Patent Rights	22
4	Performance Security	22
5	Technical Specifications and Standards	23
6	Packing	23
7	Inspection, Testing and Quality Control	23
8	Terms of Delivery	25
9	Insurance	25
10	Spare parts	25
11	Incidental services	25
12	Warranty	25
13	Assignment	27
14	Modification of contract	27
15	Prices	27
16	Taxes and Duties	27
17	Terms and mode of Payment	27
18	Delivery	29
19	Liquidated Damages	30
20	Termination for default	30
21	Termination for insolvency	31
22	Force Majeure	31
23	Termination for convenience	32
24	Governing language	32
25	Notices	32
26	Resolution of disputes	32
27	Applicable Law	33
28	Withholding and Lien	33
29	General/Miscellaneous Clauses	33

1. Application

- 1.1 The General Conditions of Contract incorporated in this section shall be applicable for this purchase to the extent the same are not superseded by List of requirements under Section IV and Technical Specification under Section V of this document.

2. Use of contract documents and information

- 2.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this TE document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- 2.2 Further, the supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC sub-clause 2.1 above except for the sole purpose of performing this contract.
- 2.3 Except the contract issued to the supplier, each and every other document mentioned in GCC sub-clause 2.1 above shall remain the property of the purchaser and, if advised by the purchaser, all copies of all such documents shall be returned to the purchaser on completion of the supplier's performance and obligations under this contract.

3. Patent Rights

- 3.1 The supplier shall, at all times, indemnify and keep indemnified the purchaser, free of cost, against all claims which may arise in respect of goods & services to be provided by the supplier under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the purchaser, the purchaser shall notify the supplier of the same and the supplier shall, at his own expenses take care of the same for settlement without any liability to the purchaser.

4. Performance Security

- 4.1 Within thirty (30) days from date of the issue of Contract by the Purchaser/Consignee, the supplier, shall furnish performance security to the Purchaser/Consignee for an amount equal to ten percent (10%) of the total value of the contract, valid up to sixty (60) days after the date of completion of all contractual obligations by the supplier, including the comprehensive warranty obligations, initially valid for a period of minimum **43 months** from the date of the Contract.
- 4.2 The Performance security shall be denominated in Indian Rupees as detailed below:

It shall be in any one of the forms namely Account Payee Demand Draft or Fixed Deposit Receipt drawn from any Scheduled bank in India or Bank Guarantee issued by a Scheduled bank in India, in the prescribed form as provided in section XIII of this document in favour of the Purchaser/Consignee. The validity of the Fixed Deposit receipt or Bank Guarantee will be for a period up to sixty (60) days beyond Warranty Period.

- 4.3 In the event of any failure /default of the supplier with or without any quantifiable loss to the purchaser, the amount of the performance security is liable to be forfeited. The purchaser may do the needful to cover any failure/default of the supplier with or without any quantifiable loss to the purchaser.
- 4.4 In the event of any amendment issued to the contract, the supplier shall, within fifteen (15) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
- 4.5 Subject to GCC sub – clause 4.3 above, the Purchaser/Consignee will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations & after receipt of Consignee wise bank guarantee for CMC security in favour of the consignee as per the format in Section XIII.
- 4.6 The supplier shall enter into Annual Comprehensive Maintenance Contract as per the 'Contract Form – B' in Section XIV with respective consignees, 3 (three) months prior to the completion of Warranty Period. The CMC will commence from the date of expiry of the Warranty Period.

5. Technical Specifications and Standards

- 5.1 The Goods & Services to be provided by the supplier under this contract shall conform to the technical specifications mentioned in 'Technical under Sections V of this document.

6. Packing

- 6.1 The packing for the equipment fitted in the ambulance as provided by the supplier should be strong and durable enough to withstand, without limitation, the entire journey during transit including transshipment (if any), rough handling, open storage etc. without any damage, deterioration etc.

7. Inspection, Testing and Quality Control

- 7.1 **Prototype Inspection: One prototype of the ALS Ambulance to be introduced into operations must be inspected and approved before being taken up for serial production. The BLS Ambulance so supplied shall be similar to the approved ALS Ambulance with the exception of medical equipment which are not mandated for in the BLS ambulance.**

ALS ambulance prototype shall undergo a four step inspection and verification process to ensure compliance with the technical specifications contained herein:

- 7.1.1 **Theoretical compliance** based on documents & drawings furnished along with the technical bid. The ambulance design and layout proposed by the bidder in the drawings submitted along with the technical bid must be approved by the purchaser before commencement of prototype production. The Purchaser reserves the right to ask for appropriate changes in the ambulance layout if not found suitable.
- 7.1.2 **Preliminary Prototype Inspection:** This shall be done after the prototype production is complete and the vehicle is ready to be sent for CMVR Homologation & other tests. This inspection shall be conducted by a multi-disciplinary committee formed by the Purchaser. This shall be done at the work unit where the ambulance is manufactured. All costs related to this inspection shall be borne by the Purchaser for the first visit. In case the vehicle is rejected in the first instance, all subsequent inspections shall be at the cost of the supplier subject to a maximum of two [1st Inspection + 2] additional opportunities to address the

non-compliances identified. Inspection team will consist of 5 (five) to 7 (seven) members. Expense will be to & fro economy air fare, local conveyance, boarding and lodging of the inspection team for the inspection period.

7.1.3 **CMVR Compliance** certification & all other tests on the vehicle required to verify compliance with the tender document for the complete homologated ambulance with all equipments and fitments loaded. These reports shall be obtained by the bidder from any of the testing agencies specified in CMVR & the bidder shall bear all costs related with the same.

7.1.4 **Final prototype inspection which is fully loaded and ready for operation** for verifying compliance with all non-CMVR & other special requirements specified herein this tender document. This inspection shall be conducted by a multi-disciplinary committee formed by the purchaser. This inspection maybe conducted at the testing agency or at another location decided by the Purchaser. All costs related to this first inspection shall be borne by the Purchaser. In case the vehicle is rejected in the first inspection, all subsequent inspections shall be at the cost of the supplier subject to a maximum of two [1st Inspection + 2] additional opportunities to address the non-compliances identified. Inspection team will consist of 5 (five) to 7 (seven) members. The bidder will furnish all necessary documents, test reports and compliance certificates to the inspection committee. The decision of this Committee shall be final and binding in all respects and is not subject to dispute. In case the final prototype is not approved by the technical committee, the Performance Security will be forfeited in terms of GCC clause 4.

The tenderer has to take written approval of the final prototype approved from the purchaser before going for serial production of ambulances. This final approved prototype shall be retained till the end as a reference and will be the last ambulance to be rolled out in the complete order. All supplies are to be made as per the prototype finally approved by the purchaser.

7.2 If during such inspections and tests the contracted goods fail to conform to the required specifications and standards, the purchaser's inspector may reject them and the supplier shall either replace the rejected goods or make all alterations necessary to meet the specifications and standards, as required, free of cost to the purchaser and resubmit the same to the purchaser's inspector for conducting the inspections and tests again.

7.3 In case the contract stipulates pre-despatch inspection of the ordered goods at supplier's premises, the supplier shall put up the goods for such inspection to the purchaser's inspector well ahead of the contractual delivery period, so that the purchaser's inspector is able to complete the inspection within the contractual delivery period.

7.4 If the supplier tenders the goods to the purchaser's inspector for inspection at the last moment without providing reasonable time (**i.e. 15 days prior to expiry of contract delivery period**) to the inspector for completing the inspection within the contractual delivery period, the inspector may carry out the inspection and complete the formality beyond the contractual delivery period at the risk and expense of the supplier. The fact that the goods have been inspected after the contractual delivery period will not have the effect of keeping the contract alive and this will be without any prejudice to the legal rights and remedies available to the purchaser under the terms & conditions of the contract.

7.5 The purchaser's/consignee's contractual right to inspect, test and, if necessary, reject the goods after the goods' arrival at the final destination if the supplied goods are not as per the approved prototype and tender specification and technical bid.

7.6 Goods accepted by the purchaser/consignee and/or its inspector at initial inspection and in final inspection in terms of the contract shall in no way dilute purchaser's/consignee's right to reject the same later, if found deficient in terms of the warranty clause of the contract, as incorporated under GCC Clause 12.

- 7.7 Factory Inspection: The purchaser reserves the right to inspect, take photography/ videography at any stage during the fabrication/ assembly of the prototype or bulk production at the premises where such fabrication/assembly is/are being carried out by the supplier.

8. Terms of Delivery

- 8.1 Goods shall be delivered by the supplier in accordance with the terms of delivery and as per the delivery period specified in the List of requirement.

9. Insurance:

- 9.1 The supplier shall make arrangements for insuring the goods against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The supplier shall be responsible till the entire stores contracted for arrive in good condition at destination. The transit risk in this respect shall be covered by the Supplier by getting the stores duly insured.

10. Spare parts

- 10.1 If specified in the List of Requirements and in the resultant contract, the supplier shall supply/provide any or all of the following materials, information etc. pertaining to spare parts manufactured and/or supplied by the supplier:
- a) The spare parts as selected by the Purchaser/Consignee to be purchased from the supplier, subject to the condition that such purchase of the spare parts shall not relieve the supplier of any contractual obligation including warranty obligations; and
 - b) In case the production of the spare parts is discontinued:
 - i) Sufficient advance notice to the Purchaser/Consignee before such discontinuation to provide adequate time to the purchaser to purchase the required spare parts etc., and
 - ii) Immediately following such discontinuation, providing the Purchaser/Consignee, free of cost, the designs, drawings, layouts and specifications of the spare parts, as and if requested by the Purchaser/Consignee.

- 10.2 Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and spares for the goods so that the same are used during warranty.

11. Incidental services

- 11.1 The supplier shall be required to perform the following services free of cost.
- i) Training of Consignee's Doctors, Staff, operators etc. for operating and maintaining the goods
 - ii) Supplying required number of operation & maintenance manual for the goods.

12. Comprehensive Warranty

- 12.1 The supplier warrants comprehensively that the goods supplied under the contract is new, unused and incorporate all recent improvements in design and materials unless prescribed

otherwise by the purchaser in the contract. The supplier further warrants that the goods supplied under the contract shall have no defect arising from design, materials, manufacturing or workmanship or from any act or omission of the supplier that may develop under normal use of the supplied goods under the conditions prevailing in India.

- 12.2 The Comprehensive warranty of vehicle shall remain valid for a period of 3 (three) years or 1,50,000 (one lac fifty thousand) kilometres, whichever is earlier and 3 years Comprehensive warranty on fabrication and all other equipment including medical equipment as mentioned in the list of requirement/ General Technical specification, after the goods or any portion thereof as the case may be, have been delivered, Installed and Commissioned at the final destination and accepted by the purchaser/consignee in terms of the contract
- a. No conditional warranty will be acceptable.
 - b. Warranty will be inclusive of all spares, but exclusive of Tyres and wear & tear of windscreen, window & door glasses. Batteries for vehicle & any other equipment will cover standard manufacturer's warranty. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.
 - c. Replacement and repair will be undertaken for the defective goods.
- 12.3 In case of any claim arising out of this warranty, the Purchaser/Consignee shall promptly notify the same in writing to the supplier. The detail of the contact person and his telephone no, email id and fax no must be furnished by the supplier immediately after the receipt of the contract. The period of the warranty will be as per G.C.C clause number 12.2 above irrespective of any other period mentioned elsewhere in the bidding documents.
- 12.4 Upon receipt of such notice, the supplier shall, within **three (03) working hours respond to take action to repair/rectify/replace** the defective goods or parts thereof, free of cost, at the ultimate destination **within reasonable time to be mutually agreed upon**. The supplier shall take over the replaced parts/goods after providing their replacements and no claim, whatsoever shall lie on the purchaser for such replaced parts/goods thereafter. The penalty clause for non-rectification will be applicable as per GCC clause 12.10.
- 12.5 Deleted
- 12.6 If the supplier, having been notified, fails to respond to take action to repair or replace the defect(s) within **the time as mutually agreed as mentioned in clause 12.4 above**, the purchaser may proceed to take such remedial action(s) as deemed fit by the purchaser, at the risk and expense of the supplier and without prejudice to other contractual rights and remedies, which the purchaser may have against the supplier.
- 12.7 During Warranty period, the supplier is required to visit at each consignee's site at least once in 3 months commencing from the date of the delivery for preventive maintenance of the goods irrespective of the breakdown calls.
- 12.8 The supplier shall ensure continued supply of the spare parts for the machines and equipment supplied by them to the purchaser for 10 years from the date of installation and handing over.
- 12.9 The Supplier shall always accord most favoured client status to the Purchaser vis-à-vis its other Clients/Purchasers of its equipment/machines/goods etc. and shall always give the most competitive price for its machines/equipment supplied to the Purchaser/Consignee.

- 12.10 Uptime Warranty: During the warranty period, bidder shall maintain 95% uptime of the ambulance calculated on annual basis. Time for scheduled maintenance shall be excluded for computation of uptime warranty. Failure to meet uptime shall render supplier liable for penalty @ 0.1% per day of the total cost of the vehicles not meeting the uptime warranty. In case of exceptional circumstances, like accident, damage by crowd, mishandling, sabotage, operational errors, etc. the bidder may seek exempting downtime calculation which may be approved by the Director, Centralised Accident & Trauma Services (CATS).

Uptime warranty will be defined by clause no. 12.4 of GCC

13. Assignment

- 13.1 The Supplier shall not assign to any other party, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission.

14. Modification of contract

- 14.1 If necessary, the purchaser may, by a written order given to the supplier at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more of the following:
- a) Specifications, drawings, designs etc. where goods to be supplied under the contract are to be specially manufactured for the purchaser,
 - b) Mode of packing,
 - c) Incidental services to be provided by the supplier
 - d) Mode of despatch,
 - e) Place of delivery, and
 - f) Any other area(s) of the contract, as felt necessary by the purchaser depending on the merits of the case.

15. Prices

- 15.1 Prices to be charged by the supplier for supply of goods and provision of services in terms of the contract shall not vary from the corresponding prices quoted by the supplier in its tender and incorporated in the contract.

16. Taxes and Duties

- 16.1 Supplier shall be entirely responsible for all taxes, duties, fees, levies etc. incurred until delivery of the contracted goods to the purchaser.

17. Terms and Mode of Payment

17.1 Payment Terms

- A) Payment shall be made subject to recoveries, if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.

a) On delivery:

80% payment of the contract price shall be paid on receipt of goods in good condition and upon the submission of the following documents:

- (i) Four copies of supplier's invoice showing contract number, goods description, quantity, unit price and total amount;
- (ii) Consignee Receipt Certificate as per Section XV in original issued by the authorized representative of the consignee;
- (iii) Two copies of list identifying contents in each ambulance;
- (iv) Inspection report/ material despatch clearance certificate issued by the purchaser as per GCC clause 7.
- (v) Insurance Certificate as per GCC Clause 9
- (vi) Manufacturer warranty/ guaranty certificate & in house test certificate.

b) On Acceptance & Commissioning:

Balance 20% payment would be made against 'Final Acceptance Certificate' as per Section XVI of goods to be issued by the consignees subject to recoveries, if any, either on account of non-rectification of defects/deficiencies not attended by the Supplier or otherwise and after commissioning of services.

Note: In case any delay is reported by the supplier on issuance of CRC or FAC a team consisting of Director- CATS or his nominee, technical partner from UNDP, representative of Procurement Support Agent (PSA) will facilitate for resolving the same within 3 days from receipt of such report by the supplier.

- B)** No advance payment will be made by the purchaser. However, supplier may claim for 50% cost of the base vehicle(s) [self-certified copy of the bill should be attached] after the prototype approval and delivery of base vehicle(s) at the fabrication facilities against submission of a BG of equal amount valid for a period not less than 1 year in favor of HLL Lifecare Limited. This payment made shall be adjusted in the actual bill for Ambulances and the said BG will be released along with the payment of actual bill.
- C)** Payment shall be released within 30 days of receipt of supplier's invoice complete in all respect along with all necessary documents as mentioned in GCC clause 17.1 above. **In case the payment is not made to the supplier within the stipulated time against the bill submitted clear in all respect, an interest shall be paid for the delayed period, at the prevailing bank interest rate.**

D) Payment for Annual Comprehensive Maintenance Contract Charges:

The consignee will enter into a separate CMC agreement as per General Technical Specification with the supplier at the rates as stipulated in the contract. The payment of CMC will be made on six monthly basis after satisfactory completion of said period, duly certified by the consignee on receipt of bank guarantee for an amount equivalent to 10% of the annual CMC value as per contract in the prescribed format given in Section XIII valid till 2 months after expiry of entire CMC period.

17.2 The supplier shall not claim any interest on payments under the contract.

17.3 Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.

- 17.4 The payment shall be made in the currency / currencies authorised in the contract.
- 17.5 The supplier shall send its claim for payment in writing, when contractually due, along with relevant documents etc., duly signed with date, to respective consignees.
- 17.6 While claiming payment, the supplier is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the supplier for claiming that payment has been fulfilled as required under the contract.
- 17.7 In case where the supplier is not in a position to submit its bill for the balance payment for want of receipted copies of Inspection Note from the consignee and the consignee has not complained about the non-receipt, shortage, or defects in the supplies made, balance amount will be paid by the paying authority without consignee's receipt certificate after three months from the date of the preceding part payment for the goods in question, subject to the following conditions:
- (a) The supplier will make good any defect or deficiency that the consignee (s) may report within six months from the date of despatch of goods.
 - (b) Delay in supplies, if any, has been regularized.
 - (c) The contract price where it is subject to variation has been finalized.
 - (d) The supplier furnishes the following undertakings:

"I/We, _____ certify that I/We have not received back the Inspection Note duly receipted by the consignee or any communication from the purchaser or the consignee about non-receipt, shortage or defects in the goods supplied. I/We _____ agree to make good any defect or deficiency that the consignee may report within three months from the date of receipt of this balance payment.

18. Delivery

- 18.1 The supplier shall deliver the goods and perform the services under the contract within the time schedule specified by the Purchaser/Consignee in the List of Requirements and as incorporated in the contract. The time for and the date of delivery of the goods stipulated in the schedule shall be deemed to be of the essence of the contract and the delivery must be completed not later than the date (s) as specified in the contract.
- 18.2 Subject to the provision under GCC clause 22, any unexcused delay by the supplier in maintaining its contractual obligations towards delivery of goods and performance of services shall render the supplier liable to any or all of the following sanctions:
- (i) imposition of liquidated damages,
 - (ii) forfeiture of its performance security and
 - (iii) Termination of the contract for default.
- 18.3 If at any time during the currency of the contract, the supplier encounters conditions hindering timely delivery of the goods and performance of services, the supplier shall promptly inform the Purchaser/Consignee in writing about the same and its likely duration and make a request to the Purchaser/Consignee for extension of the delivery schedule accordingly. On receiving the supplier's communication, the Purchaser/Consignee shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of supplier's contractual obligations by issuing an amendment to the contract.
- 18.4 When the period of delivery is extended due to unexcused delay by the supplier, the amendment letter extending the delivery period shall, interalia contain the following conditions:
- (a) The Purchaser/Consignee shall recover from the supplier, under the provisions of the clause 19 of the General Conditions of Contract, liquidated damages on the goods and

services, which the Supplier has failed to deliver within the delivery period stipulated in the contract.

- (b) That no increase in price on account of any ground, whatsoever, including any stipulation in the contract for increase in price on any other ground and, also including statutory increase in or fresh imposition of customs duty, excise duty, sales tax/ VAT, Service Tax and Works Contract Tax or on account of any other tax or duty which may be levied in respect of the goods and services specified in the contract, which takes place after the date of delivery stipulated in the contract shall be admissible on such of the said goods and services as are delivered and performed after the date of the delivery stipulated in the contract.
- (c) But nevertheless, the Purchaser/Consignee shall be entitled to the benefit of any decrease in price on account of reduction in or remission of excise duty, sales tax/ VAT, Service Tax and Works Contract Tax or any other duty or tax or levy or on account of any other grounds, which takes place after the expiry of the date of delivery stipulated in the contract.

18.5 The supplier shall not dispatch the goods after expiry of the delivery period. The supplier is required to apply to the Purchaser/Consignee for extension of delivery period and obtain the same before despatch. In case the supplier dispatches the goods without obtaining an extension, it would be doing so at its own risk and no claim for payment for such supply and / or any other expense related to such supply shall lie against the purchaser.

18.6.1 Passing of Property:

18.6.2 The property in the goods shall not pass to the purchaser unless and until the goods have been delivered to the consignee in accordance with the conditions of the contract.

18.6.3 Where there is a contract for sale of specific goods and the supplier is bound to do something to the goods for the purpose of putting them into a deliverable state the property does not pass until such thing is done.

18.6.4 Unless otherwise agreed, the goods remain at the supplier's risk until the property therein is transferred to the purchaser.

19. Liquidated damages

19.1 Subject to GCC clause 22, if the supplier fails to deliver or install /commission any or all of the goods or fails to perform the services within the time frame(s) incorporated in the contract, the Purchaser/Consignee shall, without prejudice to other rights and remedies available to the Purchaser/Consignee under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% per week of delay or part thereof on delayed supply of goods, installation, commissioning and/or services until actual delivery or performance subject to a maximum of 10% of the contract price. Once the maximum is reached Purchaser/Consignee may consider termination of the contract as per GCC 20.

During the above-mentioned delayed period of supply and / or performance, the conditions incorporated under GCC sub-clause 18.4 above shall also apply.

20. Termination for default

20.1 The Purchaser/Consignee, without prejudice to any other contractual rights and remedies available to it (the Purchaser/Consignee), may, by written notice of default sent to the supplier, terminate the contract in whole or in part, if the supplier fails to deliver any or all

of the goods or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Purchaser/Consignee pursuant to GCC sub-clauses 18.3 and 18.4.

20.2 In the event of the Purchaser/Consignee terminates the contract in whole or in part, pursuant to GCC sub-clause 20.1 above, the Purchaser/Consignee may procure goods and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the supplier shall be liable to the Purchaser/Consignee for the extra expenditure, if any, incurred by the Purchaser/Consignee for arranging such procurement.

20.3 Unless otherwise instructed by the Purchaser/Consignee, the supplier shall continue to perform the contract to the extent not terminated.

21. Termination for insolvency

21.1 If the supplier becomes bankrupt or otherwise insolvent, the purchaser reserves the right to terminate the contract at any time, by serving written notice to the supplier without any compensation, whatsoever, to the supplier, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the Purchaser/Consignee.

22. Force Majeure

22.1 Notwithstanding the provisions contained in GCC clauses 18, 19 and 20, the supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event of Force Majeure.

22.2 For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees , lockouts excluding by its management, and freight embargoes.

22.3 If a Force Majeure situation arises, the supplier shall promptly notify the Purchaser/Consignee in writing of such conditions and the cause thereof within seven days of occurrence of such event. Unless otherwise directed by the Purchaser/Consignee in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

22.4 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.

22.5 In case due to a Force Majeure event the Purchaser/Consignee is unable to fulfil its contractual commitment and responsibility, the Purchaser/Consignee will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

23. Termination for convenience

- 23.1 The Purchaser/Consignee reserves the right to terminate the contract, in whole or in part for its (Purchaser's/Consignee's) convenience, by serving written notice on the supplier at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Purchaser/Consignee. The notice shall also indicate interalia, the extent to which the supplier's performance under the contract is terminated, and the date with effect from which such termination will become effective.
- 23.2 The goods and services which are complete and ready in terms of the contract for delivery and performance within thirty days after the supplier's receipt of the notice of termination shall be accepted by the Purchaser/Consignee following the contract terms, conditions and prices. For the remaining goods and services, the Purchaser/Consignee may decide:
- a) To get any portion of the balance completed and delivered at the contract terms, conditions and prices; and / or
 - b) To cancel the remaining portion of the goods and services and compensate the supplier by paying an agreed amount for the cost incurred by the supplier towards the remaining portion of the goods and services.

24. Governing language

- 24.1 The contract shall be written in English language following the provision as contained in GIT clause 4. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

25. Notices

- 25.1 Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by cable or telex or facsimile and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.
- 25.2 The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

26. Resolution of disputes

- 26.1 If dispute or difference of any kind shall arise between the Purchaser/Consignee and the supplier in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- 26.2 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the SCC, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In the case of a dispute or difference arising between the Purchaser/Consignee and a domestic Supplier relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitrator appointed by the Chairman, Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi). The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One lakhs (Rs. 1,00,000/-)
- 26.3 Venue of Arbitration: The venue of arbitration shall be at New Delhi, India.
- 26.4 Jurisdiction of the court will be New Delhi, India

27. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

28 Withholding and Lien in respect of sums claimed

Whenever any claim for payment arises under the contract against the supplier the purchaser shall be entitled to withhold and also have a lien to retain such sum from the security deposit or sum of money arising out of under any other contract made by the supplier with the purchaser, pending finalization or adjudication of any such claim.

It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above, by the purchaser, will be kept withheld or retained till the claim arising about of or under the contract is determined by the Arbitrator or by the competent court as the case may be, and the supplier will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention.

29. General/ Miscellaneous Clauses

- 29.1 Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e. the Supplier on the one side and the Purchaser on the other side, a relationship of master and servant or principal and agent.
- 29.2 Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- 29.3 The Supplier shall notify the Purchaser/Consignee of any material change would impact on performance of its obligations under this Contract.
- 29.4 The Supplier shall at all times, indemnify and keep indemnified the Purchaser/Government of India against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR).
- 29.5 The Supplier shall, at all times, indemnify and keep indemnified the Purchaser/Consignee/Government of India against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the supplier/its associate/affiliate etc.
- 29.6 All claims regarding indemnity shall survive the termination or expiry of the contract.

SECTION - IV

LIST OF REQUIREMENTS

Part I

Schedule	List of items	Quantity	EMD(INR)	warranty period
1	Advance life support ambulances (ALS)	10	Rs 46,00,000/- (Rupees Forty Six Lac)	3 years comprehensive warranty or 1,50,000 kilometre whichever is earlier on vehicle and 3 years comprehensive warranty on all equipment including medical equipment.
2	Basic life support ambulances –(BLS)	100		

.

Part II: Required Delivery Schedule:

- a) 90 days from the date of Notification of Award, prototype to be submitted for inspection as mentioned in GCC clause no. 7.1.2 followed by CMVR compliance as per GCC clause no. 7.1.3.
- b) **Batch-1:** Supplier has to complete the delivery of 55 ambulances within 90 days from the date of Final Prototype approval.
- c) **Batch-2:** Supplier has to complete the delivery of remaining 55 ambulances within 135 days from the date of Final Prototype approval.
- d) For delayed delivery in case of a, b & c above liquidated damages will get applied as per GCC clause 19.

Part III: Scope of Incidental Services:

Supervision, Demonstration, Trial run, Training and Commissioning etc. as specified in GCC Clause 11

Part VI:

Required Terms of Delivery and Destination – Consignee Site.

Destination/Consignee details are given in Section XVIII

SECTION – V

TECHNICAL SPECIFICATIONS

GENERAL TECHNICAL SPECIFICATIONS

GENERAL POINTS:

1. **Comprehensive Warranty:** The Comprehensive warranty of vehicle shall remain valid for a period of 3 (three) years or 1,50,000 (one lac fifty thousand) kilometres, whichever is earlier and 3 years Comprehensive warranty on fabrication and all other equipment including medical equipment. Warranty will be inclusive of all spares, but exclusive of Tyres and wear & tear of windscreen, window & door glasses. Batteries for vehicle & any other equipment will cover standard manufacturer's warranty. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.

2. **After Sales Service:**

After sales service centre should be available at the city of New Delhi. Complaints should be attended properly, maximum within three (03) working hrs. In case the vehicle is mobile it may be taken at the local service dealer and in case it is immobile it may be towed to the local service dealer at the cost of supplier. For Medical Equipment, supplier has to acknowledge the problem in 3 working hours and has to attend the problem in 8 working hours. All complains will be lodged by nodal officer of the consignee. Undertaking by the Principals that the spares for the equipment shall be available for at least 10 years from the date of supply.

3. **Training:**

Training to Doctors/ Technicians/ staff is to be provided by Tenderer at consignee site for operation and maintenance of the equipment and ambulance to the satisfaction of the consignee free of cost.

4. **CMC (Comprehensive Annual Maintenance Contract)**

- 4.1 The Tenderer shall provide five year Comprehensive Annual Maintenance Contract after the completion of comprehensive warranty period on all equipment including the medical equipment mentioned in the Technical Specification in Section-V of the tender documents except vehicle
- 4.2 The cost of Comprehensive Maintenance Contract (CMC) which includes preventive maintenance including testing & calibration as per technical/ service /operational manual of the manufacturer, labour and spares, after satisfactory completion of Warranty period may be quoted from 4th to 8th year on yearly basis for the fabrication work and all equipment mentioned in 4.1 above. The supplier shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, but at least once in three months during the CMC period.
- 4.3 The cost of CMC shall be quoted inclusive of all taxes applicable on the date of tender opening. The rate of taxes as on today may be used to calculate the cost of CMC. Any variation in the rate of tax applicable as on the date of entering into CMC agreement shall be taken into account for making payment accordingly.

- 4.3 Cost of CMC will be added for Ranking/Evaluation purposed). The same will be taken at Net Present Value with a 10% discount rate.
- 4.5 The payment of CMC will be made on six monthly basis after satisfactory completion of said period, duly certified by end user on receipt of bank guarantee for 10% of the annual CMC value as per contract in the prescribed format given in Section XIII valid till 2 months after expiry of entire CMC period.
- 4.6 There will be 95% uptime warranty during CMC period as specified in GCC clause 12.10. Time for scheduled maintenance shall be excluded for computation of uptime warranty. Failure to meet uptime shall render supplier liable for penalty @ 0.1% per day of the total CMC cost of the vehicles not meeting the uptime warranty. In case of exceptional circumstances, like accident, damage by crowd, mishandling, sabotage, operational errors, etc. the bidder may seek exempting downtime calculation which may be approved by the Director, Centralised Accident & Trauma Services (CATS).
Uptime warranty shall be defined as per GCC clause no. 12.4.
- 4.7 All software updates should be provided free of cost during CMC.
- 4.8 Failure of the above [4.6 to 4.7)] by the supplier, may lead to the forfeiture of the Bank Guarantee for Annual CMC.
- Note1:** Tenderer's attention is drawn to GIT clause 16 and GIT clause 10. The tenderer is to provide the required details, information, confirmations, etc. accordingly failing which it's tender is liable to be ignored.
-

DETAIL TECHNICAL SPECIFICATIONS OF BASIC & ADVANCE LIFE SUPPORT AMBULANCE

General Vehicular Design and Floor Plans

This ambulance should be either of CMVR/equivalent international designated testing authority approved Monocoque design or should be fully built on a 'M' Category chassis of an OE manufacturer. In either case, the vehicle manufacturer shall provide repair & servicing facilities for the base vehicle in the State of Delhi. (A certificate in this regard from the base vehicle manufacturer should be enclosed with the technical bid)

The ambulance should be designed, built and complete with operating accessories as specified herein. The assembly, sub-assembly and equipment should be integrated in such a way so as to enable the vehicle function in a reliable way and in a sustained fashion with durability and ensuring safety and comfort to patient and team.

The design of the vehicle and the specified equipment shall permit accessibility for servicing / replacement and adjustment of components / parts and accessories, with minimum disturbance to other components and systems. Also, the bidder shall ensure that sufficient reinforcement is provided to protect the components, assemblies, pipelines, tubing, wirings, etc. which are susceptible to damage / hazards encountered during on-road, off road operations of ambulance.

The emergency medical care vehicles, including base vehicle, equipment, devices, medical accessories and electronic equipment should be brand new standard commercial products, tested and certified to meet or exceed the these specifications. The bidder should enclose all necessary brochures, certifications and proofs in this regard along with the technical bid. The technical bid evaluation committee shall base its opinion on the enclosed documentary proofs with regards to compliance with the specifications asked for and may summarily reject the technical bid if adequate supporting documents are not enclosed with the technical bid or any of the furnished documents are found to reflect factually incorrect information. The technical bid evaluation committee reserves the right to ask for additional information if necessary.

Vehicle Operation, Performance and Physical Characteristics

The complete homologated ambulance with all equipment and fitments loaded should fully comply with all requirements of CMVR (as per the latest amended applicable on the date of submission to the test agency). A certificate in this regard from any of the testing agencies specified in CMVR, 1989 should be furnished at the time of final prototype inspection.(The bidder shall bear all costs related to CMVR certification of the complete prototype ambulance.)

The bidder must furnish this tender& a copy of the technical bid document along with the CMVR certification request letter while submitting it to the testing agency. A certificate should be obtained from the test agency, explicitly mentioning that the vehicle tested for CMVR compliance was an ambulance with all equipment and fitments loaded as per the specifications contained herein this tender and all non-medical technical parameters (including those contained herein this tender document in addition to those required for CMVR compliance) have also been duly verified or tested as per the technical bid & the tender documents.

To provide for maximum safety, the manufacturer shall locate vehicle mounted components, equipments and supplies in such a way so as to provide a vehicle that is laterally balanced and has front / rear loading that is proportional to axle loading.

A tolerance of $\pm 5\%$ shall be permissible in all dimensions / values mentioned in this document except in case of statutory requirements or parameters critical for patient care.

Overall Dimensions

The overall length of the ambulance should **not exceed 5500mm**, excluding rear steps and bumper guard.

The overall width of the ambulance should **not exceed 2000mm**, excluding mirror, lights and safety accessories.

The overall height of the ambulance should **not exceed 2800mm** including roof mounting equipment (viz. A/c etc) and excluding Radio Antenna.

The finished floor (loading) height shall be a maximum of 750mm while ensuring that one person should be able to load and unload the supplied fully loaded ambulance cot into the ambulance seamlessly without the requirement of physical lifting of the cot at any end.

Footsteps should be provided appropriately, if the patient compartment floor is more than 46 cm above the ground. This step should have transverse length equivalent to the door opening. If there is more than one step, the steps should be equidistant. The steps shall not be located or exposed to the interior of the ambulance, even when the rear door is closed. The step tread shall have minimum clear depth of 130mm and max. depth of 270mm. If the steps protrude more than 18 cm from the rear the vehicle, fold-up steps should be provided. Footsteps if folding in nature must be linked to the respective door of the patient compartment and must fully deploy automatically when the said patient compartment door is opened.

Diesel Engine and Power Train

The diesel engine should meet requirements of CMVR and should be BS IV compliant.

It should be possible to maintain a sustained speed of 90 km/hr for the complete homologated ambulance with air-conditioning on & all equipment, fitments & occupants loaded over dry, hard surfaced, level roads. It should produce minimum 75BHP power and should be able to accelerate the complete homologated ambulance from 0 km/h to 70 km/h within 40s, when tested in accordance with IS: 11851-1986 as prescribed in AIS:125.

Steering

Ambulance should be fitted with power assisted steering system, for easy and comfortable steerability of the vehicle at low and high speeds.

Tyres

The tyres fitted on the ambulance as per the type approval of the designated testing agency at the time of homologation, appropriate for the finished vehicle's load, speed performance and durability. A spare wheel should be housed at appropriate place and indicated. The access to the spare wheel

should be from outside the patient compartment. In case the spare wheel is located below the ambulance floor, a suitable mechanism should be provided to enable quick access without removing the rear footstep

Suspension

The suspension should be suitably reinforced if required to provide adequate ride comfort for the occupants.

Wireless & GPS System:

Suitable provision to be made for fitment of wireless and GPS equipment on all the vehicles including electrical requirements. The purchaser will provide the wireless and GPS instruments to be mounted on the prototype.

Physical Dimension & Electrical requirement of GPS System: -

Dimensions (H x W x D): 60 mm x 185 mm x 175mm, Weight - 1.5Kg, voltage range - 108 to 15.6 V DC, Current consumptions - Idle/Rx/TX - 0.6 / 1 / 1.3, Multi slot PD (4 slot) - 3A, using USB host - adds 0.5A

Body Structure

Ambulances of Monocoque design should have body structure as per CMVR.

In case of ambulances built on chassis based vehicles, the exterior construction of patient compartment should be of joint less single panel and the OEM driver cabin should be fully integrated with the patient compartment. Ambulance body, as a unit, shall be designed and built to provide impact and patient compartment penetration resistance and shall be of sufficient strength to support the entire weight of the fully loaded vehicle on its top or side, if overturned, without separation of joints or permanently deforming roof bow or reinforcements, body posts, doors, stringers, floor, inner linings, outer panels, rub-rails, and other reinforcements. The exterior of the body shall be finished smooth with symmetrically radius corners and edges. Wood, or wood products, shall not be used for structural framing.

In case sandwich panels are used in the body structure, the walls, ceiling, flooring and doors shall be made of joint less sandwich elements meeting or exceeding the following specifications:

- Outer & Inner Skin- Minimum 1.5 MM Thick, Traffic White (RAL 1016, R-252, G-255, B-255) dyed Glass fiber laminates with high standard gel coat layer based on isophthatic acid with UV stabilizer
- CFC free, high performance, rigid polyurethane block foam/equivalent, minimum 44 mm thickness
- Fire retardant equivalent to IS - 6746 of 1988 or latest equivalent as applicable.

Patient Compartment

Patient Compartment volumetric space shall be sufficient in size to transport occupants and accommodate / store all equipment & fitments specified.

The length of the patient compartment measured from partition to the inside edge of the rear loading door at the floor level shall be at least 3100 mm.

The length should provide at least 640mm and not more than 760 mm of unobstructed space at the head of the primary patient, when measured from the face of the backrest of the Doctor's/Paramedic's Seat to the forward edge of the stretcher.

The minimum width of the compartment when measured at the centre point of the patient compartment shall be not be less than 1500mm and should provide 460 ± 150 mm clear aisle walkway between stretcher / cot and the base of squad bench, with the cot located in the street side (non-centred) position.

The patient compartment shall provide at least 1520 mm height over the primary patient area, measured from floor to ceiling panels.

An access window between Driver's Cabin and Patient Compartment should be provided at appropriate location for visual checks and voice communication between the cabin and patient compartment. This window should be latch able from the patient cabin side and should be transparent, shatter proof and shall have adjustable opening.

Excluding vehicles in which the body structure is made of sandwich panel elements as per specifications prescribed in this document, the interior panelling of the patient compartment including sidewalls, partition between patient cabin and driver cabin, roof, door panels and all other surfaces in the patient compartment should be made from long life superior quality UV-resistant ABS unless mentioned otherwise. There should be PUF / PU insulation, minimum 12 mm thick between the outer and inner panels of these vehicles for reduction of heat and noise within the patient compartment. The insulating material should be non-toxic, non-settling type, vermin proof, mild dew proof and non-hygroscopic. The ABS wherever used, should have the following characteristics:

- Thickness – minimum 3.0mm
- Inbuilt colour
- Fire retardant as per IS - 6746 of 1988 or latest equivalent as applicable

Sufficient reinforcement for holding the wall mounted equipment securely while in transit should be present on the side walls. This reinforcement should be uniformly implemented across both BLS & ALS Ambulances as per the ALS Equipment layout to ensure easy upgradability of BLS at a later date. Unobstructed access & full functionality of the fittings/equipment as required for optimal patient care must be ensured in this compartment.

Adequate provision for storage of medicines/consumables/equipment should be made by providing lockable cabinets & drawers. These should be made from non-wood & non-ferrous fire retardant material (ABS not necessary) in sync with the ambulance's internal look and feel. The drawers should be on guide ways & should be provided with appropriate self-restraining mechanism to arrest the inadvertent opening of the unlocked drawers unless pulled while the vehicle is in motion. One number of drugs storage console with at least 40 individual bins should be provided in easy reach of paramedic when seated. These bins must permit the user to take out the drugs without removing the bin & should be secured firmly to avoid drugs or bins from falling when the ambulance is in motion.

The floor (except the wheel humps) should be flat, anti-static & should be finished with minimum 2mm thick two component PU coating with anti-scratch treatment or 2mm thick Anti-skid PVC vinyl matting or FRP / ABS with Anti-skid coating.

The ambulance interiors must comply with the requirements of AIS: 047 and should be suitable for easy cleaning, scientific fumigation & treatment with disinfectants. Joints if any should be flushed, seamless, hermetically sealed, waterproof & easy to disinfect. All interior materials shall comply with the fire safety requirements as per AIS: 125.

Door: There shall be a ‘two leaf’ divided rear door or ‘flap type’ rear door at the rear end of the patient compartment for entry and exit of personnel as well as loading and unloading of the ambulance cot. This door shall not be less than 1170mm in height with minimum width of 1120mm and the door opening should be side-ways or bottom to top. Each door should be hinged at least at two places and should have firm latching provision. It shall be capable of being positively restrained in the open position. A “Door-Open” warning device shall signal (indicate in the cab) when doors are not closed. Each door shall have effective compression or overlapping seals to prevent leakage of exhaust fumes, dust, water, and air.

When the patient compartment doors are not 270 degrees opening, a red light or reflector, minimum 76mm diameter, shall be installed, one on the interior surface of the side of each rear door. The reflectors shall be so positioned as to provide maximum visibility when the doors are in the fully open position. The opening of the door should be possible from inside and outside at all times. Under no condition, during travel mode, this door should open on its own.

The doors of the patient’s compartment shall be fitted with an appropriate mechanism to enable the following:

- lock and unlock from inside without use of a key;
- lock and unlock from outside with use of a key;
- unlock from the outside using a key when the door is locked from the inside

Windows: In the patient’s compartment, there shall be a minimum of two external windows. There shall be one on each side or one on the side and other at the rear. The windows shall be positioned or screened to ensure patient’s privacy when required. Windows shall be fitted with safety glasses complying with the requirements of IS: 2553 specified under Rule 100 of CMV (A) R, 1989. At least one of these windows should have a minimum opening size of 450mm x 550mm to act as emergency exit.

Ambulance Cot as per specifications detailed in this document should be provided for the primary patient.

A foldable seat for the Doctor/Paramedic should be installed facing towards the rear of the patient compartment & it should be near to the primary patient’s head for easy accessibility. This seat should have adequate restrains for the passenger and should be fitted with foldable arm rests.

A Squad bench with backrest suitable to accommodate minimum four sitting patients or folding/scoop stretcher shall be installed along the side wall. A minimum 50mm thick high density cushion to be provided for comfort. The squad bench should be upholstered with waterproof washable cover and should have adequate restrains for the sitting patients as well as the stretcher.

Grab Rail made of stainless steel pipe with proper support / fixing, for ease in entering shall be installed in the ceiling. Minimum two IV hooks or holders to be provided at suitable locations to ensure proper patient care.

A reliable, robust & easy to use Sterillium/Bactorub/equivalent alcohol based hand rub dispenser supporting standard off the shelf bottles of minimum 500ml capacity should be provided at a suitable location which should be within easy reach of the doctor/paramedic.

Concealed portable dust bins for waste disposal should be provided at suitable locations.

Two numbers of **multipurpose fire extinguishers of ABC Type** (ISI marked & conforming to BIS: 15683-2006 or latest) duly filled, capacity and quantity as per the provisions of Central Motor Vehicle Rules 1989 should be provided. One fire extinguisher shall be placed in the Driver's cabin and the second in patient's compartment, at appropriate location, where it is easily visible and symbolized.

All fitments/equipment/outlets/switches/storage spaces, etc in the patient compartment should be permanently & clearly labelled in English. The font used should be easily readable and in contrasting colour of the background.

Oxygen Delivery System

The ambulance shall have piped medical oxygen system (manifold) capable of storing and supplying medical grade oxygen. The manifold should have two oxygen cylinders which should be at least B-type. All oxygen cylinders being used in the ambulance including the portable cylinders.

The cylinders attached to the manifold should be individually changeable from outside the patient compartment and a cylinder changing wrench should be housed at an appropriate location. The manifold should be so designed that it shall ensure proper fixation of cylinders during travel and should ensure easy cylinder changing and positioning. There should not be any electrical connection in near vicinity or inside the oxygen cylinder housing, except pressure regulator integrated with flow control valve.

These cylinders should be individually connected to a pressure regulator each in such a way that one cylinder acts on duty and the other as a stand-by. Both these regulators should be capable of reducing the cylinder pressure to a static outlet pressure of 4.12 bars / 60 psi and should include a safety relief valve and a locking mechanism to prevent settings from being inadvertently changed. It should maintain accurate readings and calibrations during ambulance operation and not be affected by the temperature conditions. Changing from one cylinder to the other should not affect the distribution pressure in any way and this changeover should occur automatically/Manually. In case of manual change over, an audible and visual alarm system to be provided when the duty cylinder is getting empty.

The patient cabin must have a digital/mechanical display for oxygen supply status. The display panel should be certified for use with Medical Oxygen and should have three individual values displayed so as to constantly indicate the pressure level of both the cylinders as well as the distribution pressure level.

Minimum two medical oxygen outlets for the primary patient, flush with right side wall (distance between patient head and oxygen outlets to be less than 890mm) to be provided.

These duplex outlet stations should be certified for medical oxygen and should be appropriately labelled. Oxygen outlet stations shall be installed with sufficient vertical & horizontal space to accommodate attachment of flow meters, humidifiers, and nebulizers.

The oxygen outlets should be universal in design to be able to accommodate the probe of the oxygen flow-meter and the probe of the driving gas hose of the ventilator directly in one single action without any intermediate connectors and adapters.

Noise

Noise testing of patient compartment will be as per AIS: 020

Air-Conditioning

The AC unit should be installed at a suitable location in the patient cabin to ensure there is no congestion in the driver/patient cabin. With all windows & doors closed, the system should be capable of lowering the cabin temperature to a maximum of 26 degrees Celsius within 30 minutes from 35 degrees Celsius ambient temperature. The gas used for Air conditioning should be environment friendly as per International regulatory requirements. The engine idling rpm should be so designed and tuned to fulfil the requirements of AC Unit.

To ensure proper ventilation in case of AC failure, at least two of the patient compartment windows should be opening outside.

Siren

All siren loudspeakers have to be mounted on the front of the vehicle. Hidden installation is allowed. The main sound direction must be in driving direction. Permitted are wail and yelp signals that cycle between 10-18 respectively 150-250 per minute at an sound pressure level of 110dB(A) to 120dB(A). The frequency range must be at least one octave and should be between 500Hz and 2.000Hz. An additional electronic air horn can be used. Further there should be a public address system that can be worked at all times ergonomically from the driver's seat. The siren switch can only be used if the warning lights are on.

Exterior Special Lighting and Illumination

In addition to the signalling and lighting requirements as per the CMVR, the ambulance should have the following lighting fitments (12V):

- LED based flashing lights with top red lens having minimum four LED flashers visible on both sides of the ambulance (integrated or enclosed in a light bar) mounted on the roof top. The LED flashers should flash cyclically using appropriate flashers.
- At least two LED flashers & one spot lamp on both sides of the ambulance as well as two flashers & a rear loading lamp on the rear wall of the ambulance mounted at the highest position feasible. (The rear loading light shall automatically be activated when rear doors are opened.)

Interior Patient Compartment Illumination:

There should be diffused flicker free automotive grade (12V, minimum 4000 deg Kelvin) lighting in the patient compartment. All interior lighting shall be flush mounted and should not get loose or fall down during vehicle movement or vibration. Normal white illumination within the patient compartment without outside ambient light shall not be less than 100 Lux (lx) when measured along the centreline of the clear floor; and 150 lx on at least 90% of the surface area of the primary patient cot. At least one patient compartment light and rear loading lamp shall be automatically activated when the patient compartment rear doors are open.

Electrical System

The electrical system should be of uniform specification across all ALS & BLS Ambulances. There shall be two independent forward electrical circuits in the ambulance: the OEM-Base Vehicle Circuit and the non-OEM electrical circuit. At no point shall the forward OEM base vehicle circuit be tampered with to provide for any non-OEM electrical load requirements.

Each ambulance should have additional ‘supplementary battery(s)’ sufficient enough to power the non-OEM electrical load requirements of the homologated vehicle. These batteries should be located at a suitable location outside the patient compartment and should be automatically charged by the vehicle alternator while the vehicle is on and via 220V external AC supply if connected when stationary. The alternator of the base vehicle should have the current rating which is atleast 10 % higher than the peak current consumption of the fully equipped ambulance. (Including current for charging of the batteries, running of air conditioning system as well as all the medical and non-medical devices, etc.)

A permanently fitted automotive grade battery charger should be provided to enable charging of the supplementary batteries via external 220V AC supply whenever connected. A recessed external charge port with spring loaded lid (at least IP65 certified) suitable for connecting the external 220V AC power supply should be provided on the exterior of the vehicle at a suitable place. A 10 Meter length, Three (3) core, 10 gauge / equivalent charging wire with high quality male three pin ends to be provided. This wire should be housed at a suitable and easily accessible location in the ambulance.

There should be a cut-off switch provided at a suitable location outside the patient cabin to isolate the non-OEM forward electrical circuit. This circuit breaker should be labelled and housed at an easily accessible location while also ensuring protection against accidental switching off.

There should be short-circuiting as well as overload protection through fuses / Mini-Circuit Breakers (MCB) for different segmented electrical installations in the non-OEM electrical circuit. The fuse rating should be mentioned on each fuse and three numbers of each fuse should be housed in the fuse box cover or at an appropriate place.

Adequate number of power receptacles / connections should be provided in the patient compartment to simultaneously power all the equipment's & fitments asked for in this document. The mountings of all electrical outlets shall be sturdy enough to handle wire/plug pressure and vibrations during transit. There should be at least one free automotive grade 12V DC receptacle provided in the patient & driver compartment each at an easily accessible location.

All switches, connectors, end-wiring should be rated to carry out minimum 125 % of their maximum ampere load. All wiring should confirm to ISI2645 specification. The wiring shall be permanently colour coded or marked the entire length of the wire for identification with easily readable numbers and letters, or both, and routed in conduit. When cables are supplied by a component manufacturer to interconnect system components, these cables need not be continuously colour coded/identified. They shall be coded/ identified at the termination or interconnection points. All added wiring shall be located in accessible, enclosed, protected locations and kept at least 150mm away from exhaust system components.

Except for those on large wires, such as battery cables, terminals shall be machine crimped to the wiring. A ratchet type hand crimper may be used where it is not possible to use a large machine crimper. Battery cable terminals, component terminals and connectors exposed to the ambient shall be coated with terminal corrosion preventive compound.

Electrical panels that are accessible to accidental contact shall have a protective cover, shield, and so forth, to prevent shorts that can result in injury, fire, or damage to the electrical system.

Electrical wiring and components shall not terminate in the oxygen storage compartment except for the oxygen controlled solenoid, compartment light, and switch plunger or trigger device. Wiring necessarily passing through an oxygen compartment shall be routed in a metallic conduit.

220V AC supply in patient compartment is not mandatory. However, 220V AC charging circuit for battery is mandatory.

Radio Frequency Interference (RFI)

The ambulance electrical / electronic and mechanical equipment in running mode / on condition, should meet the Radio Frequency Interference standards [Electro Magnetic Interference (EMI) AIS – 004-1999].

Emblems, Marking & Colour Scheme

Complete body exterior should be uniform white in colour. All external marking should be retro-reflective in nature and materials used for the same should meet or exceed the requirements of ASTM D 4956, Standard Specification for Retro-reflective sheeting for Traffic Control, Section 6.1.1 for Type I Sheeting.

Guidelines in regards to Emblems and Markings for Ambulances issued by the Government from time to time shall be applicable. However, the quality parameters of the markings indicated above shall remain constant.

Operating Manuals, etc.

Comprehensive User Manual/s written in simple English with detailed parts description, operating instructions, service contact numbers, etc for the Base Vehicle, Patient/Driver Compartment Equipments, Fittings, etc shall be provided. These should be printed on high quality paper and housed in water-resistant pouches.

Laminated sheets, clearly showing the Patient and Driver Cabin Layout with location of equipment, fittings, switches, consumables, etc suitably depicted should be fixed in the patient and driver cabin

at suitable locations. Laminated sheet showing the non-OEM electrical wiring diagram complete with location of various fuses and circuit breakers should be displayed in the vehicle at a suitable location.

Layout Drawings

Sample drawing showing the layout of patient cabin for ALS / BLS Ambulance is attached along with. This drawing is indicative of an ideal ambulance layout and the bidders should adhere to this guidance in consonance with the above detailed specifications as regards the location and positioning of various medical equipment & patient care ergonomics while adapting the remaining fitments to their vehicle dimensions. Any dimension/fitment/equipment depicted in the sample drawing and not asked for in this tender document may be ignored.

The bidders **MUST** provide 2D & 3D rendered drawings for all types of quoted ambulances showing location of various components, sub-assemblies for structure, interior layouts, fitment of oxygen system components, layout of seats & furniture, medical equipments, non-OEM electrical system layout, etc along with the technical bid.

Quality Assessment and Inspection

One prototype of the ALS Ambulance to be introduced into operations must be approved before being taken up for serial production. The BLS Ambulance so supplied shall be similar to the approved ALS Ambulance with the exception of non-installation of medical equipment which are not mandated for in the BLS ambulance.

Each ambulance prototype shall undergo a four step inspection and verification process to ensure compliance with the technical specifications contained herein:

1. **Theoretical compliance** based on documents & drawings furnished along with the technical bid. The ambulance design and layout proposed by the bidder in the drawings submitted along with the technical bid must be approved by the appropriate purchaser authorities before commencement of prototype production. The Purchaser reserves the right to ask for appropriate changes in the patient compartment layout if not found suitable.
2. **Preliminary Prototype Inspection:** This shall be done after the prototype production is complete and the vehicle is ready to be sent for CMVR Homologation & other tests. This inspection shall be conducted by a multi-disciplinary committee formed by the Purchaser. This shall be done at the work unit where the ambulance is manufactured. All costs related to this inspection shall be borne by the Purchaser for the first visit. In case the vehicle is rejected in the first instance, all subsequent inspections shall be at the cost of the supplier subject to a maximum of two [1st Inspection + 2] additional opportunities to address the non-compliances identified. Inspection team will consist of 5 (five) to 7 (seven) members. Expense will be to & fro economy air fare, local conveyance, boarding and lodging of the inspection team for the inspection period.
3. **CMVR Compliance** certification & all other tests on the vehicle required to verify compliance with the tender document for the complete homologated ambulance with all equipments and fitments loaded. These reports shall be obtained by the bidder from any of the testing agencies specified in CMVR, 1989 & the bidder shall bear all costs related with the same.
4. **Final prototype inspection for verifying compliance with all non-CMVR & other special requirements** specified herein this tender document. This inspection shall be conducted by a multi-disciplinary committee formed by the purchaser. This inspection

maybe conducted at the testing agency or at another location decided by the Purchaser. All costs related to this first inspection shall be borne by the Purchaser. In case the vehicle is rejected in the first inspection, all subsequent inspections shall be at the cost of the supplier subject to a maximum of two [1st Inspection + 2] additional opportunities to address the non-compliances identified. Inspection team will consist of 5 (five) to 7 (seven) members. The bidder will furnish all necessary documents, test reports and compliance certificates to the inspection committee. The decision of this Committee shall be final and binding in all respects and is not subject to dispute. In case the final prototype is not approved by the technical committee; the Performance Security will be forfeited as per GCC clause 4. The tenderer has to take written approval of the final prototype approved from the purchaser before going for serial production of ambulances. This final approved prototype shall be retained by the supplier till the end as a reference and will be the last ambulance to be rolled out to complete the order. All supplies are to be made as per the prototype finally approved by the purchaser.

Standard quantity of consumables coming with the equipment package should be supplied if not mentioned in the tender enquiry. However, purchaser is not bound to purchase the consumables from the bidder only.

EQUIPMENT FOR ALS & BLS AMBULANCE

All equipment & accessories being used in the ambulance including those in the Oxygen Delivery System should be US Food and Drug Administration (FDA) or European CE certified (where ever mentioned in the Technical Specification & Copy of the certificate to be enclosed along with the technical bid). Wherever EN certified equipments mentioned in the technical specification, copy of certificates should be enclosed.

Any wall/floor/roof mounted medical equipments to be fixed on OEM approved EN 1789 certified mounts (where ever mentioned in the Technical Specification below), must accompany with copy of individual certificates along with the technical bid & their positions should be clearly highlighted in the 3D drawings.

Price list of all consumables, accessories & spares valid for a period of 2 years must be furnished along with the technical bid. (These prices will not be taken into account during the technical or financial bid evaluation)

Unless specified otherwise, all the following equipment have to be supplied in both ALS & BLS Ambulances. If multiple makes & models are quoted in the technical bid for any item, all makes & models must be fully compliant with the tender specifications, failing which, the technical bid shall be summarily rejected.

1. Ambulance Cot

- (i) Roll-in Self Collapsing Ambulance Cot
- (ii) The Ambulance Cot including all accessories should be EN 1865 Certified
- (iii) The cot should be supplied with an EN 1789 certified fixation system.
- (iv) The stretcher assembly excluding the mattress & other accessories should be less than or equal to 50kg in weight.

- (v) The stretcher should load seamlessly and no manual intervention vis-a-vis the locking mechanism, wheels, etc should be required after loading in the ambulance to close the rear doors.
- (vi) Should have at least three strap-type restraining devices (chest, hip, and knee) to prevent longitudinal or transverse dislodgment of the patient during transit.
- (vii) Should be supplied with suitable accessories to fix the supplied portable oxygen cylinder
- (viii) One number of folding IV Poles should be provided
- (ix) The stretcher mattress should be water proof and upholstered with fire proof material.
- (x) The stretcher should be able to be guided in and out of the ambulance without any part of the stretcher (including the legs) striking any part of the ambulance body including the rear footstep. The loading angle of the stretcher should not be more than 16 degrees. If required, a suitable loading platform (not necessarily be made of ABS) may be provided to ensure the same.
- (xi) Should be European CE or US FDA certified

2. Scoop Stretcher

- (i) Net weight: <10 Kgs
- (ii) To be supplied with a mountable & detachable 'Double Head Immobilizer'
- (iii) Should be European CE or US FDA certified

3. Spine Board

- (i) Should be X ray & MRI compatible
- (ii) Should be European CE or US FDA certified

4. Foldable Carrying Chair (Wheel Chair cum Stair Chair)

- (i) Net weight : less than 10 Kgs
- (ii) Pull through, telescoping long handles built in to lift patients & carry them through narrow passages.
- (iii) Should be as per CE/FDA/BIS/ISI standards

5. Bi-Phasic Defibrillator cum Cardiac Monitor with Recorder (ALS Only)

- (i) Wall Mounted, Transport defibrillator cum Cardiac Monitor
- (ii) It should be supplied with an EN 1789 certified fixation system.
- (iii) Manual & AED Capabilities.
- (iv) Minimum 6.5 inches Colour LCD Display
- (v) Should be able to deliver shock from 2-200 joules through biphasic technology.

- (vi) Should have charging time up to 200J in less than 6 seconds with a new fully charged battery
- (vii) Should have 12 lead interpretative ECG and synchronized cardio version built in.
- (viii) Integrated Multi Parameter Monitor with the following parameters:
 - (ix) NIBP -Adult and Paediatric
 - (x) SpO2 - Adult & Pediatric (Masimo or Nelcor or FAST SpO2 Sensors).
 - (xi) EtCO2
 - (xii) Heart Rate
 - (xiii) 12 Lead ECG
- (xiv) The ambulance wall mount should be EN 1789 Certified and should have a built in charger with integrated DC charging module to directly charge the internal batteries of the device from the 12V ambulance batteries as soon as the device is placed on the bracket.
- (xv) Should have an integrated battery backup of at least 30mins
- (xvi) Should be supplied with all adult and paediatric accessories & cables
- (xvii) At least 10 units of all consumables like electrodes, paper rolls, etc. must be supplied along with.
- (xviii) Should be European CE or US FDA certified

6. Pulse Oximeter

- (i) Fingertip pulse oximeter with integrated colour OLED Screen
- (ii) Screen should display SpO2 & Pulse Rate
- (iii) Should be suitable for Paediatric & Adult use
- (iv) Should have built in Alarms for low saturation, low battery, etc.
- (v) Should be powered with standard AA or AAA batteries
- (vi) Should have auto power down feature when not in use.
- (vii) Should be supplied with appropriate batteries and storing case.
- (viii) Should be European CE or US FDA certified

7. Semi-automatic External Defibrillator (BLS Only)

- (i) Semi-automatic External Defibrillator compliant with American Heart Association 2010 Guidelines
- (ii) Should have the ability to analyse rhythm automatically and shock should be delivered manually after due warning.
- (iii) Should have voice prompts in English
- (iv) Should be supplied with long life non-rechargeable battery having capability to deliver at least 100 shocks without replacing and should have a shelf life of at least three years
- (v) Should be supplied with all accessories & carrying case
- (vi) At least 10 nos of Disposable pads must be supplied along with.
- (vii) Should be European CE or US FDA certified

8. Transport Ventilator (ALS Only)

- (i) Wall Mounted Pneumatic/Turbine based Transport Ventilator
- (ii) EN 1789 certified mount
- (iii) Suitable for adults, children and infants up to 5 kg
- (iv) Modes of ventilation:
- (v) ACMV or CMV
- (vi) PEEP
- (vii) Power source : Compressed air / oxygen
- (viii) FIO2: 100% oxygen & air mix mode (with approx. 45% to 100 %)
- (ix) Equipment should be supplied complete with integrated carrying bracket for ambulance mounting as well as on ambulance cot, patient circuit, driving gas hose, PEEP Valve and breathing valve. (Transport Ventilator Kit)
- (x) Should have airway pressure monitor& disconnect/low pressure / high pressure alarms.
- (xi) Should be European CE or US FDA certified

9. Oxygen Flow Meter with Humidifier

- (i) Dial setting type without any floats, needles or moving parts to indicate the flow level.
- (ii) Pressure compensated for inlet pressure range of 3 to 5 bar, be able to regulate the flow from 0 to 15 litres per min and should show the actual oxygen flow rate.
- (iii) Installed vertically so as to not interfere with the other outlets and should be easily readable from the Doctor's/Paramedic' seat.
- (iv) The inlet probe should be fully adaptable to the terminal outlet in the ambulance as well as to the outlet adapter of the portable oxygen cylinder specified below in the list of medical equipments
- (v) The outlet of the flow-meter should be universal in design to accept the humidifier, the flow selector switch or a direct connector
- (vi) Should have a humidifier made up of an impact resistant polycarbonate bowl with cap and inlet outlet nipples
- (vii) Should include a flow selector switch to bypass the flow of the oxygen through the humidifier and allow nebulization to the patient directly using the flow of the oxygen
- (viii) Should be supplied with a direct connector to provide oxygen therapy without humidifier, insufflation kit and nasal prong
- (ix) Should be European CE or US FDA certified

10. Suction Pump (Manual & Handheld)

- (i) Portable & Lightweight
- (ii) Vacuum (max): 550mmHg.
- (iii) Non disposable and autoclavable container of minimum 250 ml connecting jar made out of polycarbonate with overfilling valve.

- (iv) Maximum Weight: <1Kg
- (v) Should be European CE or US FDA certified

11. Suction Pump (electronic)

- (i) Electronic Suction device with ambulance mount
- (ii) Control knob for continuously adjustable vacuum level up to at least 550 mm. Hg starting from zero
- (iii) Suction capacity of minimum 30 litre per minutes
- (iv) Minimum 500ml capacity secretion bottles with efficient over-flow protected
- (v) Ambulance Wall / floor mounted
- (vi) Rechargeable Battery with minimum capacity of 30 minutes
- (vii) The ambulance wall mount should have built in charger with integrated DC charging module to directly charge the internal batteries of the device from the 12V ambulance batteries as soon as the device is placed on the bracket.
- (viii) Should be supplied with Wide – bore tubing, rigid pharyngeal curved suction tip; Tonsillar and flexible suction catheters, 5F – 14F
- (ix) Should be European CE or US FDA certified

12. Self-inflatable Resuscitation Bags

- (i) Should be made of silicon
- (ii) Hand operated, self-re-expanding bags (2L, 1L & 500ml sizes) or minimum (1500 ml, 500 ml, 200 ml), with oxygen reservoir/accumulator, clear mask (adult, child, infant and neonate sizes); valve (clear, disposable, operatable in all weather conditions)
- (iii) To be supplied in proper Carrying case
- (iv) Should be European CE or US FDA certified

13. Mouth to Mask ventilation device

- (i) Suitable for Adult, Child & Infant/Neonate
- (ii) Should be European CE or US FDA certified

14. Oxygen Cylinder (Portable) with Oxygen Pressure Reducer

- (i) Should be made of Aluminium/Aluminium alloy
- (ii) Should be manufactured as per IS: 7285, BIS-certified and approved by the Chief Controller of Explosives, Government of India, Nagpur.
- (iii) Max. Working Pressure at 15O C: 150kgf/cm²
- (iv) Water capacity: min 1L
- (v) Built in / attached with Pressure gauge, regulator and cylinder wrench/key

- (vi) Pressure regulator with plug-in type outlet port capable to accommodate the probe of the driving gas hose of ventilator or the inlet probe of the oxygen flow-meter directly in single action without any intermediate connectors or adapters etc.
- (vii) Adequate length tubing, mask (adult, child and infant sizes), transparent, non-rebreathing, venturi, and valveless, nasal cannulas (adult, child and infant sizes)
- (viii) Should be European CE or US FDA certified

15. Laryngoscope with blades

- (i) Standard Laryngoscope
- (ii) With Mckintosh blade (1,2, 3 & 4)
- (iii) Handle should have comfortable grip
- (iv) Light source should be fibre optic
- (v) Should be as per CE/FDA/BIS/ISI standards

16. Syringe Infusion Pump (ALS Only)

- (i) Wall Mounted
- (ii) Flow rate programmable from 0.1 to 200 ml/hr or more in steps of 0.1 ml/hr till atleast 5ml.
- (iii) Should have user selectable flow set rate option.
- (iv) Display of Drug Name with a provision of memorizing 10~15 names
- (v) Should have Keep Vein Open (KVO) option
- (vi) Must Work on commonly available ISI/CE/FDA approved/certified 20, 50/60 ml Syringes with accuracy of minimum of +/-2% or better.
- (vii) Automatic detection of syringe size & proper fixing.
- (viii) Anti-bolus system to reduce pressure on sudden release of occlusion
- (ix) Rechargeable Battery of atleast 30 mins
- (x) Should be suitable for use in ambulance
- (xi) Should be ambulance wall / pole mountable and should be supplied with an appropriate mount (EN 1789 mounting not mandatory)
- (xii) Should be European CE or US FDA certified

17. Nebulizer

- (i) The oxygen flowmeter referred above should include a flow selector switch to bypass the flow of the oxygen through the humidifier and allow nebulization to the patient directly using the flow of the oxygen
- (ii) An insufflation kit with appropriate nebulizer attachment should be supplied alongwith
- (iii) Should be European CE or US FDA certified

18. Handheld Glucometer (ALS Only)

- (i) One unit with 100 units of disposable lancets/tips and Gluco Sticks
- (ii) The brand provided should have supplies easily available across the state
- (iii) Should be European CE or US FDA certified

19. Stethoscope

- (i) Paediatric & Adult
- (ii) Tuneable diaphragm and bell
- (iii) Soft sealing ear tips
- (iv) Should be as per CE/FDA/BIS/ISI standards

20. BP Apparatus (Manual)

- (i) One Nos.
- (ii) Manual, Dial Type
- (iii) Supplied with regular/extra large and paediatric size cuffs
- (iv) Should be as per CE/FDA/BIS/ISI standards

21. Pupillary Torch

- (i) One Nos. with Spot illumination without peripheral ring of light
- (ii) Should be as per CE/FDA/BIS/ISI standards

22. Needle & Syringe Destroyer and Sharp Container (Mechanical)

- (i) To be securely placed at an appropriate location to allow easy disposal of needles
- (ii) Maximum weight 2.5 Kgs
- (iii) Motion Tolerant
- (iv) EN 1789 Mounting not mandatory
- (v) Should be European CE or US FDA certified

23. Thermometer (Digital) – (Qty: Two Nos)

- (i) Battery operated
- (ii) with on and off audio alarm
- (iii) Measurable in Fahrenheit and Centigrade
- (iv) Memory of the last reading
- (v) Should be as per CE/FDA/BIS/ISI standards

24. Pneumatic Splints

- (i) Set of 6 adult sizes (Hand & wrist, Half arm, Full arm, Foot and ankle, Half leg & Full leg) with carrying case
- (ii) X-ray through the splints

- (iii) Inflatory tubes' extension with closing clamp makes closing easy and quick after inflation
- (iv) Fixing of splint is by zipper or belt
- (v) Distal end left open to expose toes
- (vi) Should be washable and reusable
- (vii) Should be supplied with the appropriate pump required to inflate the splints
- (viii) Should be as per CE/FDA/BIS/ISI standards

25. Cervical Collars (Qty: One No)

- (i) Rigid and should be suitable for children aged 2 years or older, infant and adults
- (ii) Should be adjustable to 4 different sizes- Tall, Regular, Small & No neck
- (iii) Should have pre-moulded chin support, locking clips and rear ventilation panel, enlarged trachea opening.
- (iv) Should be high-density polyethylene and foam padding with one piece design enabling efficient storage where space is limited
- (v) Should be X-ray lucent and easy to clean and disinfect
- (vi) Should be European CE or US FDA certified

26. EMT Shears

- (i) One Nos with Thermoplastic handles.
- (ii) Should be capable of cutting a one rupee coin.
- (iii) 6" made of SS with one edge round and other edge sharp
- (iv) Should be as per CE/FDA/BIS/ISI standards

27. Artery Forceps 6" (Qty: Two Nos)

- (i) 6", high tensile stainless Steel
- (ii) Should be as per CE/FDA/BIS/ISI standards

28. Toothed Forceps 6"(Qty: Two Nos)

- (i) 6", high tensile stainless Steel
- (ii) Should be as per CE/FDA/BIS/ISI standards

29. Magill's forceps

- (i) Two sizes
- (ii) Should be as per CE/FDA/BIS/ISI standards

30. Kidney Tray

- (i) 18/ 8 Stainless Steel.
- (ii) 500 ml capacity

31. First Aid Kit Bag

- (i) Resuscitation & First Aid Kit Bag made of Nylon/tougher material having space for Emergency Airway Management and Resuscitation including essentials drugs, equipment & a portable Oxygen Cylinder of with regulator, etc.
- (ii) Should be as per CE/FDA/BIS/ISI standards

32. Search Light (Qty: Two Nos)

- (i) Light Source: Xenon Bulb or LED
- (ii) Light Output: minimum 145 lumen
- (iii) Construction: Super tough - chemical and heat resistant
- (iv) It should be Waterproof
- (v) Portable with Spot beam of around 500 metres.
- (vi) Sealed Lead Acid/ NiCd battery operated
- (vii) Capacity of 60 minutes with full intensity
- (viii) Docking station style charging base which should be wall and vehicle mountable. (EN 1789 mounting not mandatory)
- (ix) Should be chargeable from 12V DC

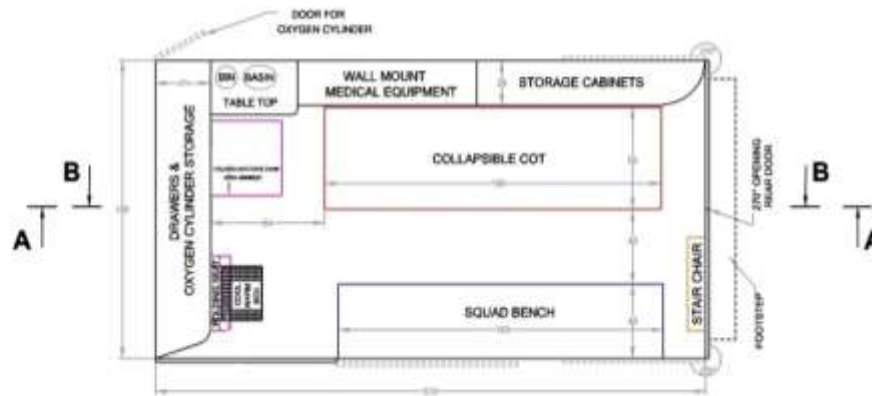
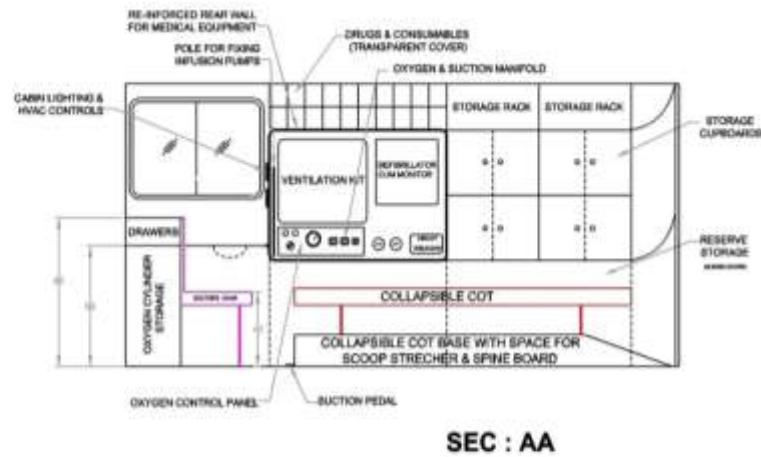
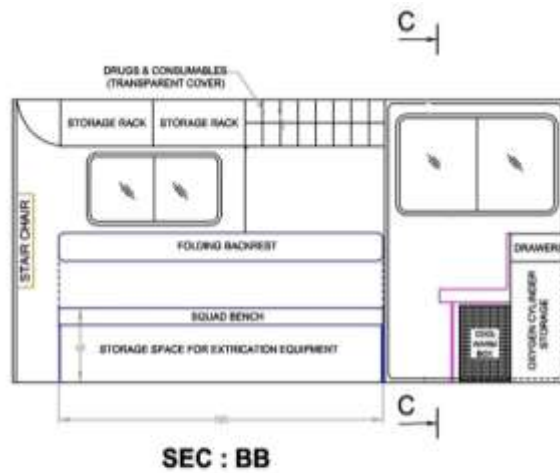
33. Rescue Equipment

- (i) Hammer, four pound with 15" handle
- (ii) One Axe
- (iii) Wrecking Bar, minimum 24-inch (bar and two preceding items can either be separate or combined as a forcible entry tool).
- (iv) Crowbar, minimum 48 inches, with pinch point.
- (v) Heavy duty scissors for cutting clothes, belts and boots

DRUGS & CONSUMABLES FOR EACH AMBULANCE:

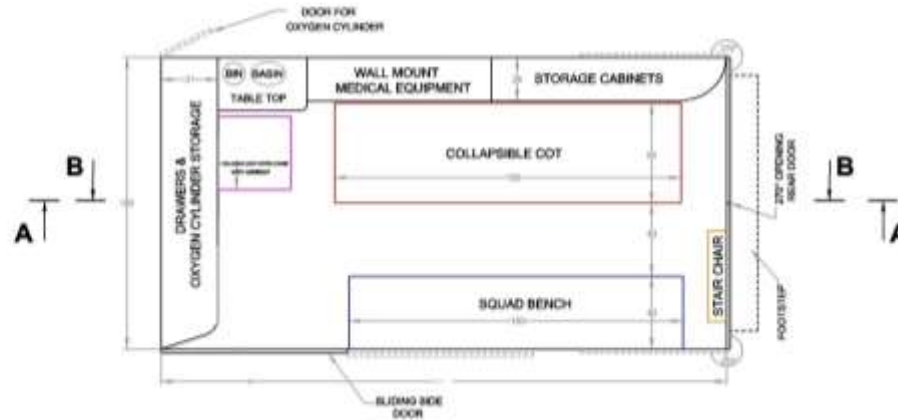
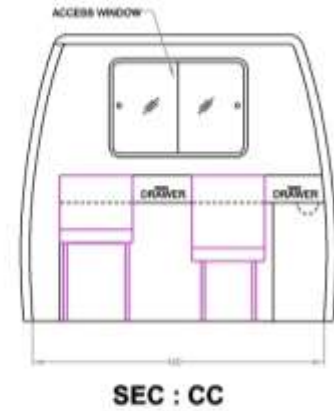
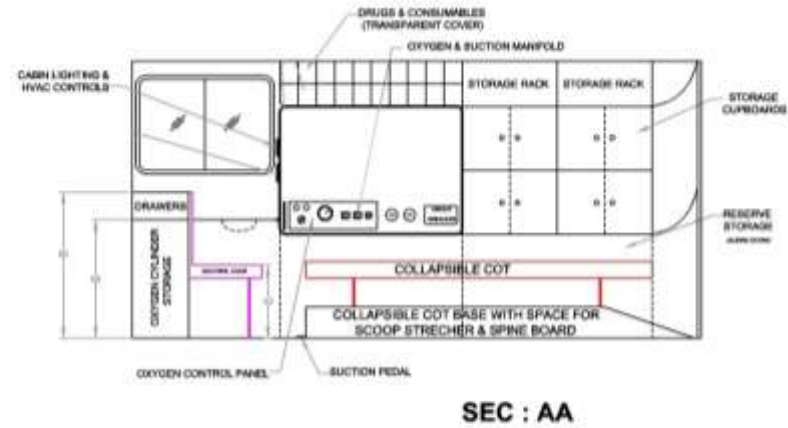
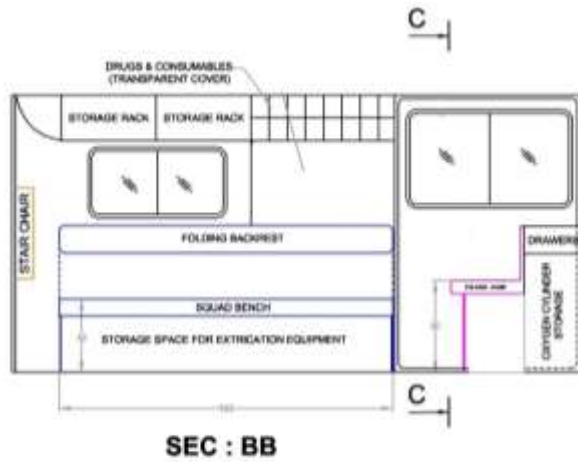
The bidder must ensure adequate and appropriate storage space to house the drugs and consumables securely during ambulance's day to day run as per CRA guidelines.

(The prototype presented for approval must have atleast the minimum quantities of the consumables and drugs as prescribed by the Committee for Registration of Ambulances in Delhi Guidelines in stock for verification of the storage space in terms of adequate.



SAMPLE DRAWING FOR ALS AMBULANCE

ALL DIMENSIONS ARE IN CENTIMETERS



SAMPLE DRAWING FOR BLS AMBULANCE

ALL DIMENSIONS ARE IN CENTIMETERS

SECTION – VI
Quality Control Requirements

This section is deleted.

SECTION – VII

Qualification Criteria

- 1.0 The tenderer shall be an OEM of Monocoque/ Chasis Vehicle Manufacturer (Indian/Foreign origin) or its authorized agent or Ambulance Fabricator having its all service, maintenance and repair facilities for base vehicle available within National Capital Territory (NCT) of Delhi with experience of supplying ambulance for the last three completed financial years are eligible to quote.
- 1.1 In case the manufacturer does not quote directly, they may authorise their agent or Ambulance Fabricator as per proforma of Manufacturer Authorisation Form as given in Section-XII of this tender enquiry.
- 1.2 The tenderer must have satisfactorily supplied at least 50% of the tendered quantity of ambulance (total tender quantity of ALS and BLS taken together) during last three completed financial years. The details must be given in the Proforma 'A' attached. The tenderer must submit documentary evidence in support of their claim like purchase order copy with excise invoice, end user certificates, etc.
- 1.3 The tenderer should also have an average annual turnover of at least Rs. 25 Cr for the last three completed financial years from the date of tender opening. A Chartered Accountant's certificate (along with its registration number) in this regard must be enclosed.
- 1.4 The aforementioned documents must be submitted along with the technical bid.

OR

- 2.0 A legally incorporated consortium of OEM of Monocoque/ Chasis Vehicle Manufacturer or its Indian agent/counterpart in case of foreign vehicle manufacturer with an "Ambulance Fabricator" and/or "Medical Equipment Supplier".
- 2.1 The Consortium agreement shall clearly detail the following:
 - a. Identify the 'OEM of Monocoque /Chasis Vehicle Manufacturer' or its Indian agent/counterpart in case of foreign vehicle manufacturer who should have its all service, maintenance and repair facilities for base vehicle available within National Capital Territory (NCT) of Delhi or 'Ambulance Fabricator' as the lead partner. The lead partner shall be held overall responsible for the execution of the order and other clauses per se in case the other partner falters from the terms of agreement or goes bankrupt.
 - b. The combined average annual turn-over of the consortium partners should be at least Rs. 25 Cr. in which anyone partner should have an average annual turn-over of Rs. 10 Cr. in the last three completed financial year in the relevant business. A Chartered Accountant's certificate (along with its registration number) in this regard must be enclosed for each consortium partner.
- 2.2 The aforementioned Consortium Agreement must be submitted along with the technical bid. The purchaser reserves the right at the time of opening of the technical bids to seek

clarifications/summarily reject the tender of the consortium whose Agreement is ambiguous or does not address the aforementioned points.

2.3 The Lead partner must have satisfactorily supplied at least 50% of the tendered quantity of ambulance (total tender quantity of ALS and BLS taken together) for the last 3 completed financial years. The details must be given in the Proforma 'A' attached. The tenderer must submit documentary evidence in support of their claim like purchase order copy with excise invoice, end user certificates, etc.

2.4 The aforementioned documents must be submitted along with the technical bid.

Note 1: The tenderer shall give an affidavit as under:

“We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the earnest money.”

Note 2: Notwithstanding anything stated above, the Purchaser reserves the right to assess the Tenderer's capability and capacity to perform the contract satisfactorily before deciding on award of Contract, should circumstances warrant such an assessment in the overall interest of the Purchaser.

PROFORMA 'A'

PROFORMA FOR PERFORMANCE STATEMENT

(For the period of last three years)

Tender Reference No. : _____

Date of opening : _____

Time : _____

Name and address of the manufacturer/ Lead Partner: _____

Order placed by (full address of Purchaser/ Consignee)	Order number and date	Description and quantity of ordered goods and services	Value of order (Rs.)	Date of completion of Contract		Remarks indicating reasons for delay if any	Have the goods been functioning Satisfactorily (attach documentary proof)**
				As per contract	Actual		
1	2	3	4	5	6	7	8

We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the earnest money.

Signature and seal of the Tenderer/Lead Partner

**** The documentary proof will be a certificate from the consignee/end user with cross-reference of order no. and date in the certificate along with a notarized certification authenticating the correctness of the information furnished.**

SECTION – VIII
TENDER FORM

Date _____

To

**Head (P&CD), HLL Lifecare Limited, Procurement and Consultancy Division, B-14 A,
Sector -62, Noida -201307, Uttar Pradesh**

Ref. Your TE document No. _____ dated _____

We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (Description of goods and services) in conformity with your above referred document for the sum of _____ (total tender amount in figures and words), as shown in the price schedule(s), attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form in terms of GCC clause 4 for due performance of the contract.

We agree to keep our tender valid for acceptance as required in the GIT clause 18 or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand banned/blacklisted by any Govt. Authorities.

We confirm that we fully agree to the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum if any

(Signature with date)

(Name and designation) Duly authorised to sign tender for and on behalf of

SECTION – IX**PRICE SCHEDULE (A)**

Schedule (1)	Type of Ambulance/ Service (2)	Quantity (Nos.) (3)	Unit Price (At Consignee Site Basis) (inclusive of all duties & Taxes) in Rs (4)	Total Price (at Consignee Site) basis (Rs.) 3 x 4 = (5)
1	ADVANCE LIFE SUPPORT (ALS) AMBULANCE	10 (TEN)		
2	BASIC LIFE SUPPORT (BLS) AMBULANCE	100 (ONE HUNDRED)		

Total Price in Rupees (for 70 ambulances): _____

In words: _____

Note: -

1. Break up price showing all applicable tax components to be furnished separately to arrive at the above unit price per ambulance.
2. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.
3. The charges for Annual CMC after warranty shall be quoted separately as per Section – XI – Price Schedule B

Name _____

Business Address _____

Place: _____

Signature of Tenderer _____

Date: _____

Seal of the Tenderer _____

PRICE SCHEDULE (B)**PRICE SCHEDULE FOR ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT AFTER WARRANTY PERIOD**

1	2	3	Service tax rate	4				
Sched ule No.	BRIEF DESCRIPTION OF ITEMS	QUANTITY. (Nos.)		Annual Comprehensive Maintenance Contract Cost for Each Unit year wise*.				
				1 st	2 nd	3 rd	4 th	5 th
				a	b	c	d	e
1	CMC for Complete Fabrication work and all equipments mentioned in Technical Specification except vehicle	110 (One Hundred Ten)						

* After completion of Warranty period

NOTE:-

1. The cost of Comprehensive Maintenance Contract (CMC) which includes preventive maintenance including testing & calibration as per technical/ service /operational manual, labour and spares, after satisfactory completion of comprehensive Warranty period may be quoted for next 5 years on yearly basis.
2. The cost of CMC may be quoted along with service taxes applicable on the date of Tender Opening. The service tax rate, to be specifically stated. In the absence of any such stipulation the price will be taken inclusive of such taxes and no claim for the same will be entertained later.
3. Cost of CMC will be added for Ranking/Evaluation purpose by adding the total of NPV of each year at a discount rate of 10%.
4. The payment of CMC will be made as per clause GCC clause 17.1. D.
5. All software updates should be provided free of cost during CMC period.
6. The stipulations in Technical Specification will supersede above provisions
7. The supplier shall keep sufficient stock of spares required during Annual Comprehensive Maintenance Contract period. In case the spares are required to be imported, it would be the responsibility of the supplier to import and get them custom cleared and pay all necessary duties.

Place: _____

Date: _____

Name _____
Business Address _____
Signature of Tenderer _____
Seal of the Tenderer _____

SECTION – X
QUESTIONNAIRE

Fill up the Section XVII – Check List for Tenderers and enclose with the Tender

1. The tenderer should furnish specific answers to all the questions/issues mentioned in the Checklist. In case a question/issue does not apply to a tenderer, the same should be answered with the remark “not applicable”.
2. Wherever necessary and applicable, the tenderer shall enclose certified copy as documentary proof/ evidence to substantiate the corresponding statement.
3. In case a tenderer furnishes a wrong or evasive answer against any of the question/issues mentioned in the Checklist, its tender will be liable to be ignored.

SECTION – XI

BANK GUARANTEE FORM FOR EMD

Whereas _____ (hereinafter called the “Tenderer”) has submitted its quotation dated _____ for the supply of _____ (hereinafter called the “tender”) against the purchaser’s tender enquiry No. _____ Know all persons by these presents that we _____ of _____ (Hereinafter called the “Bank”) having our registered office at _____ are bound unto _____ (hereinafter called the “Purchaser) in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____. The conditions of this obligation are:

- 1) If the Tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the Tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

fails or refuses to furnish the performance security for the due performance of the contract or

fails or refuses to accept/execute the contract or

if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of forty-five days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

SECTION – XII
MANUFACTURER’S AUTHORISATION FORM

Head (P&CD),
HLL Lifecare Limited, Procurement and Consultancy Division
B-14 A, Sector -62, Noida -201307, Uttar Pradesh

Dear Sir,

Ref: Your TE document No _____ dated _____

We, _____ who are proven and reputable manufacturers of _____ (*name and description of the goods offered in the tender*) having factories at _____, hereby authorise Messrs _____ (*name and address of the agent*) to submit a tender, process the same further and enter into a contract with you against your requirement as contained in the above referred TE documents for the above goods manufactured by us.

We also state that we are not participating directly in this tender for the following reason(s):

(*please provide reason here*).

We further confirm that no supplier or firm or individual other than Messrs. _____ (*name and address of the above agent*) is authorised to submit a tender, process the same further and enter into a contract with you against your requirement as contained in the above referred TE documents for the above goods manufactured by us.

We also hereby extend our full warranty, CMC as applicable as in clause 12 in the General Conditions of Contract, for the goods and services offered for supply by the above firm against this TE document.

We also hereby confirm that we would be responsible for the satisfactory execution of contract placed on the authorised agent.

We also confirm that the price quoted by our agent shall not exceed the price which we would have quoted directly.

Yours faithfully,

[Signature with date, name and designation]
for and on behalf of Messrs _____
[Name & address of the manufacturers]

Note: 1. This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.
2. Original letter may be sent.

SECTION – XIII

**BANK GUARANTEE FORM FOR PERFORMANCE
SECURITY / CMC SECURITY**

The Director
Centralised Accident & Trauma Services
Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi - 110006

WHEREAS _____ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no _____ dated _____ to supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of. _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to 43 (forty three) months from the date of Notification of Award i.e. up to ----- (indicate date)

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

SECTION – XIV**CONTRACT FORM - A****CONTRACT FORM FOR SUPPLY, HANDING OVER, TRIAL RUN, TRAINING OF OPERATORS & WARRANTY OF GOODS**

(Address of the Purchaser's/Consignee's office issuing the contract)

Contract No _____ dated _____

This is in continuation to this office's Notification of Award No _____ dated _____

1. Name & address of the Supplier: _____
2. Purchaser's TE document No _____ dated _____ and subsequent Amendment No _____, dated _____ (if any), issued by the purchaser
3. Supplier's Tender No _____ dated _____ and subsequent communication(s) No _____ dated _____ (if any), exchanged between the supplier and the purchaser in connection with this tender.
4. In addition to this Contract Form, the following documents etc, which are included in the documents mentioned under paragraphs 2 and 3 above, shall also be deemed to form and be read and construed as integral part of this contract:

- (i) General Conditions of Contract;
- (ii) List of Requirements;
- (iii) Technical Specifications;
- (iv) Quality Control Requirements;
- (v) Tender Form furnished by the supplier;
- (vi) Price Schedule(s) furnished by the supplier in its tender;
- (vii) Purchaser's Notification of Award

Note: The words and expressions used in this contract shall have the same meanings as are respectively assigned to them in the conditions of contract referred to above. Further, the definitions and abbreviations incorporated under clause 1 of Section II – 'General Instructions to Tenderers' of the Purchaser's TE document shall also apply to this contract.

5. Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:
 - (i) Brief particulars of the goods and services which shall be supplied/ provided by the supplier are as under:

Schedule No.	Brief description of goods/services	Accounting unit	Quantity to be supplied	Unit Price	Total price	Terms of delivery

Any other additional services (if applicable) and cost thereof: _____

Total value (in figure) _____ (In words) _____

- (ii) Delivery schedule
- (iii) Details of Performance Security

- (iv) Quality Control
 - (a) Mode(s), stage(s) and place(s) of conducting inspections and tests.
 - (b) Designation and address of purchaser's inspecting officer
- (v) Destination and despatch instructions
- (vi) Consignee
- 6. Warranty clause
- 7. Payment terms
- 8. Paying authority

(Signature, name and address
of the Purchaser's/Consignee's authorised official)
For and on behalf of _____

Received and accepted this contract

(Signature, name and address of the supplier's executive
duly authorised to sign on behalf of the supplier)

For and on behalf of _____

(Name and address of the supplier)

(Seal of the supplier)

Date: _____

Place: _____

CONTRACT FORM - B**CONTRACT FORM FOR ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT****Annual CM Contract No.** _____**dated** _____

Between

Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi).
 Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi - 110006
 And

(Name & Address of the Supplier)

Ref: Contract No. _____ **dated** _____ (Contract No. & date of Contract for handing over, Trial run, Training of operators & warranty of goods)

In continuation to the above referred contract

1. The Contract of Annual Comprehensive Maintenance is hereby concluded as under: -

1	2	3	5
Schedule No.	BRIEF DESCRIPTION OF ITEMS	QUANTIT Y. (Nos.)	Total Annual Comprehensive Maintenance Contract Cost for 5 Years
1	CMC for Complete Fabrication work and all equipments mentioned in Technical Specification except vehicle	110 (One Hundred Ten)	

Total value (in figure) _____ (In words) _____

2. The CMC commence from the date of expiry of all obligations under Warranty i.e. from _____ (date of expiry of Warranty) and will expire on _____ (date of expiry of CMC)
3. The cost of Annual Comprehensive Maintenance Contract (CMC) which includes preventive maintenance, labour and spares, after satisfactory completion of Warranty period may be quoted for next 5 years as contained in the above referred contract on yearly basis for the items mentioned in column 2 above.
4. There will be 95% uptime warranty during CMC period. Time for scheduled maintenance shall be excluded for computation of uptime warranty. Failure to meet uptime shall render supplier liable for penalty @ 0.1% per day of the total cost of the vehicles not meeting the uptime warranty. In case of exceptional circumstances, like accident, damage by crowd, mishandling, sabotage, operational errors etc. the bidder may seek exempting downtime calculation which may be approved by the Director, Centralised Accident & Trauma Services (CATS).
- 5. Uptime warranty will be defined as per GCC clause no. 12.4.**
6. During CMC period, the supplier shall visit at each consignee's site for preventive maintenance including testing and calibration as per the manufacturer's service/ technical/ operational manual.

The supplier shall visit each consignee site as recommended in the manufacturer's manual, but at least once in 3 months commencing from the date of the successful completion of warranty period for preventive maintenance of the goods.

7. All software updates should be provided free of cost during CMC.
8. The bank guarantee valid till _____ [(fill the date) 2 months after expiry of entire CMC period] for an amount of Rs. _____ [(fill amount) equivalent to 2.5 % of the cost of the equipment as per contract] shall be furnished in the prescribed format given in Section XIII of the TE document, along with the signed copy of Annual CMC within a period of 21 (twenty one) days of issue of Annual CMC failing which the proceeds of Performance Security shall be payable to the Purchaser/Consignee.
9. If there is any lapse in the performance of the CMC as per contract, the proceeds Annual CMC bank guarantee for an amount of Rs. _____ (equivalent to 2.5 % of the cost of the equipment as per contract) shall be payable to the Consignee.
10. **Payment terms:** The payment of Annual CMC will be made against the bills raised to the consignee by the supplier on six monthly basis after satisfactory completion of said period, duly certified by the HOD concerned. The payment will be made in Indian Rupees.
11. **Paying authority:** Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi)

(Signature, name and address of Authorized official)

For and on behalf of

Centralised Accident & Trauma Services

(An Autonomous Body of Govt. of NCT of Delhi)

Yamuna Pusta, Bela Road

Near Vijay Ghat, New Delhi - 110006

Received and accepted this contract

(Signature, name and address of the supplier's executive
duly authorised to sign on behalf of the supplier)

For and on behalf of _____

(Name and address of the supplier)

(Seal of the supplier)

Date: _____

Place: _____

SECTION – XV

CONSIGNEE RECEIPT CERTIFICATE

(To be given by consignee's authorized representative)

The following store(s) has/have been received in good condition:

- 1) Contract No. & date : _____
- 2) Supplier's Name : _____
- 3) Consignee's Name & Address with
telephone No. & Fax No. : _____
- 4) Name of the item supplied : _____
- 5) Quantity Supplied : _____
- 6) Date of Receipt by the Consignee : _____
- 7) Name and designation of Authorized
Representative of Consignee : _____
- 8) Signature of Authorized
Representative of Consignee with
date : _____
- 9) Counter Signed by Director,
Centralized Accident & Trauma
Services : _____
- 10) Seal of the Consignee : _____

SECTION – XVIII**Proforma of Final Acceptance Certificate by the Consignee**

No _____

Date _____

ToM/s _____

_____**Subject:** Certificate of Commissioning and Handover of Ambulances.

1. This is to certify that the Ambulance(s) as detailed below has/have been received in good conditions along with all the standard and special accessories) in accordance with the contract/technical specifications. The same has been delivered in good working condition and provided incidental services as per the contract

- (a) Contract No _____ dated _____
- (b) Description of the Ambulance: _____
- (c) Ambulance(s) chassis nos.: _____
- (d) Quantity: _____
- (e) Receipt/ Goods Consignment Note no _____ dated _____
- (f) Name of the vessel/Transporters: _____
- (g) Name of the Consignee: _____
- (h) Date of Hand over and proving test: _____

2. Details of accessories/spares not yet supplied and recoveries to be made on that account.

Sl. No.	Description of Item	Quantity	Amount to be recovered

The proving test has been done to our entire satisfaction and operators have been trained to operate.

The supplier has fulfilled its contractual obligations satisfactorily ## or

The supplier has failed to fulfil its contractual obligations with regard to the following:

- a) He has not adhered to the time schedule specified in the contract in delivering the ambulances as per the 'Technical Specifications'.
- b) The supplier as specified in the contract has not done training of personnel.

The extent of delay for each of the activities to be performed by the supplier in terms of the contract

is

The amount of recovery on account of non-supply of accessories and spares is given under Para no.02.

The amount of recovery on account of failure of the supplier to meet his contractual obligations is_____ (here indicate the amount).

(Signature)

(Name)

(Designation with stamp)

(Counter Signed by Director, Centralized Accident & Trauma Services)

SECTION – XVII

CHECKLIST

Name of Tenderer:

Name of Manufacturer:

Sl No.	Activity	Yes/ No/ NA	Page No. in the TE document	Remarks
1. a.	Have you enclosed EMD of required amount?			
b.	In case EMD is furnished in the form of Bank Guarantee, has it been furnished as per Section XI?			
c.	In case Bank Guarantee is furnished, have you kept its validity as per clause 17.4 of GIT?			
2. a.	Have you enclosed duly filled Tender Form as per format in Section VIII?			
b.	Have you enclosed Power of Attorney in favour of the signatory?			
3. a.	Have you enclosed clause-by-clause technical compliance statement for the quoted goods vis-à-vis the Technical specifications?			
b.	In case of Technical deviations in the compliance statement, have you identified and marked the deviations?			
4. a.	Have you submitted satisfactory performance certificate as per the Proforma for performance statement in Sec. VII of TE document in respect of all orders?			
b.	Have you submitted copy of the order(s) and end user certificate?			

Sl No.	Activity	Yes/ No/ NA	Page No. in the TE document	Remarks
5.	Have you submitted prices of goods, turnkey (if any), CMC etc. in the Price Schedule as per Section IX?			
6.	Have you kept validity of 120 days from the Techno Commercial Tender Opening date as per the TE document?			
7.	In case of Indian Tenderer, have you furnished Income Tax Account No. as allotted by the Income Tax Department of Government of India?			
8.	Have you intimated the name and full address of your Banker (s) along with your Account Number			
9.	Have you fully accepted payment terms as per TE document?			
10.	Have you fully accepted delivery period as per TE document?			
11.	Have you submitted the certificate of incorporation?			
12.	Have you accepted the warranty as per TE document?			
13.	Have you accepted terms and conditions of TE document?			
14.	Have you furnished documents establishing your eligibility & qualification criteria as per TE documents?			
15.	Have you furnished Annual Report (Balance Sheet and Profit & Loss Account) for last three years prior to the date of Tender opening?			
16.	Have you submitted the details of Consortium Agreement? (If applicable)			

N.B.

1. All pages of the Tender should be page numbered and indexed.

2. The Tenderer may go through the checklist and ensure that all the documents/ confirmations listed above are enclosed in the tender and no column is left blank. If any column is not applicable, it may be filled up as NA.
 3. It is the responsibility of tendered to go through the TE document to ensure furnishing all required documents in addition to above, if any.
-

(Signature with date)

**(Full name, designation & address of the person duly authorised sign on behalf of the
Tenderer)**

For and on behalf of

(Name, address and stamp of the tendering firm)

SECTION – XVIII

CONSIGNEE

The Name and Address of the Consignee:

Centralised Accident & Trauma Services (An Autonomous Body of Govt. of NCT of Delhi)
Headquarters, Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi.

NB: The consignee will ensure timely issue of Octroi Exemption Certificates, Road Permits & Entry Tax Exemption Certificates, wherever applicable, to the suppliers.

AMENDMENT No.1**Date: 23/05/2014****Subject: Amendment to the tender Enquiry Document****Ref: Tender Enquiry No.: HLL/PCD/CATS/NCT-RT/02/14-15 dated 12/05/2014**

The pre-bid meeting for the referred tender enquiry was held on 21/05/2014. Based on the pre-bid discussion with the prospective bidders, following amendments are being incorporated in the referred tender enquiry document.

SECTION-I**NOTICE INVITING TENDERS (NIT)**

Sl. No.	Description	Existing	Amended/read as
i.	Dates of sale of tender enquiry documents	14.05.2014 to 03.06.2014 (from 10:00 Hrs to 17:00 Hrs IST)	14.05.2014 to 10.06.2014 (from 10:00 Hrs to 17:00 Hrs IST)
vi.	Closing date & time for receipt of Tender	04.06.2014, 1500 Hrs IST	12.06.2014, 1500 Hrs IST
vii.	Time and date of opening of Techno – Commercial tenders	04.06.2014, 1530 Hrs IST	12.06.2014, 1530 Hrs IST

SECTION – III, IV, V**Warranty:**

Wherever applicable under section III, IV and V of the Tender Enquiry Document, **warranty for the base vehicle** shall be the Manufacturer's Standard Warranty but valid for a **period of 3 (three) years or 1,50,000 (one lac fifty thousand) kilometres**, whichever is earlier, from the date of acceptance of Ambulances.

During these **3 years** of warranty, the Standard Warranty clauses, as applicable to the base vehicle, from the manufacturer, will apply. Thus the scope of the warranty shall be that of the Manufacturer's Standard Warranty, but its duration shall extended to 3 years or 1.5 lakh kilometres, whichever comes earlier (Section-XII)

SECTION – VII

Qualification Criteria

For Point no. 1.0 & 2.1 (pg. 59):

It is hereby clarified that irrespective of the tender participated by any bidder(s) in compliance with point no. 1.0 and 2.1, there should be service, maintenance and repair facilities available for the base vehicle manufacture (may be in the name of manufacturer or its sister concern or its appointed dealer) within NCT of Delhi..

For Point no. 1.2 & 2.3 (pg. 59):

It is also clarified that in addition to duly filled in Proforma 'A' (ref. pg. 61). Following documents shall be considered with respect to qualification against these para:

Either

- (i) End user certificate(s) for Ambulances supplied during the last three completed financial year where it is clearly understood that who delivered the Ambulances, how many quantity, when delivered and running successfully at the time of certification. In the absence of any of the information in the certificate, copy of the supply order/ its installation by identifying the Ambulances/ duly receipted delivery challan(s) wrt supply order/ invoice(s) containing complete address of consignee(s) to suffice the missing information in the certificate.

Or

- (ii) Proper proof of having delivered the Ambulances to the end user (not to another dealer or trader), viz. copy of duly receipted delivery challan(s) wrt supply order/ invoice(s) containing complete address of consignee(s)/ a delivery completion certificate against specific supply order(s) during the last three completed financial year.

For foot note: 1

It is clarified that the tenderer shall submit an affidavit in a non-Judicial Stamp paper (not less than Rs. 10 denomination) as per this note.

All other terms and conditions of the tender enquiry remain unaltered.

Note:

- 1. A response to the bidders against pre-bid queries/representations may please be referred to the Annexure-A.**
- 2. A note on essential points is also enclosed at Annexure-B for facilitation of bidders, it shall not be part of the bid document.**

Response to the bidders against the representations/queries received during prebid meeting on 21.05.2014				
Ref Tender Enquiry No: HLL/PCD/CATS/NCT-RT/02/14-15				
Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
1	9	2.4 Failure to provide and/or comply with the required information, instructions etc. incorporated in these TE documents may result in rejection of its tender.	Please clarify non submission of which documents would result in rejection of tender.	GIT clause no. 25.4 may be referred along with the clarification given during the prebid meeting.
2	12	12.4 Excise Duty	Kindly include upward variation in Service Tax & Custom Duty should also be paid at actual.	GIT clause 12.4 is having this provision.
3	12	12.5 Sales Tax:	Kindly include upward variation in Service Tax & Custom Duty should also be paid at actual.	GIT clause 12.5 is having this provision.
4	12	13. Firm Price	Kindly include upward variation in Service Tax & Custom Duty should also be paid at actual.	GIT clause 13 is having this provision.
5	12	14.2 Only one tenderer is permitted to quote for the same manufacturer irrespective of models.	Kindly clarify if the tenderer is permitted to quote for only one base vehicle and one medical & other equipment because it won't be possible to offer all the devices from the same manufacturer.	This clause is applicable for base vehicle only and not applicable for anyother equipment.
6			Amend the clause as : allow us to give authorization to more than one agent/fabricator for participation in the tender on behalf of OEM.	
7	14	19.2 Duplicate tenders may contain all pages including Technical Literature/Catalogues as per in Original tenders.	Should the duplicate bid be an exact replication of the original or exemption of certain documents are permitted?	It should be a replica only. However, in case of price bid both copies are to be given in one envelope

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
8	26	12.2 b. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.	Consumables,sensors,cables,glasses and rubber parts of medical devices should be excluded from the scope of the warranty of medical devices.	No change considered
9	26	12.2 Warranty	Kindly clarify if the warranty also include the maintenance of the base vehicle ?	Being clarified/amended
10	26	12.7 During Warranty period, the supplier is required to visit at each consignee's site at least once in 3 months commencing from the date of the delivery for preventive maintenance of the goods irrespective of the breakdown calls.	Any breakdown call attended within 2 weeks of the scheduled quarterly visit should be deleted from this requirement as after the repair to any breakdown call as a standard protocol the complete ambulance would be checked for overall functionality.	The break down call may be counted as one such visit when all the ambulances are attended at specific consignee site.
11	26	12.8 The supplier shall ensure continued supply of the spare parts for the machines and equipment supplied by them to the purchaser for 10 years from the date of installation and handing over.	Should be limited to 7 years in line with the CE norms for the medical devices.	No change considered
12	27	13.1 The Supplier shall not assign to any other party, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission.	Kindly clarify	The clause itself is self explanatory.
13	27	17.1 Payment Terms	Payment through irrevocable and confirmed letter credit payable as per the terms of the tender may be considered.	No change considered
14	35	1.Warranty	Kindly clarify if the warranty also include the maintenance of the base vehicle ?	Being clarified/amended

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
15	35	1. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.	Consumables,sensors,cables,glasses and rubber parts of medical devices should be excluded from the scope of the warranty of medical devices.	No change considered
16	35	2. Undertaking by the Principals that the spares for the equipment shall be available for at least 10 years from the date of supply.	Should be limited to 7 years in line with the CE norms for the medical devices.	No change considered
17	35	4. CMC	Consumables,sensors,cables,glasses and rubber parts of medical devices should be excluded from the scope of the CMC of medical devices.	No change considered
18	35	4.1 The Tenderer shall provide five year Comprehensive Annual Maintenance Contract after the completion of comprehensive warranty period on all equipment including the medical equipment mentioned in the Technical Specification in Section-V of the tender documents except vehicle.	The exemption should be for the AMBULANCE and not just the vehicle because the tender is for a fully homologated ambulance.	No change considered
19			Kindly waive clause as : The Tenderer shall provide five year Comprehensive Annual Maintenance Contract after the completion of comprehensive warranty period on Complete Fabrication work and all equipment	
20	35	4.2 The supplier shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, but at least once in three months during the CMC period.	Any breakdown call attended within 2 weeks of the scheduled quarterly visit should be deleted from this requirement as after the repair to any breakdown call as a standard protocol the complete ambulance would be checked for overall functionality.	The break down call may be counted as one such visit when all the ambulances are attended at specific consignee site(s).
21	39	Body Structure : CFC free, high performance, rigid polyurethane block foam/equivalent, minimum 44 mm thickness	Any other thickness complying with the structural requirements as well as the AC performance would be acceptable or not ?	Yes. Till all structural & performance requirements are being met. However, in no case it should be less than 30mm
22	40at least 40 individual bins.....	Type of bins and minimum volume of each bin may kindly be clarified.	Size (not less than 250 ml) may be chosen to accomodate the storage console provided

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
23	41	A foldable seat for the Doctor/Paramedic should be installed facing towards the rear of the patient compartment & it should be near to the primary patient's head for easy accessibility. This seat should have adequate restrains for the passenger and should be fitted with foldable arm rests.	What sort of folding ?	Base of the seat should be foldable upwards if required
24	42	Concealed portable dust bins for waste disposal should be provided at suitable locations.	Kindly clarify how many dust bins, what should be the minimum capacity and what type (closed/open, what type of closed)	Not less than 1 no.
25	42	Oxygen Delivery System :and a locking mechanism to prevent settings from being inadvertently changed.	Kindly clarify if single setting preset regulators can be used or not because these regulators won't have any locking mechanism.	Yes
26	45	All wiring should confirm to ISI2645 specification.	Equivalent CMVR/AIS specifications may be permitted.	Permitted
27	50	10. Suction Pump (Manual & Handheld)	Kindly clarify if manual but foot operated pump would be permitted or not because while handling this device it may not be possible for all the care givers to operate the machine in one hand and aspirate with the other.	Permitted
28	51	12.2 (ii) Hand operated, self-re-expanding bags (2L, 1L & 500ml sizes) or minimum (1500 ml, 500 ml, 200 ml)	Kindly clarify if 1500 ml, 500 ml & 200 ml, should be related tidal volumes for the respective sizes. In such a case request you to consider the higher capacity for the adult size.	No change considered
29	54	26. EMT Shears : (ii) Should be capable of cutting a one rupee coin.	Kindly clarify the minimum thickness to be cut.	No change considered
30	55	31. First Aid Kit Bag (i) Resuscitation & First Aid Kit Bag made of Nylon/tougher material having space for Emergency Airway Management and Resuscitation including essentials drugs, equipment & a portable Oxygen Cylinder of with regulator, etc.	Kindly specify the minimum dimensions as well as clarify if there should be internal separators for safe stacking of the specified gadgets? Should there be retro-reflective bands on the outer side of the bag ? Should the Oxygen Cylinder with the Pressure Regulator should be accessible from dedicated external slot or should be stacked inside the bag?	Yes, there should be internal separators. The bag should have adequate size to fit in items specified.

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
31	55	32. Search Light (iv) It should be Waterproof (v) Portable with Spot beam of around 500 metres. (vi) Sealed Lead Acid/ NiCd battery operated	Kindly specify the grade of water proof,minimum physical dimension/maximum weight to define portability,minimum distance of illumination and if any other types of batteries like Lithium Ion etc. can be used or not.	Waterproof grade should be IP65 or better. Other type of batteries are permissible till they don't compromise on the portability and handling of the light. Spot Beam should be atleast 400m
32	55	Heavy Duty Scissors under Rescue Equipment & EMT Shear	Kindly clarify if this can be the same scissor as EMT Shears (Page 54,Sl.No. 26)	No. Separate should be supplied
33	67	1. This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.	Please confirm if this is applicable for all medical devices and other devices as well where the power of attorney for all persons apart Directors or Proprietors should also be enclosed or this should only be limited to the OEM of the Base Vehicle/Homologated Ambulance as the case may be?	This is applicable for base vehicle only and not applicable for anyother equipment.
34	67	2. Original letter may be sent.	Please confirm if the original is mandatory for all devices or the original is needed only for the OEM of the Base Vehicle/Homologated Ambulance as the case may be or also for all the other medical and other devices?	
35	76	4. a. Have you submitted satisfactory performance certificate as per the Proforma for performance statement in Sec. VII of TE document in respect of all orders? b. Have you submitted copy of the order(s) and end user certificate?	What is the difference between satisfactory performance certificate & end user certificate ?	Both are same. However, this is being suitably clarified in the amendment to the Tender Enquiry Document.

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
36	38	It should be possible to maintain a sustained speed of 90 km/hr for the complete homologated ambulance with air-conditioning on & all equipment, fitments & occupants loaded over dry, hard surfaced, level roads. It should produce minimum 75BHP power and should be able to accelerate the complete homologated ambulance from 0 km/h to 70 km/h within 40s, when tested in accordance with IS: 11851-1986 as prescribed in AIS:125.	It should be possible to maintain a sustained speed of 90 km/hr for the complete homologated ambulance with air-conditioning on & all equipments, fitments& occupants loaded over dry, hard surfaced, level roads and should be able to accelerate the complete homologated ambulance from 0 km/h to 70 km/h within 40s, when tested in accordance with IS: 11851-1986 as prescribed in AIS:125. Remarks : Specifying the performance parameters are the right way to define the user requirement in any product. But after this further specifying any parameter would only restrict competition and options.	No change considered
37	39	Patient Compartment : The length of the patient compartment measured from partition to the inside edge of the rear loading door at the floor level shall be at least 3100 mm.	The length of the patient compartment measured from partition to the inside edge of the rear loading door at the floor level shall be at least 2700 mm. Remarks : As per the guidelines of Govt. of Delhi the minimum physical dimensions of ALS & BLS ambulances are 2700x1500x1500 mm., In the tender specifications the other two parameters of width and height are in line with these guidelines. These physical dimensions are in line with the global ambulance practices as well as those being proposed in the National Ambulance Code.	No change considered
38	59	1.3 The tenderer should also have an average annual turnover of at least Rs. 25 Cr for the last three completed financial years from the date of tender opening.	We request you to please allow average annual turnover of Rs 10 Cr for the last three completed financial years from the date of tender opening as it has been allowed in case of Consortium under section VII point 2.1(b) at page 59	No change considered

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
39	27	17.1 Payment Terms: 80% on delivery and balance 20% on acceptance and commissioning	As per standard Government terms 90% payment should be released on Pre dispatch Inspection and balance against final delivery since the project involves huge funds, it would be a support to SSI unit by Government of Delhi.	No change considered
40	26	12.2 Comprehensive Warrantywarranty on fabrication and all other equipment including medical equipment b. Warranty will be inclusive of all spares, but exclusive of Tyres and wear & tear of windscreen, window & door glasses. Batteries for vehicle & any other equipment will cover standard manufacturer's warranty. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.	A. Comprehensive warranty cannot include replacement due to mis- handling / improper usage or breakage. b. The consumables and accessories including plastic parts, cables etc. are not covered under standard/ comprehensive warranty globally by any of the manufacturer. So we request you to exclude Plastic parts, consumables, Cables and probes etc. from the scope of comprehensive/Standard warranty and No warranty on breakage and mishandling.	For medical equipment, items like cables, accessories including rubber, glass items are covered under comprehensive warranty. Hence, no further change is considered.
41	26	12.2 b. Warranty will be inclusive of all spares, but exclusive of Tyres and wear & tear of windscreen, window & door glasses.	We request you to kindly inform us whether warranty is required on following wear and tear parts : 1) clutch plate liners,brake liners,brake pedals,brake disc and brake drums 2) Fuses and bulbs 3) drive belts,cable,rubber hoses,rubber items including seals, 4) upholstery items 5)Consumables e.g oils,grease etc.	Items mentioned in the request are of either consumable or wear & tear in nature and not coming under the perview of spares as a part of the equipment. Hence, no further change is considered.
42	26	12.2 The Comprehensive warranty of vehicle shall remain valid for a period of 3 (three) years or 1,50,000 (one lac fifty thousand) kilometres,...	It is very difficult to provide comprehensive warranty of 3 years or 1.5 lacs Kms whichever is earlier for BS-IV vehicles.Warranty on ambulances should be as per Manufacturer standard warranty terma and conditions i.e 1.5 years or 1.5 Lacs Kms.Kindly amend the clause accordingly.	Being clarified/amended

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
43	27	12.10 Uptime Warranty: During the warranty period, bidder shall maintain 95% uptime of the ambulance calculated on annual basis.Failure to meet uptime shall render supplier liable for penalty @ 0.1% per day of the total cost of the vehicles not meeting the uptime warranty.	Kindly waive of clause as : 12.10 Uptime Warranty: During the warranty period, bidder shall maintain 95% uptime of the ambulance calculated on annual basis.Failure to meet uptime shall render supplier liable for penalty @ 0.01% per day of the total cost of the contract .	No change considered
44	14	17.4 The earnest money, if submitted in form of Bank Guarantee, shall be valid for a period of one year from Techno-Commercial Tender opening date.	Kindly amend the clause by mentioning BG validity up to bid validity + some grace period.After receipt of order we will submit PBG hence EMD BG validity should not require for 1 year.	No change is considered. It is in the advantage of the bidding Company only.
45	19	35.2 If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by up to twenty five (25) per cent, the quantity of goods and services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms & conditions mentioned in the contract, during the currency of the contract.	We require clarification on Currency of Contract (i.e Contract period)	Currency of Contract (i.e Contract period) will be the period for which the existing contract is legally valid
46			As a OEM of Monocoque vehicle Manufacturer,it is very difficult for us to quote with Medical equipments.Considering this kindly waive off supply of Medical equipments from tender and tender should be with vehicle + fabrication only or there should be one tender for base vehicle and another tender for Fabrication work +Medical equipments.	No change considered
47			If we give authorization to our dealer/agent for supply of Base vehicle with our warranty terms and conditions instead of giving authorization to dealer/agent for participation in the tender on behalf of OEM,kindly inform is it acceptable to Department.	Not acceptable

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
48			Option for quoting OEM with service provider by making consortium Agreement.	There is no partner defined in the QC as 'Service Provider' but "OEM of Monocoque/ Chasis Vehicle Manufacturer or its Indian agent/counterpart in case of foreign vehicle manufacturer with an "Ambulance Fabricator" and/or "Medical Equipment Supplier" as mentioned in Para 2.0 in QC (sec-VII).
49			It should not be mandatory that OEM should be the lead partner.Lead partner may be Service provider or body fabricator. <u>We require confirmation from you.</u>	As stated in sl. no 48 above
50	35	GENERAL POINTS:warranty on fabrication and all other equipment including medical equipment. Warranty will be inclusive of all spares, but exclusive of Tyres and wear & tear of windscreen, window & door glasses. Batteries for vehicle & any other equipment will cover standard manufacturer's warranty. However, warranty for medical equipment will also include cables, accessories including rubber, glass items etc.	Please clarify on batteries other than vehicle it should include batteries of Inverter & Medical Equipments. Also for Medical Equipments please exclude rubber parts & Glass Items as every equipments have its own Storage Temperature & Operating Temperature and if the temperature is more than the standard required temperature than rubber parts may get melt or they can loose their elasticity so that their shape gets changed or even breakdown. In case of Glass Parts any kind of mishandling leads to breakage or scratches on that glass.	No change considered
51			We are requesting to kindly allow the Standard guarantee & warranty for the vehicle for better participation.	Being clarified/amended
52	50		Transport Ventilator (ALS Only) As there are cases in which the patient only needs Assistance from the Ventilator. So it is requested you to kindly include Assist Mode as well.	No change considered

Sl.No	Ref. page no in tender doc	Tender text/ clause	Representations/Queries received from bidders	Response to the Bidders
53	48		Spine Board Should be X Ray & MRI Compatible In most of the operations in India take X-Ray compatible Spine Board as MRI compatible are very expensive. Please clarify you need both or only X-Ray Compatible	No change considered.
54	59	1.0 & 2.1aits all service, maintenance and repair facilities for base vehicle available within National Capital Territory (NCT) of Delhi...	Who should require to fulfil this condition	It is clarified that irrespective of the tender participated by any bidder(s) in compliance with point no. 1.0 and 2.1, there should be service, maintenance and repair facilities available for the base vehicle manufacturer (may be in the name of manufacturer or its sister concern or its appointed dealer) within NCT of Delhi .
55	37	This ambulance should be either of CMVR/equivalent international designated testing authority approved Monocoque design or should be fully built on a 'M' Category chassis of an OE manufacturer. In either case, the vehicle manufacturer shall provide repair & servicing facilities for the base vehicle in the State of Delhi. (A certificate in this regard from the base vehicle manufacturer should be enclosed with the technical bid)	Web link to identify the name of designated testing agency approved by Govt. of India other than CMVR	http://dgft.gov.in/ go to circular for the year 2003-04 and click circular no. 26/2002-2007 dated 09.02.2004

A. General:

- Please go through the **Check List** in the Tender enquiry document and attach the same with the bid duly filled in reference page number.
- Tender Form & Price Schedule to be signed only by duly authorized signatory.
- Use only the standard forms provided in the tender enquiry document wherever necessary.
- Check websites of HLL Lifecare Ltd / H&FW Department, GNCTD / Govt. of India tender websites and your mailbox regularly for any amendment(s).
- Electronic submission of bids is NOT allowed.
- Please provide the correct contact details for clarification during bid evaluation, and be available from bid opening date onwards, over e-mail.
- Please file documents properly, with index page identifying the key documents.
- Manufacturer's authorization required for the base vehicle only (as per Section XII)
- Required Tender fee & EMD to be submitted in a separate envelop with Techno-commercial bid.

B. Qualification Criteria :

- i) OEM of Monocoque vehicle manufacturer (Indian / Foreign origin) or its authorized agent or ambulance fabricator having its all service, maintenance and repair facilities for base vehicle within National Capital Territory (NCT) of Delhi with experience of supplying ambulance for the last three completed financial years and have the following :
 - a) Manufacturer's authorization as per Section – XII
 - b) Satisfactorily supplied at least 50% of tendered quantity of ambulance (total quantity of ALS & BLS taken together) during the last three completed financial years.
 - c) Average annual turnover of INR 25 Cr. for the last three completed financial years from the date of tender opening, certified by a Chartered Accountant.

Or

-
- ii) A legally incorporated consortium of OEM of Monocoque / Chassis Vehicle manufacturer or its Indian agent / counterpart in case of foreign vehicle manufacturer with an ambulance fabricator and / or medical equipment supplier and have the following :
- a) Manufacturer's authorization as per Section – XII
 - b) Having its all service, maintenance and repair facilities for base vehicle within National Capital Territory (NCT) of Delhi
 - d) Lead partner have satisfactorily supplied at least 50% of tendered quantity of ambulance (total quantity of ALS & BLS taken together) during the last three completed financial years.
 - e) Combined average annual turnover of the consortium partners should be at least INR 25 Cr. In which anyone partner should have an average annual turnover of INR 10 Cr. in the last three completed financial year in the relevant business, certified by a Chartered Accountant.

C. Financial:

- Validity of the bid to be at least 120 days from the bid submission deadline.
- EMD shall be furnished in one of the following forms
 - a) Account Payee Demand Draft
 - b) Banker's cheque
 - c) Bank Guarantee (as per format specified under Section XI)
 - d) The EMD, if submitted in the form of Bank Guarantee shall be valid for a period of one year from the date of techno commercial tender opening date.
- Price bid (in duplicate) – as per price tender format (section IX) with detailed break-up price.
- Fill up Price Schedule form correctly; mistake may be fatal.
- The basic principle of evaluation will be **the lowest technically compliant bid**.
- Bidder should submit documentary evidence in support of his capacity to successfully carry out this contract. He should also submit details of completed contracts in the last 3 completed financial years along with **satisfactory performance certificate**.
- There is no tax exemption as the procurement is for the state government and are from their domestic budget.

D. Technical:

- Attach valid quality certification document(s).
- Quality Management System in conformity with ISO 9001:2008 where specified;

-
- Product quality standard (EN/CE/FDA/BIS/AIS, etc) to be supported by authentic documents; Warranty, its scope and service facilities to be clearly indicated in the documents.
 - Manufacturer's facility may be inspected prior to award of contract.
 - **Offered product catalogue having technical specifications/details** to be attached in original (2 in nos.) with each bid.
 - Evidence of production capacity of manufacturer of specific item must be given.
 - Functional demonstration of all the offered goods shall be required to be arranged by the bidder, at his cost, before the Bid Evaluation Committee for technical evaluation, as when requested to do so by the Bid Evaluation Committee.
 - Please note that the functional demonstration of the equipment is purely at the discretion of the Bid Evaluation Committee and its input shall be treated as supplementary / corroborative in nature and will not be a substitute for technical evaluation of the document submitted along with the bid.

E. Important Dates:

Tender Ref No	ITB: HLL/PCD/CATS/NCT-RT/02/14-15
Last Date, Time and Place of Receiving of Bids	12/06/2014 at 3:00 PM HLL Lifecare Limited Procurement & Consultancy Services Division B-14 A, Sector-62, Noida-201 307
Date, Time and Place of Bid Opening	12/06/2014 at 3:30 PM HLL Lifecare Limited Procurement & Consultancy Services Division B-14 A, Sector-62, Noida-201 307

Email ID: - pcd@lifecarehll.com

Note: - The information given in this document is for information only. Kindly read the bid document carefully before bid submission.

Government of NCT of Delhi

Request for Proposal (RFP)

For

Setting up of modern CATS Control Room

Centralised Accident & Trauma Services (CATS)

Centralised Accident & Trauma Services (CATS)
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Table of Contents

Fact Sheet	4
1. Request for Proposal	Error! Bookmark not defined.
Background Information.....	5
1.1. Project Background	5
1.2. Objectives of the Project	6
2. Instructions to the Bidders.....	6
2.1. General	6
2.2. Completeness of Response	7
2.3. Pre-Bid Meeting & Clarifications.....	7
2.4. Tenure of the Contract	8
2.5. Key Requirements of the Bid	8
2.6. Preparation of Proposal	9
2.7. Consortium	10
2.8. Evaluation Process	10
3. Criteria for Evaluation.....	11
3.1. Technical Qualification Criteria.....	11
3.2. Scoring Model.....	11
3.3. Financial Bid Evaluation.....	13
3.3.1. Final Evaluation for Selection.....	13
4. Appointment of Successful Bidder	15
4.1. Award Criteria.....	15
4.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)	15
4.3. Notification of Award	15
4.4. Performance Guarantee.....	15
4.5. Signing of Contract.....	15
4.6. Failure to Agree with the Terms and Conditions of the RFP	16
5. Scope of Work	16
5.1. Component of the Project.....	17
The various component of the project are:.....	17
5.1.1. Call Center.....	17
5.1.2. Data Center	20

5.1.3.	Control Center.....	21
5.1.4.	Hardware	22
5.1.5.	Application software	22
5.1.6.	Site Preparation.....	22
5.1.7.	Connectivity	23
5.2.	Integrated Deployment Architecture.....	23
5.3.	Deployment Architecture:.....	26
5.4.	Indicative BOM for the solution.....	39
5.5.	Information security and data privacy	42
5.6.	Infrastructure Compliance Review.....	42
6.	Project Timelines	43
7.	Service Level Agreements (SLAs)	44
8.1.	Implementation Service Levels.....	44
8.2.	Post Implementation SLA	44
8.	Payment Schedule	47
9.	Fraud and Corrupt Practices.....	48
10.	Force Majeure	49
11.	Arbitration	49
12.	Liquidated Damage	49
13.	Conflict of Interest	50
	Appendix I: Templates	54
	Form 1: Particulars of the Bidder	54
	Form 2: Compliance Sheet for Technical Proposal.....	55
	Form 3: Letter of Proposal	56
	Appendix II: Financial Proposal Template.....	57
	Form 4: Covering Letter	57
	Form 5: Financial Proposal.....	59
	Appendix III: Template for PBG	60
	Form 6: Performance Bank Guarantee	60
	Annexure: 1 : Location drawing	61
	List of Abbreviations.....	62

Fact Sheet

S. No.	Particular	Details
1	Tender ID	2014_CATS_71783_1
2	Tender date	03-12-2014
3	Selection Method	Quality & Cost Based Selection
4	RFP issued by	03-12-2014
5	Availability of RFP	RFP can be downloaded from e-Procurement platform of Delhi Government (https://govtprocurement.delhi.gov.in)
6	EMD	Earnest Money Deposit of amount Rs. 25.00 Lacs only. Demand Draft / Bank FDR / Bank Guarantee in favour of Centralised Accident and Trauma Services and payable at Delhi from any of the nationalized Scheduled commercial Bank to be submitted in original physical form at CATS Headquarter, Bela Road, Yamuna Pushta, Near Vijay Ghat, Delhi - 110006 on or before last date and time of submission of proposal.
7	Performance Guarantee (PBG) Bank	Bank Guarantee as mentioned in Form-7
8	Nodal Officer for correspondence and clarification	Director, Centralised Accident & Trauma Services (CATS), Bela Road, Yamuna Pusta, Near Vijay Ghat, Delhi – 110 006
9	Language of Proposal	Proposals should be submitted in English language only
10	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
11	Last date for receipt of Pre bid queries	12-12-2014 upto 18.00 hours
12	Pre bid Meeting	A pre-Bid meeting will be held on 15-12-2014, 11:00 AM at Conference Hall No. 3, C-Wing, 2nd Level, Delhi Secretariat, I. P. Estate, New Delhi – 110006.
13	Site Visit	For Control Room - 15-12-2014 at 14.00 hours at Rajiv Gandhi Super Specialty Hospital, Tahirpur, Delhi and For GIS Map - 15-12-2014 at 16.00 hours at Geospatial Delhi Limited, 3 rd Level, C –Wing, Vikas Bhawan – II, Civil Lines, Delhi – 110054
14	Issue of addendum /clarification (if any)	As per requirement
15	Last date of bid submission	Proposals must be submitted no later than the following date and time: 23-12-2014 upto 17.00 hours
16	Opening of Technical bid	23-12-2014 at 17.15 hours
17	Opening of Financial bid	To be communicated latter

1. Request for Proposal

Tenders are invited from firms already shortlisted by Expression of Interest (EOI) floated on 25th June 2014 for implementation and maintenance of modern Control Room of Centralised Accident & Trauma Services (CATS), an autonomous body of Govt. of NCT of Delhi. List of shortlisted firms is mentioned below:

- Wipro Ltd.
- Vayam Technologies Ltd.
- Rolta India Ltd.
- Steria India Ltd.
- ATOS India Pvt. Ltd.

Background Information

- a) Centralised Accident & Trauma Services (CATS) invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies/Agencies ("Bidders") for selection of "System Integrator".
- b) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

1.1. Project Background

Centralised Accident & Trauma Service (CATS) is an autonomous body of Govt. of NCT of Delhi which provides 24X7 free ambulance services in Delhi to transport accident & trauma victims, medical emergencies, pregnant women, sick new-born, etc.

Presently, CATS has a fleet of 152 ambulances which are located all over Delhi at strategic location points to provide the ambulatory support in the shortest possible time. Each ambulance is manned by trained manpower.

CATS has 24 x 7 x 365 Central Control Room accessible through toll free number "102". The toll free number work on 30 lines PRI telephony connection of MTNL. Call Receiving and Automatic Call Distribution in CATS Control Room is through IPBAX System. Presently, CATS Control Room has dedicated servers, Internet Protocol Private Branch Exchange (IPPBX) having facility to receive calls from analog/digital/IP phones, automatic call distribution system with voice recording facility through voice logger. Each CATS ambulance is equipped with Digital Wireless TETRA Communication System for secure communication which also has GIS/GPS tracking facility.

On receipt of call at "102", the Call Taker puts requisite inputs in the challan form based on information furnished by the Caller and forwards the challan to the Call Dispatcher.

Thereafter, the Call Dispatcher based on these inputs, identify the nearest available ambulance and dispatch the ambulance(s) to the incident/location through voice communication (TETRA wireless sets).

1.2. Objectives of the Project

CATS has envisioned for a comprehensive modernisation plan to provide 'home to hospital care' that will help timely and effective communication in case of accident, trauma and medical emergencies to the best satisfaction of citizens.

Following are the key objectives of the project:

- a) To provide to citizens an uninterrupted 24X7 access to accident and medical emergencies ambulance services through multi-channel Dial 102 facility.
- b) To improve the communication link between the emergency callers, Ambulance services and Hospital.
- c) To acquire ability to respond quickly to situations by being able to draw a common operational picture of the disaster site and communicate & coordinate relief and rescue operations.
- d) To enable prompt handling of emergency situations through use of latest advancements in Information and Communication Technology including GIS.
- e) To minimize the response time to any situation requiring immediate intervention through quick and efficient transmission of information from the Control Room to hospital and ambulance vehicles and vice-versa.
- f) To ensure transparency and accountability of the personnel, manning the Modern Control Room as well as hospital and ambulance vehicles.
- g) To maintain high visibility to infuse confidence among citizens.
- h) To acquire ability to analyse trends and station GPS- fitted ambulance vehicles.

2. Instructions to the Bidders

2.1. General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CATS on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of CATS. Any notification of preferred bidder status by CATS shall not give rise to any enforceable rights by the Bidder. CATS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of CATS.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2. Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP;
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP.

2.3. Pre-Bid Meeting & Clarifications

Pre-bid Conference

- a) CATS shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in fact sheet.
- b) The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			

- c) CATS shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the CATS.

Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the CATS will endeavour to provide timely response to all queries. However, CATS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CATS undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, CATS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the CATS website.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.

- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, CATS may, at its discretion, extend the last date for the receipt of Proposals.

2.4. Tenure of the Contract

The initial contract shall be for **Six years** (unless terminated premature). However, the contract may be extended for further **Five years** with mutual consent.

2.5. Key Requirements of the Bid

Right to Terminate the Process

- a) CATS may terminate the RFP process at any time and without assigning any reason. CATS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by CATS. The bidder's participation in this process may result CATS selecting the bidder to engage towards execution of the contract.

RFP Document Fees

RFP can be downloaded free of cost from e-Procurement portal (<https://govtprocurement.delhi.gov.in>) of Delhi Government.

Earnest Money Deposit (EMD)

- a) Bidders shall submit the EMD in the form of a Demand Draft OR FDR issued by any nationalized bank in favour of Centralised Accident & Trauma Services, payable at New Delhi, and should be valid for 225 days from the due date of the tender / RFP.
- b) EMD of all unsuccessful bidders would be refunded by CATS within 15 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Submission of Proposals

- a) The bidders should upload the completed bids on the Delhi Government e-Procurement portal <http://govtprocurement.delhi.gov.in>.

- b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal should be uploaded respectively.
- c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

Registration on e-Procurement Platform

Bids must be submitted online through e-portal <https://govtprocurement.delhi.gov.in> on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.

Instructions to Bidders for Registration on e-Procurement Platform

- 1) In order to participate in e-procurement platform the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee of Rs.7,000/- + Service Tax in the form of Demand Draft only, in favour of Delhi e-Governance Society (DeGS).
- 2) The Demand Draft should be submitted physically at e-Procurement Cell, 6thFloor, B-Wing, VikasBhawan –II, Bela Road, near Metcalf House, Delhi.
- 3) The vendor should have class – II Digital Certificate.
- 4) The vendor can take the training on e-Procurement platform of GNCTD at e-Procurement Cell, 6thFloor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.
- 5) For any clarification on e-Procurement System, please contact at Help Desk number (011-23813523-24) and email e-proc@nic.in

Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal issued by the company.

2.6. Preparation of Proposal

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CATS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

CATS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

2.7. Consortium

For all purposes, consortium shall remain same as mentioned in the EOI Proposal. No changes to the consortium shall be entertained at any stage.

2.8. Evaluation Process

- a) CATS shall constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by CATS shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d) The Proposal Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) In case any bid is rejected by the competent authority, the concerned bidder may request CATS to disclose the reason of rejecting the bid. CATS shall convey the reason to concerned bidder.

Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **180 days** from the date of submission of Bid.

Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:
 - Are not submitted in as specified in the RFP document

- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period
- Received without EMD

b) All responsive Bids will be considered for further processing as below.

CATS will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

3. Criteria for Evaluation

3.1. Technical Qualification Criteria

3.2. Scoring Model

Technical Evaluation

S. No.	Criteria	Basis for evaluation	Max marks	Supporting
1	Understanding of the Project	<ul style="list-style-type: none"> ▪ Overall solution & understanding of requirement: 3 Marks ▪ Features of proposed solution: 3 Marks ▪ Identification of Risk: 3 Marks ▪ Support service process: 3 Marks ▪ Support service team size: 3 Marks 	15	Presentation
2	Approach, Technology & Implementation Methodology	<ul style="list-style-type: none"> ▪ Methodologies for carrying out activities: 4 Marks ▪ Type of technology used in proposed system: 4 Marks ▪ Resource planning & allocation: 4 Marks 	15	Presentation

S. No.	Criteria	Basis for evaluation	Max marks	Supporting
		<ul style="list-style-type: none"> Comprehensive risk register and mitigation plan: 3 Marks 		
3	Proposed hardware and physical infrastructure for meeting functional requirement	<ul style="list-style-type: none"> Hardware at Data Center: 3 Marks Hardware at Ambulances & Hospitals: 3 Marks Physical infra/hardware at Call Center: 4 Marks Civil Work Requirements: 5 Marks <ul style="list-style-type: none"> ✓ Cooling ✓ Fire Safety ✓ Ergonomics ✓ Power Consumption ✓ Cabling Solution 	15	Presentation
4	<p>Number of <u>Similar</u> Projects that should at least be operational.</p> <p><i>Similar is defined as: The bidder must have executed project of worth Rs. 2 Crores each at least (in last 5 years) & should include at least 04 following components-</i></p> <ol style="list-style-type: none"> 1. Establishment of Call Center 2. GIS based Vehicle Tracking System 3. Establishment of Data Center 4. GIS based web application development 5. CAD based Control Room or AVLS based control room 6. Supply & commissioning of Hardware (should include Mobile Data Terminal Devices) 	<ul style="list-style-type: none"> 8 or more than 8 projects: 20 marks 7 projects: 18 marks 6 projects: 16 marks 5 projects: 14 marks 4 projects: 12 marks 3 projects: 10 marks Less than 3 projects: 0 Mark 	20	Work order with self certification / Completion Certificate from the client / Client certificate mentioning major components (or Indicative scope of work) with project value.

S. No.	Criteria	Basis for evaluation	Max marks	Supporting
5	Demonstration of proposed solution		10	Live Demo of prototype/already implemented system
6	Resume of 04 Key Resources (including Project head) of Proposed Project Team	<ul style="list-style-type: none"> Resume of Project Head: 5 Marks Resumes of other 03 Members: 5 Marks 	10	Resumes of the proposed team certified by Authorized Signatory
7	CMMi5certifications		05	Copy of Certificate
8	Bidder must have developed infrastructure qualifying ISO 27001 certification, either for themselves or for their clients		05	Copy of Certificate
9	Local office in Delhi/NCR		05	Authorization Letter

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 70 marks out of 100 in the defined scoring mechanism, would be considered technically qualified. Price Bids of such technically qualified bidders shall further be opened.

3.3. Financial Bid Evaluation

3.3.1. Final Evaluation for Selection

The Commercial Bids of only the technically qualified bidders should be opened for evaluation.

Since the payments related to operational cost to the Bidder would be made over several years, the Discounted Cash Flow (DCF) method would be used to compare different payment terms of various bidders, including progressive stage payments to the Bidders so as to bring them to a common denomination for determining lowest bidder.

CATS shall evaluate the offers received by adopting DCF method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method should be used for evaluation of bids.

Detailed modalities for applying DCF technique are as below:

1. Net Present Value (NPV) method would be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated in Para (5) below.
2. Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to State Governments. These rates are notified by Budget Division of Ministry of Finance

annually. The latest one is Ministry of Finance OM No. F. No. 5(3)-B (PD)/2012 dated 7th January 2013 (as per which the borrowing rate is 9%). The State / UT should evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.

3. NPV should be calculated on the annual cash outflows.
4. Standard software for example 'Excel', 'Lotus 1-2-3' or any other spreadsheet should be used for NPV analysis.
5. The NPV should be calculated using the formula below:

$$NPV = C_0 + C_1/(1+r)^1 + C_2/(1+r)^2 + C_3/(1+r)^3 + C_4/(1+r)^4 + \dots + C_n/(1+r)^n$$

Where,

$C_0 \dots C_n$ are the yearly cash outflows as illustrated below:

- i. C_0 is the sub-total for Services provided during Implementation Phase
- ii. C_1 is Cost of Operations and Maintenance Services for the 1st year after "Installation"
- iii. C_2 is Cost of Operations and Maintenance Services for the 2nd year after "Installation"
- iv. C_n is Cost of Operations and Maintenance Services for the Nth year after "Installation"
- v. r is the annual discounting rate as specified in Para (2) above

For Quality and Cost based Selection (QCBS), the following formula should be used for the evaluation of the bids.

The scores should be calculated as:

$$B_b = 0.7 * T_b + (0.3) * (C_{min}/C_b * 100)$$

Where

- i. B_b = overall score of bidder under consideration (calculated up to two decimal points)
- ii. T_b = Technical score for the bidder under consideration
- iii. C_b = NPV (as calculated above) for the bidder under consideration
- iv. C_{min} = Lowest NPV (as calculated above) among the financial proposals under consideration

The bidder achieving the highest overall score should be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score should be invited first for negotiations for awarding the contract. In case of a tie on the technical scores and highest overall scores, the C_b should be calculated to the third place of decimal and the bidder with lesser C_b should be invited for negotiations for awarding the contract.

4. Appointment of Successful Bidder

4.1. Award Criteria

CATS will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

4.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

CATS reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for CATS action.

4.3. Notification of Award

Prior to the expiration of the validity period, CATS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, CATS may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, CATS will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

4.4. Performance Guarantee

CATS will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 74 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, CATS at its discretion may cancel the order placed on the selected bidder without giving any notice. CATS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or CATS incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

4.5. Signing of Contract

After CATS notifies the successful bidder that its proposal has been accepted, CATS shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between CATS and the successful bidder.

4.6. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CATS may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, CATS shall invoke the EMD of the most selected bidder.

5. Scope of Work

CATS is currently running with ten seats Call Center. Citizen can call on '102' in case of any perceived medical distress. The call is attended by the Call Center executive and details of distress are captured and the details are further forwarded through CAD Software connected with MDT based systems to Ambulances. In the proposed solution, **CATS intends to keep dispatcher and call taker to be the same person**. At present, the volume of call received by CATS is around 500-600 calls per days which may be increased by 10 folds after implementation of Modern Control Room.

CATS intends to implement a Modern Control Room with real time tracking of ambulance. The system will consist of the followings:

- a) In case of distress, the citizen calls "102" for medical assistance. Currently a ten seats call center is operational for this purpose.
- b) A 20 seats call center will be setup to receive the call from Citizens and to dispatch the same information to concerned ambulance and hospitals. The Call taker/dispatcher workstations will have the digital map of the city with the current position of ambulances.
- c) All the Ambulances shall be fitted with GPS tracking device and Mobile Data Terminals to get the necessary instructions from Control room and to acknowledge the same to control centre.
- d) The Ambulances shall update the Control Center with their real time location information, which in turn will be displayed at the workstations with the help of the GIS server.
- e) This call shall be processed by a standard Call Processing Platform (IP EPABX) to be installed at the CATS Control Room. The call is routed to Call agent who is available to take call.
- f) Caller's location is identified using the GIS/GPS by an application to be developed by GSDL for landline phone and through any other agencies for mobile phone which needs to be integrated in the application to be developed by the bidder. The maps of GSDL will be used for this purpose.
- g) The Call taker screens the call and captures information.
- h) The Call taker records details of incident. The call taker shall also act as a dispatcher and shall dispatch the required information to nearest available ambulance.
- i) The Call Taker/Dispatcher then identifies the nearby free Ambulance vehicles and assigns one or more of it to the event.

- j) The Dispatcher sends details of the location, priority and any other information of interest to the MDT of the assigned Ambulance vehicles.
- k) Along with the distress location details, the dispatcher shall also guide the ambulance about the information of nearest Hospital through real time GIS/GPS based navigation system.
- l) If required, a voice call can also be set up with the Ambulance vehicle.
- m) Ambulances move to the distress spot. Dispatcher can watch and guide it if necessary. A local navigation System in the MDT shall provide Navigation support.
- n) Ambulance shall inform the nearest hospital through the MDT about condition and details of patient lifted (pre hospital warning); estimated arrival time and hospital shall acknowledge the same.
- o) On completing the call, the ambulance sends a predefined status message, indicating the end of the call.
- p) All activities at each station are logged.
- q) Reports can be generated in various formats based on various criteria.
- r) The Supervisor has at all times access to all the data and accessible through internet.

5.1. Component of the Project

The various component of the project are:

5.1.1. Call Center

The call center infrastructure will comprise of Firewall, Switch/PBX, ACD, CTI, Network Security sub-system, Call Logger, Reporting System etc. of sufficient capacity. The bidder is responsible for providing all infrastructure elements for providing call center- Premises, Agents, PRI lines for Inbound, PRI line for Outbound, switches, Media Gateway, CRM Software, Mobile Application to track caller location based on handset coordinates for the calls made through mobile phones to be displayed on GIS map, CRM and Database server, LAN, head set, PCs, SMS server, etc. Successful bidder shall provide all technical support manpower, hardware and software associated with operationalizing the call center.

Information Flow

The **Call receiver** system will be built with Personal Computer and accessories like microphone-headset, display unit etc. The system shall provide a Graphical User Interface which contains digital map of the city with different layers and multiple level zoom facility, provision to input remarks, type of incident. Caller Details and other services, which helps the user to address the distress calls efficiently.

When a call lands to the Call Taker, the user is alerted by both visual and audible indications. The caller's phone number, name and address are displayed on the Caller Information pane of the application. The application should be able to capture the location information of the caller during the processing of call and the same should be plotted on the map of the city. Now the Call Taker gathers information from the caller and the application provides facilities to enter the data with minimum key strokes. Tool is also

provided to gather additional information, if needed, from the caller. Presently, local telecom network providers are not giving caller location information to the PSAP. The caller location identification system application based on GPS location of mobile sets is to be developed by the system integrator. The mobile tower based CLIS requires coordination with mobile service providers which will be made by CATS. Landline based CLIS will be provided by GSDL which needs to be integrated by the system integrator.

After receiving the call, the same receiver shall dispatch the call by accessing the user friendly GUI. The call dispatcher module must have the following provisions:

- **List and real-time location of all available ambulances on digital map to be updated as per refresh rate (less than 10 seconds).**
- **Information of incident**
- **Priority of Calls**
- **Details of Caller**
- **Location of all hospital on digital map:** The application should calculate the distance between ambulances and incident location, hospitals and incident location and should also suggest the nearest appropriate hospitals. Appropriate hospitals would be the ones that have required treatment facilities as per the nature of incident. The paramedic, based on the patient's condition and the information provided by the system, will decide the appropriate hospital.

The dispatcher shall prepare the message based on the available information about caller & incident and same information shall be forwarded to ambulance for further action.

Supervisor: The supervisor will monitor the call center and will have the access to check the status of all Call received and dispatched and information should be updated in real time. The application should be able to display the real time call on queue at supervisor's screen as well as video wall. The supervisor should also be able to assess the load per seat about the calls on each of the seats in the call center.

Call logger: The system should store all conversations between call center and caller along with the call logs. The voice calls should be stored with proper sequencing and nomenclature so that in future voice calls can be retrieved. The voice calls should be stored for a period of 6 months, after which the voice calls should be archived by the system and only the details of call shall be maintained.

The call center shall comprise the following components

Automatic Call Distributor (ACD)

ACD system shall be robust and have the following functionality:

- Perform call distribution and routing to the agent on longest idle time' basis
- Queuing or holding the call for an agent if none is immediately available
- Multilevel IVR capability
- Keeping callers informed as to the status of the call and providing information to callers while they wait in queue
- Skill Based Routing and other intelligent routing method

- Shall be designed such that it can handle high call volumes efficiently
- Shall support multiple groups for all call types
- Shall support the relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold
- Shall have, Real time display features on the digital phone
- Shall give, Unique identification of each Agent
- Monitoring and reporting tools for supervisor position
- Shall seamlessly integrate with the PBX.
- Shall have extensive reporting capabilities including but not limited to:
 - Queue analysis reports such as total number of calls, total talk time, average call time, Average speed of answer, Abandoned call rate, Average delay before abandon, average hold time, Call Chronology
 - Agent reports such as Login, Logout time, Idle time, Average speed of answer, average handling time, Number of Dropped Calls

Dialer

- A predictive dialer for outbound calls would be required; it should also be able to support specific programs if being run for the target segment.
- Abandoned calls shall be called back automatically during non-peak hours.

Computer Telephone Integration (CTI)

- The CTI functionality shall support relevant screen pop-ups on the agents screen on the basis of CLI (Caller Line Identity), ANI (Automatic number identification), DNIS (Dialled number identification sequence).
- The CTI shall be suitably integrated with the CRM and other applications used by the successful bidder to send/receive data which needs to be populated on agent screen.
- The CTI shall enable a computer application to take control of the call flow inside the Switch/EPABX & also allow the computer application to decide the most suitable action / agent for an incoming call.
- The CTI link shall pass events & information of agent states & changes in agent states as well as incoming calls to the computer applications

Customer Relationship Management (CRM)

Successful bidder shall integrate GRM with ACD and other call center infrastructure and customized as per GNCTD requirement; to take care of all the requirements of agents.

- The CTI/ CRM functionality shall support relevant screen pop-ups, on the agents desktop on the basis of CLI, DNIS (Dialled number identification sequence) etc. The agent application shall be GUI based.

Reporting Requirements

The call center shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based. The system shall generate various statistical reports (hourly, daily, monthly), based on Call completion of agent. Remote login of reporting system shall be provided to GNCTD to generate real time and historic reports.

An indicative list of reports needed to be supported includes:

- Maximum time in queue for each type of service
- Average holding time, also agent, service wise
- Reports to provide evidence of all SLAs
- Average time taken to answer the call for calls serviced through Agents
- Average time in queue for each type of service.
- Number of call abandoned for a defined time period
- Number of calls answered for a defined time period
- Number of calls made for a defined time period
- Efficiency of each agent / agent group etc.
- Total number of calls landed in the system, offered to the agents, answered by the agents within norms, abandoned by the caller, for a given user defined period.
- Average and total number of calls in a queue
- Average and total number of unanswered calls
- Agent activity reports, both real-time and historical
- Average and total number of free agents
- Average and total call duration for different agents
- Average and total queuing time
- Root cause analysis of most frequent (e.g. Top 10) queries/complaints
- Analysis of wise trends in queries/complaints
- Daily Activity Reports
- Vehicle Status Reports – Daily Activity, Response Time, Vehicle Stoppages etc.
- Geo Fence In/Out
- Monthly Performance Reports

Call center Infrastructure

The physical infrastructure (table, chair, equipment etc.) provided by the vendor should be in accordance with the *Human factors and ergonomics*. The infrastructure should have safe furniture and easy-to-use interfaces to machines and equipment. It should be compliant with **ISO 11064-X: 2013** or latest standards. The desks of call taker/dispatcher should be movable in up and down positions to enable them to work in standing or sitting positions.

5.1.2. Data Center

The selected vendor shall establish a Data center to host all the applications. CATS shall provide the space for Data Center at pre-defined location. The data center shall be High availability: 99.74% (Tier 2), Safety, Security, and secure Backup. The data center created by bidder for CATS shall be ISO/IEC 27001

certified. Bidder shall be responsible to get the required certification for the data center. Certification cost shall be borne by bidder.

5.1.3. Control Center

The successful bidder shall set up a control center at location provided by CATS. The Control center shall be managed by CATS and technical support shall be provided by the successful bidder. The control center shall be operational / available 24X7. The control center shall have:

- Screen for monitoring/tracking: Three LCD screens per user, of appropriate size as per the availability of the space. These screens shall form the part of the control desk of each control center agent. The monitoring screens shall be connected with central processing units at the data centers. They shall not have their own individual CPU.
- Internet connectivity & communication systems
- Access Control Systems
- Physical Security Devices

The selected bidder shall also provide the Disaster recovery at different location.

Conference - Cum -Visitor Room

Conference room is to be prepared with the required audio equipments to enable visitors, conference holders to be put in audio conference with the Call taker / Dispatcher to be a part of the incident.

Supervisor Room

The supervisor room will have same A/V equipments as that of the conference room. The supervisor should also be able to take calls in case call center agents are busy with other calls. The supervisor room will have same A/V equipments as that of the conference room. The live status feed of events will also be provided in the supervisor room using the Supervisory Application. The supervisor should also be able to Log In as a Call taker and take calls in case call center agents are busy with other calls.

Video Wall

Control Center should be equipped with a **Video Wall (Dimension to be finalized after site visit)**. The video wall will be a collection of multiple screens showing site videos and GIS monitors having alerts and facilities displayed at specific time intervals. The wall will be connected through Application and GIS Software and live video feeds from various sources. The feeds to the Video wall should be switchable between various cameras at different locations in future. Video wall should have a minimum lifetime of light source for at least 60000 hours. It should be of professional grade (rear projection cubes), suitable for 24 X 7 X 365 operation and not the temporary arrangement of various screens joined through software systems.

Physical Security at control center

Physical security at control center shall be maintained using access control device / biometric based authentication. The devices should be capable of connecting to computer systems and provide role based authentication at various locations.

Ergonomic Design

The furniture and fixtures at Control Center should be ergonomically designed and should follow **Control Center Ergonomics Standards (ISO 11064-X: 2013)**. The successful bidder shall ensure the compliance and work towards getting the control center certified for ergonomics standards. The indicative physical architectural layout of the control center is provided in Annexure A.

Cabling at Control Center

Entire cabling at the control center shall be rat protective and insulated. The successful bidders shall ensure that proper earthing and cooling requirements are met at data center as well as control center.

Fire Detection and Suppression

Selected Bidder will be responsible to install comprehensive fire detection and suppression system including firewall installation, heat and smoke detectors, sprinkler systems (that is, typically required by local fire bodies), chemical "clean agent" systems and manual systems.

Both data center and control centers should be equipped with relevant signages. The signages should be easy to read and highlighted in case of any disaster to guide control room staff to safety.

The entire control and data center should be based on modular design and should easily be transferable to a new location with minimum effort and cost.

5.1.4. Hardware

The successful bidder shall be responsible to provide the following hardware

- Mobile Data Terminal devices for ambulances (2 device per ambulance) for 280 ambulances
- Display device with input mechanism in Hospitals for 60 hospitals initially
- Hardware for Call Center
- Hardware for Control Center
- Biometric Attendance devices for attendance of field as well as control center staff

Entire hardware provided shall be with comprehensive warranty for at least 3 years; the manufacturing of such hardware should not have been discontinued and the support for hardware should be available for at least next 10 years from the date of commissioning. Successful bidders are expected to provide the optimum hardware and best available mobile specifications, for which evaluation will be done during the technical bid.

5.1.5. Application software

The successful bidder shall be responsible to provide the following software modules

- Caller location identification software for mobile phones.

- Call Tracking Software Module
- Call Dispatching Software Module
- Supervisor Software Module
- Remote Viewer Software Module
- Administrative Module
- Disaster Management Module
- Analytics and Integrated Data Management Module

Details of each of the modules are specified In the section Functional Requirements of the Project.

Procurement, installation, networking, integration, commissioning and maintenance of hardware, software, licenses, approvals, clearances, etc. for the project shall be the sole responsibility of the selected bidder.

Selected bidder shall provide the exclusive rights to CATS for source code, environment setup and any other information as may be necessary to use, updates, changes in application software. CATS will reserve the right to replicate, reuse and resell the application software with or without changes.

5.1.6. Site Preparation

CATS shall provide the raw space to selected bidder for set of Call Center, Data Center and Control center. The selected bidder needs use the space as per the convenience and shall also do the civil construction work, wherever required. Indicative drawing of physical space is attached as annexure.

Bidders may be advised to visit the site prior to bid submission.

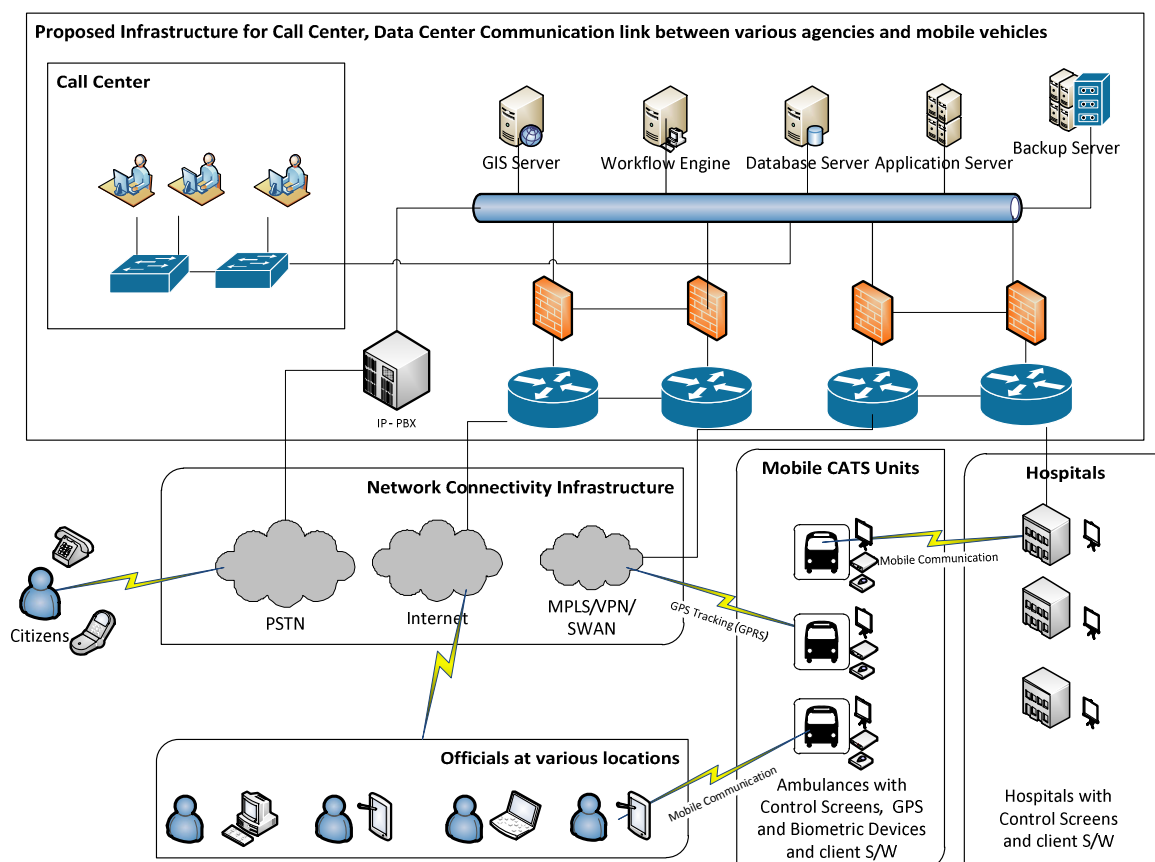
5.1.7. Connectivity

Selected bidder shall provide the required bandwidth at Data Center, Control Center & Call Center. The selected bidder shall also provide the connectivity for ambulances and Hospitals. Recurring charges of connectivity (after “Go-live”) shall be paid by CATS.

5.1.8. System Administration

The selected bidder shall be responsible for system maintenance and administration activities of all the servers, hardware & software components provided and all required maintenance activities including patch management, security management, system administration, network management, upgrades, changes/amendments and all other steps as may be required for security, reliability and availability (both functional and operational) and any other activity as may be required to keep the solution available in working condition within the specified SLAs for a period of 6 years.

5.2. Integrated Deployment Architecture



Emergency Response Units (CATS Ambulances)

These units shall be actually responsible for attending to the emergency and would be connected to CATS Call Centres, Hospitals and other operational units.

Connectivity between different systems

a) Citizen Dials a toll-free number to CATS:

Citizens shall register the emergency call at CATS call centre. CATS will have multiple PRI lines terminating at IP-EPBX at CATS for this purpose. The IP-PBX will further be integrated with CTI/ACD/Voice logger server to provide call centre facility at CATS.

b) Communication between Response units (mobile ambulances) and AVLS servers at CATS (Vehicle Tracking):

AVLS application will track the location of response units by using the GPRS based signals from response units. CATS will receive these signals using Internet connectivity.

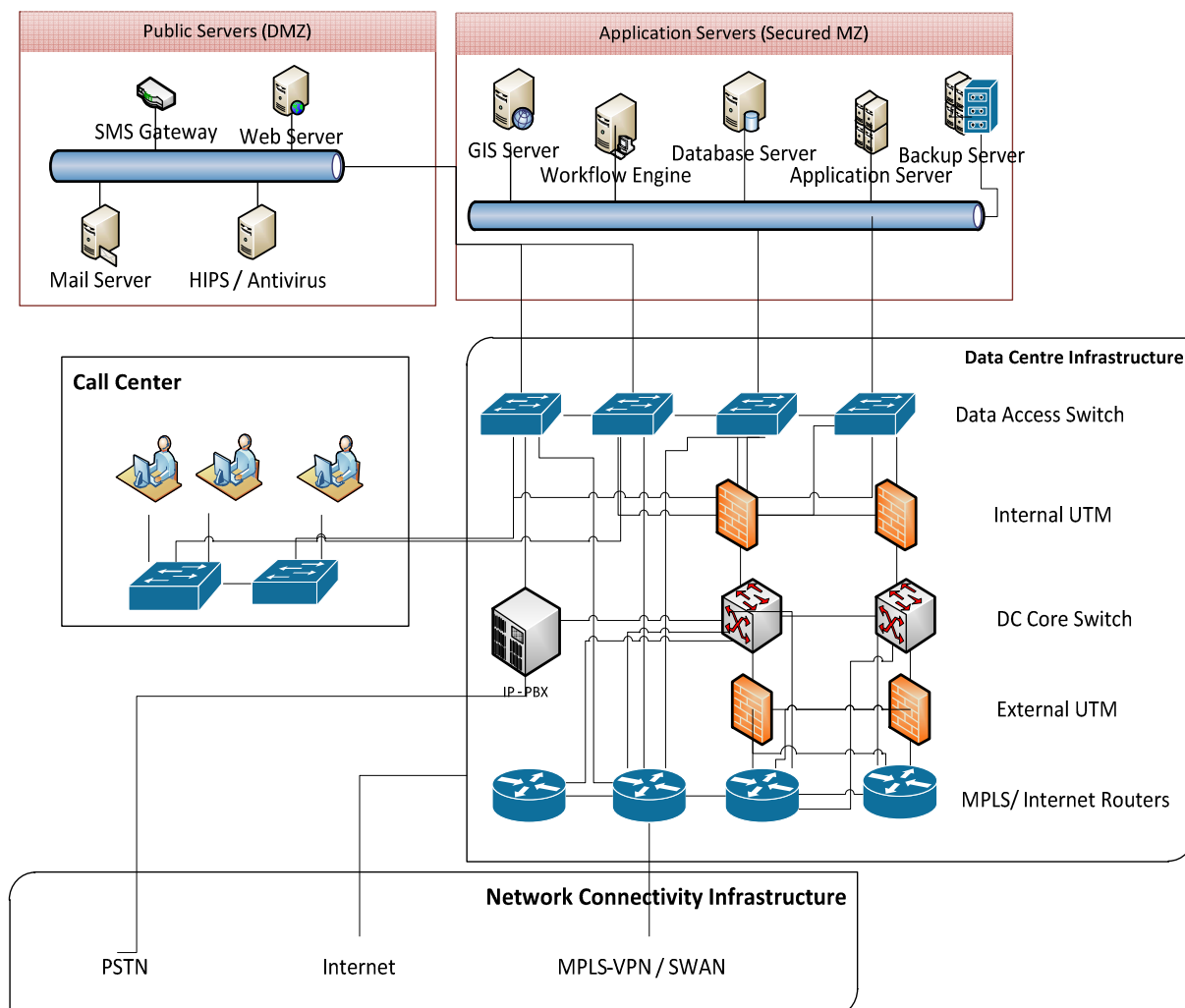
c) Communication with senior officials:

Senior officials will be able to monitor the status on web portal using the internet connectivity on the laptop/mobile device.

d) Communication between Hospitals and Response Units (Mobile Ambulances):

Response units will send the signals at various stages to the CATS centre using GPRS/3G/4G. CATS will route the information in the signals to the concerned hospitals using SWAN/MPLS-VPN connectivity. Hospitals will respond to the CATS centre using SWAN/MPLS link and the triggers will be sent back to the Response units using GPRS Signals.

5.3. Deployment Architecture:



a) Application server Farm in the vicinity of Call Centre (MZ):

This will be a secure Militarize Zone (MZ) to host all critical application including CAD (Computer Aided Dispatch), AVLS (Automatic Vehicle Location System), Data Base server, GIS Server etc. To secure all servers hosted in this block a dedicated Internal UTM (Unified Threat Management) with functionalities of Firewall and IPS need to be installed in HA (High Availability).

b) Server Farm (DMZ):

This building block will host all applications and server that need be accessible directly from internet. This include Web server, Antivirus Server, Mail Sever, SMS gateway etc. All servers shown in MZ and DMZ are illustrative only, Bidder need to submit the detail design diagram with their proposed architecture. The servers shall be built on HA architecture.

c) DC Network and Security Infrastructure:

DC Network Infrastructure includes all communication appliances (Router/Switches/IP-EPBX etc.) and Security appliances (External and Internal UTM). Various components of this building block are:

- External UTM in High Availability
- Internal UTM in High Availability
- MPLS Router in Redundancy
- Internet Routers in Redundancy
- Core Switches in Redundancy
- DC-MZ Access switch in redundancy
- DC-DMZ access switch in redundancy
- Call Centre switches (Same switch will be used by IT admin team and other resources to be deployed by bidder under this contract)
- IP-EPBX

Bidder need to provide the detailed proposed architecture in technical bid documents for Network and security Infrastructure.

d) Call Centre Infrastructure:

Call Centre facility will accommodate all call centres agents. All required call centre user infrastructure i.e. Desktop computer, IP phones etc. need to be provided by bidder for this infrastructure component.

Note: Call Center, DMZ & MZ Server Farms and Data Center to be located at the same location.

3. Functional requirements of the project

This section presents indicative functional requirement specifications of the system. Bidders are required to furnish their compliance against each of the functionality and submit the same as part of the Technical Bid.

#	Specification	Description
3.1. CAD System Specifications		
3.1.1. General System requirements		
1	Design & Architecture	a. System design should be able to support a fully functional Integrated Emergency Response Centre for emergency response management including call taking & dispatching, communication with other departments etc.
		b. System should be based on open architecture and based on client-server, SOA or other advanced technologies. The system should be modular and 3 times scalable for future upgradeability.

#	Specification	Description
2	Disaster Recovery centre	a. System should have provision to setup the Disaster Recovery centre (DRC). However at this stage DRC is not in scope of the selected bidder.
3	Customization	a. System should be customizable to address the stated user needs and future requirements that may arise.
4	Security	a. System should be secure and feature an intelligent Log-in & Log-out facility. The same user should not be able to Log-in simultaneously at different machines. The login of Ambulance operators within ambulances should be using biometric authentication. The ambulances should not be mapped with one user/driver. Whosoever is readily available at the ambulance site should be able to login.
5	Interoperability	<p>a. System operators should be capable of swapping between call takers, Dispatcher and Supervisor role, based on the user authentication, without the need to have separate licenses in each category.</p> <p>b. System should allow a single operator to take the role of call receiver as well as dispatcher simultaneously, if the need arises.</p>
6	Provision for CFS (Call for Service) through Multi-media	<p>a. System should enable citizens to reach the authorities by calls using PSTN, cell phones and VoIP, text messaging, instant messaging, real-time text, pictures and videos.</p> <p>b. System should have a provision of receiving the picture images captured by smart phone.</p>
7	GIS Map	<p>a. System should have an integrated GIS map in the software hosted in GIS Server/operator work station to ensure quick pop up of caller/incident/vehicle location. It should have the capability & tools to view attribute details of the specific GIS layers on map click. GIS Map of GSDL will be provided by CATS.</p> <p>b. Mapping Tools should be provided to be able to group the multiple attribute layers and to control (ON and OFF) the same.</p>
8	Automatic Vehicle Location System (AVLS) integration	a. System should be integrated with the AVLS software to facilitate data communication link with the vehicle

#	Specification	Description
		mounted location tracking devices (GPS) with navigation facility for vehicles.
		b. System should have facility to poll a specific GPS receiver of a vehicle to transmit its current positional information.
		c. System should provide the facility to dynamically place the ambulances in the basis of "hot – spots" historical data of incidents on the basis of the time of day/night etc.
9	Message services integration	<p>a. System should have message software that shall provide the ability to send/receive messages in a centralized and distributed mode. The system should also be able to receive query/messages from AVLS/CAD client applications & distribute them to other AVLS client applications based on a user configurable set of rules.</p> <p>b. The Message Software should support centralized logging of relevant Command Centre AVLS/CAD related message communications.</p>
10	Multi-monitor	a. The system should support Multi-monitor displays. There should be three monitors for each operator for viewing Application GUI & GIS map respectively.
11	Multiple Map Windows	a. The Software should have a provision to open multiple map windows for easy decision-making.
12	Floating Windows	a. The system software should have floating windows capability i.e. the operator should be able to shift/position & resize the window form as per his requirement or similar operational functionality
13	Messaging /SMS Interface	a. System software should be able to send Message between operators using intranet.
14	Configurable, Template based messaging	a. System software should be capable of, in a pre-defined template, sending SMS to the caller and/or Mobile Response Teams. SMS can be triggered manually at the discretion of the user or automatically as per a pre-defined procedure configured in the system. SMS may include ambulance/CATS location contact number /address details.
15	User Friendliness	a. The application GUI should be user friendly for ease of operation and keeping in mind the response time to

#	Specification	Description
		attend to emergency.
		b. System software should have a single comprehensive inbuilt Help file with user friendly search facility and/or tagging.
16	Call Management for Duplicate Calls	a. System software should alert the call taker, dispatcher and, supervisor about the possibility of a single incident - multiple call situation or a multiple incident - multiple call situation.
17	Video / CCTV Surveillance Interface	a. System should have provision to integrate with video feeds available from CCTV camera, in future.
		b. System operator should be able to see the video of cameras installed and mapped on to the GIS map.
18	MDT / Smartphone Interface	a. System should have integration with Mobile Data Terminal /commercially available Smartphone.
19	Multi-Agency Support	a. System should have capability to support multiple agencies like Police, SDMA, Fire, Health, Electricity, Irrigation, Agriculture, Rail, Highway etc. b. System should have provision to register the contact number and resource available with of various departments.
20	Multi –Language	a. System should be able to support multi-language. It should be possible to easily switch between Local Language (Hindi) and English.
21	Emergency Number Setup	a. System should have provision to setup Emergency help line number in case of any case emergency. b. The system should be able to curve out a small team of call receivers and dispatchers, within the CATS, dedicated for handling calls received on such special emergency numbers. b. In case of emergency, system should have provision to configure some agent in the CATS to handle such situations.
22	IP-Phone communication	a. System should ability for audio communication between senior officers and CATS/Mobile Units by IP-Phone.
23	Printing	a. System should have ability to allow users to browse the network for available printers and for remote printers or fax machines.

#	Specification	Description
		b. System should have ability to print user ID, employee ID and employee name when printing cases
		c. System should have ability to have a print button to print from all windows in a legible font size.
3.1.2. Call Taking Software Module		
24	Caller Information & Location	a. The software should be able to display via pop-up, on call taker desktop, automatically caller name, number and address along with caller location based on land line data or mobile phone location.
		b. It should be possible for the call taker to manually pin point or create/search a general location of the caller where no location information is generated by the system.
		c. It should be possible that the caller may not be calling from the point where response is required. The software should support a complete manual address input Call taking capability.
		d. It should be possible that PSTN caller's address information is not the same provided by the telecom service provider. The caller's information, if the call taker chooses, should be updated into the system database.
		e. The software should have a provision to display the real time location of the mobile caller. The accuracy of mobile caller's location should be as per the information provided by telecom service provider.
25	Call Classification & Priority	a. The call taker should be able to classify the call into distress call, enquiry call, departmental call (administrative), blank call, crank call etc.
		b. The software should also be able to set the priority of the distress call.
26	Duplicate Calls	a. System should suggest the possibility of a duplicate call based on the caller number, location, time, classification, etc.
		b. It should be possible to merge or split event depending upon the situation. To achieve this, the system should have the capability for cross referencing of event

#	Specification	Description
27	Multiple Calls & Incidents	a. System should be able to handle multiple calls and multiple incidents
28	Call Recordings	a. All calls should be recorded and tagged with the concerned event. The call should be recorded for the desired period.
29	Caller History	a. System should have option to view caller's history. It should also be possible to create a reject list where crank callers could be added after warning. However, the ACD along with the software system should have facilities to track legitimate repeat call and raise alarm in extremely critical situations.
30	Standard Operating Procedures (SOP's)	a. The software should have the capabilities to set the Standard Operating Procedures (SOP) for Call-takers/Dispatcher and Supervisor.
31	'Emergency Call' or 'Hot Calls'	<p>The software should have the capabilities to create Emergency Call and Hot Calls. Call-taker should fill information for a hot call. Dispatcher and supervisor should receive the alert/ notification for the same. Dispatcher should be able to initiate action for quick response. Following is the list of indicative hot calls:</p> <ul style="list-style-type: none"> • collisions w/fatalities or major injuries • Natural/man-made disaster • Rail/aeroplane accident • other life-threatening situations • CATS officer needs help
32	Status Display & Search	a. The Call Taker screen should be provided with event status for displaying the status of all event like 'Pending', 'Open', 'Dispatched', 'Closed' etc.
33	Location of Interest Search Options	a. The Call-taker and dispatcher shall have the facility to search for various Location of Interest of an event location like nearest Hospital, Blood bank, Fire brigade etc.
34	Automatic Display of district police station and hospital.	a. The software should have the facility in the system to populate the relevant district police station and hospital name and contact numbers, whenever any new incident happens.
35	Update Existing event Information	a. The software should allow the Call-taker/Dispatcher/Supervisor to update/modify existing event details for any Additional/Supplementary

#	Specification	Description
		information related to the same.
36	Pre-defined interaction script	a. The option should be available within the software to assist the Call Taker with predefined questions list that can be used to extract information quickly and comprehensively from the caller.
37	User-defined Alarm	a. The application should be configured with user-defined alarm modules that will be flashed on all the other screens in case of major incident. For Ex: Terrorist attack, Fire etc.
38	Request to Close event	a. The Call taker Software should be able to send request to close event.
3.1.3. Call Dispatching Software Module		
39	Dispatch Decision	a. The software should suggest available resources for dispatch in the range of jurisdiction.
40	Caller Location	a. The system should automatically display the caller's location on the GIS map, to the call receiver/dispatcher. b. The software should also display the information entered by the call taker for an event. It should also display the location as identified by the call taker or address database but the dispatcher should also have the option of relocating the event.
41	Caller History	a. The response to an event would be affected by previous experience about the caller, location or, locality. The software should retrieve and display such information.
42	Action Taken / Feedback	a. The dispatcher should be able to enter the Action Taken / Feedback information as reported by the responding unit.
43	Vehicles Tracking & status Update	a. The GIS map should display the allocated, un-allocated filed resources using different graphical symbols. b. The software should be capable of displaying the vehicles on the GIS map, with color-coding according to their current status. Vehicle color should change automatically with their change in status, i.e. dispatch, en-route, at scene, available etc. c. The entire movement of a vehicle from being assigned to an event till arrival upon scene should be time stamped and monitored by the dispatcher. d. The software should have the tools to provide the

#	Specification	Description
		playback of the vehicle history data displayed on the integrated GIS Map.
44	Alarm for new event	a. The software shall provide an alarm/alert for every event entered in the system.
45	Event Status	a. There should be facility for event symbolization. To facilitate easy identification of event status (pending, open, closed) it should be displayed on map with different colors.
46	Geo-fencing	a. The software should have Geo-fencing capability.
47	Shortest Path guide	a. There should be provision for shortest route to guide Vehicles. Dispatcher can find from the GIS based map the shortest path from the dispatched vehicle to the event location and convey the shortest path direction to the dispatched vehicle.
48	Display of Resources & event on Map	a. There should be provision for display of field resources and event on Map.
49	Viewing	a. The software should facilitate viewing of event and vehicle chronology, status of all vehicles & event on the map.
50	Call Recordings	a. Caller conversation should be recorded and tagged with the concerned event. The call should be recorded for the desired period.
51	Incident Data Quality	a. Application should provide ability for dispatchers to rank, against each incident, the quality of data entry done by call takers. This data will be used for the purpose of improvement in accuracy of data entry as well as SLA monitoring.
52	Call back to distress caller	a. System should provide a user friendly capability (Call back button on screen) for dispatchers to call back the distress caller as per contact details provided in incident report.
3.1.4. Supervisor Software Module		
53	Event monitoring	<p>a. The software should facilitate supervision of CATS operations. The supervisor should be able to examine each event and ensure appropriate action.</p> <p>b. The Supervisor should be able to call up the complainant for feedback and a satisfaction report.</p>

#	Specification	Description
		c. The supervisor workstation should have the provision for the functionalities of both call taker & dispatcher.
54	Route creation & assignment of routes	a. The software should have the provision of tools for creation of digitized vehicle routes (daily, weekly etc) and assign one or more vehicles to these pre-defined routes along with check points.
55	Reports	a. The software should have built-in Reporting module. The reporting module should have an ability to create various reports using various options like date wise, zone wise, event type, sub type etc.
56	System settings	a. The Supervisor software should be able to undertake various system settings & configuration such as: i. Allotment of Telephone Extension number ii. Screen Setting (Single, Dual & Triple), iii. Map Path Setting iv. CCTV camera icon display on GIS Map.
57	Unlock of event	a. The Supervisor software should be able to unlock the assigned event in process and reassign to another dispatcher to take further action.
58	Response plan	a. The Supervisor software should be configure/create the response plan based on Incident type like Accident, fire, Terrorist attack, medical emergencies etc.
3.1.5. Remote viewer software module		
59	General	a. Remote Viewer will be a web-based software monitoring tool to be used by the senior officers for monitoring of limited CAD functionalities using LAN/WAN (Intranet) or Internet.
60	Monitoring	a. The software should support monitoring of all events, critical functionality related to CATS, vehicles fleet monitoring, reports, charts & Analysis etc.
61	GIS map	a. The software should have integrated GIS map with zoom in, zoom out and pan functionalities.
62	Event monitoring	a. The Software should support active event monitoring with detail information and location on the map.
63	Live vehicle tracking	a. The software should support live vehicle tracking of the response units with details.
64	Play back history	a. The software should view vehicle history data of the response units with details. The software should be capable of showing the vehicle idle time, ignition on/off

#	Specification	Description
		plus alert etc.
65	Geo-fencing	a. The proposed software should have Geo-fencing capability. Software should facilitate allocating of areas for patrolling units depending on police needs and also receive the notification when vehicles cross the Geo-fence.
66	Reports	a. The software should have in built web based reporting module. The reporting module should have an ability to create various reports using various options like date wise, zone wise, event type, sub type etc.
67	Analysis	a. The reporting module should have an ability to create various GIS analysis reports. It should be possible to select the data on the basis of zones, events, event sub-type, priority & date and time and provide information pertaining to (but not limited to) i. Incident Query ii. Incident Count iii. Repeat Incident
68	Vehicle dashboard	a. The reporting module should have inbuilt dashboard to view the performance and health check of GPS devices fitted in the patrol vehicles.
3.1.6. Administrative software module		
69	Configuration & creation of CAD database	a. The application software should have administration module for optimum utilization of resources, master database creation and other analytical purposes. It shall enable the systems administrator to define users & configure their access privileges. The Software should create / configure various master database like: i. Users & roles for operators ii. Dispatch zones/ groups & police stations iii. Vehicles iv. Events & events Sub-type v. Shift Master vi. Skill Master vii. LOI Creation viii. Agencies ix. Schedule Report x. Schedule Backup

#	Specification	Description
		xi. Language setting and dictionary creation xii. Response Plan
3.1.7. Disaster Management software module		
70	GIS Data	a. In order to effectively deal with disaster situation certain special layers of GIS data will be required in the GIS application. This include but not limited to the following i. Fire stations ii. Hospitals iii. Crane stations iv. Railway track v. Government offices vi. Helipads vii. Population spread viii. Airports ix. Hotels / Guest houses x. Shelter locations
71	Communication with external agencies	a. Disaster management module will provide ability to define and call, specific numbers of external agencies such as fire, police, DDMA, etc. that could be used for quick communication and coordination b. Disaster Management module will provide ability to add outcomes and action items from interaction with external agencies.
72	Call routing and incident handling	a. Disaster management module will provide ability to tag specific calls and incidents as being related to one specific disaster b. Disaster management module will provide ability to mark specific work station(s) as being designated to be handling calls and incidents specific to a disaster c. Disaster management module will provide ability to route calls to the specific workstation designated to handle calls for that specific disaster
73	Reporting	a. Disaster management module will provide ability to generate MIS/Dashboard against a specific disaster event that would provide information on but not

#	Specification	Description
		limited to the following – i. Types and status of events reported against the disaster ii. Agencies contacted and outcomes iii. Resources deployed
3.2. IPPBX Requirement		
74	Redundancy	a. IP PBX Solution should be configured in full redundancy b. System should be a hybrid PBX supporting IP and Analog extension
75	Functionality & PRI Support	a. System should support analog trunks and min 3 PRI Lines (Bidder should estimate as per project requirement) b. System should support standards-based multi-site networking, using H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency c. System should support VPN connectivity d. System should support Remote access server (RAS) functionality. e. System should have Integral Static or Dynamic (RIP I/II) routing for both Internet and Branch-to-Branch solutions f. System should support Analog Phones, Digital Phones, IP Hard phones type of terminals g. System should have in-built DHCP Server, which should be able to assign IP Addresses to the endpoints. h. System should be able to support up-to 1000 extensions in any combination of single site or multi site. i. System should be able to provide backup/redundancy options in case of failure of one box j. System should support PRI/ T1 / Analog Trunks. k. System should have in-built 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3) l. System should support internal IVR. m. System should support standards-based CTI integration with 3rd party applications

The Application Software would either directly or indirectly enable in performing various downstream operations like analytics, integrated data management, generating timely alerts to help serve among others the following objectives:

- Present an integrated view of information as required by various end users through providing intelligent analytics tools.
- Providing historical, present and predictive analysis of data to generate timely alerts and identification of modus operandi patterns for enabling lower response times to respond the call.
- Provision of geographic, situational and location context to the site of incidents/ accidents, etc.
- Basic analytics function for ambulance management including case management, resource management, day to day functioning, Accident/Incident hotspots, call trends, etc. for strategic and tactical planning.
- Provide for multi-modal biometric solutions in combination with information generated through Application Software for establishing unique identities of each ambulance staff and other individuals as per requirement.

Entire solution should be backed by a System Management Software, providing comprehensive reports on down time, availability, system resumption, nature of fault, cause of fault etc. This system shall be a part of Go-Live of the project.

5.4. Indicative BOM for the solution

#	Description	Unit	Qty.
I		Software - CATS	
1	Computer Aided Dispatch Server Software	Nos.	1
2	Computer Aided Dispatch AVLS Application	Nos.	1
3	GIS Software for Map maintenance & updation	Nos.	1
4	Computer Aided Dispatch Web Application for Remote viewer	Nos.	1
5	EMS/NMS with SLA monitoring and management Software	Nos.	1
6	Tablet/MDT Application Server License as per project requirement (Size Specification: 7" or above, 3G and 4G compliant, capacitive touch screen, CE/FCC/BIS Standards compliant, Electromagnetic interface certification, working environment of 0-6 degrees, chargable with 12 volts DC.)	Nos.	1
7	Relational Database Management System (RDMS)	Nos.	1
8	Call Centre Operator License (for Call Taker , Supervisor and Administrator)	Nos.	25 (No. of call takers, supervisor, expandable)
9	AVLS Device Licenses	Nos.	280 (Vehicles, expandable)
II		Hardware – CATS	

1	CAD Application Server with operating system and 30 Day storage (Primary and Secondary in Redundant Configuration)	Nos.	2
2	Database Server with operating system (Primary and Secondary in Redundant Configuration)	Nos.	2
3	GIS Server with operating system (Primary and Secondary in Redundant Configuration)	Nos.	2
4	AVLS Server with operating system (Primary and Secondary in Redundant Configuration)	Nos.	2
5	Web Server for Remote Supervisory , SMS and Analytics Server	Nos.	1
6	CTI/ACD/Voice Logger Server (Primary and Secondary in Redundant Configuration)	Nos.	2
7	Mail, Antivirus, DNS Server	Nos.	1
8	Backup and restore server	Nos.	1
9	EMS/NMS with SLA monitoring and management Server	Nos.	1
10	Digital Tape Library support for monthly backup - 5TB with backup software	Nos.	1
11	Workstation with Three Monitor (Call Taker, Supervisor, and Administrator) with centralized operating system at the server and a single multifunctional keyboard attached to 3 screens on each terminal.	Nos.	30
12	Workstation for IT admin with operating system	Nos.	2
13	Access network L3 switch 48 port	Nos.	2
14	Core Network L3 Switch 24 Ports	Nos.	2
15	Distribution DC Switch 24 Ports	Nos.	2
16	Core Router for MPLS Connectivity	Nos.	2
17	Core Router for Internet Connectivity	Nos.	1
18	GSM Modem including SIM cards	Nos.	2
19	IP based Communication switch (EPABX with PSTN, PRI, Radio, GSM gateway with related software including provision for central voice recording for all conversations)	Nos.	1
20	IP Phone with headset for Call centre Agent	Nos.	25
21	Internal Unified Threat Management System - Firewall with Intrusion Detection /Prevention system for unified threat mitigation along with VPN support	Nos.	2
22	External (Internet) Unified Threat Management System - Firewall with Intrusion Detection /Prevention system for unified threat mitigation	Nos.	2

	along with VPN support.		
23	Networking Passive Components	Set	1
24	Suitable rack solution for stacking Servers having complete electrical connections	Nos.	2
25	Multi-Function Laser Printer	Nos.	2
26	Silent DG Set - Min 40 KVA	Nos.	1
27	Centralized UPS to support entire Data Center and Control Room (Min 4 Hours Backup)	Nos.	1
28	LED TV - 56 Inch (connected with operator workstation)	Nos.	4
29	Network L2 Access Switch - 24 Port	Nos.	2
30	Network L2 Access Switch - 8 Port	Nos.	2
31	Networking Passive Components & Rack solution	Set	27
32	Laser Printer (Networked)	Nos.	2
III		AVLS for vehicles	
1	Automatic Vehicle locator System for Vehicles with SIM card	Nos.	265
2	Mobile Data Terminals for Vehicles including device software & SIM card	Nos.	280
IV		Civil work at CATS	
1	CATS Site Preparation covering , Enclosures , Earthing, preparation of control unit consoles, Power Cabling etc. for 25 Operators	Nos.	25
2	CATS - Table and Chair for 25 operators	Nos.	25
3	Air conditioners for CATS (Sufficient for 25 operators sitting area) as well as for CATS Data Center	Nos.	1
V		Additional IP phones for Officers	
1	IP Phone for senior officer	Nos.	10
2	IP phone Harnessing Cost	Nos.	20
VI		Other	
1	GIS Base Map (GSDL provided by CATS)	Nos.	1
2	GIS Data Layer as per project requirement	Nos.	1
		Other item (if Required)	

5.5. Information security and data privacy

The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system.

The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

5.6. Infrastructure Compliance Review

CATS may perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure (both IT, non IT, devices, equipments& Network infrastructure etc.) provided by the selected vendor against the requirements provided in the RFP and/or as proposed in the proposal submitted by the vendor.

6. Project Timelines

[illegible]

7. Service Level Agreements (SLAs)

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to CATS for the duration of this contract.

8.1. Implementation Service Levels

S.No.	Measurement	Target(Weeks)	Severity	Penalty
1	Project Inception, Delivery of Hardware	T+5	Medium	Penalty of 0.5% per week on total value of Contract.
2	Site Preparation & Installation of Hardware in Control Center, Data Center, Call Center	T+11	Critical	Penalty of 1.0% per week on total value of Contract. The penalty shall be imposed subject to space provided for site by CATS.
3	Partial Acceptance Test	T+21	Critical	Penalty of 1.0% per week on total value of Contract. The penalty shall be imposed subject to time taken for acceptance test by CATS.
4	Project Go Live with all deliverables / milestones	T+25	Critical	Penalty of 2.0% per week on total value of Contract. The penalty will be imposed if any of milestones mentioned in project timelines is not achieved.

**Note:*

1. T stands for start time i.e. Contract Signing.

2. Maximum penalty that can be imposed on bidder shall be 10% of total value of Contract (inclusive of taxes).

8.2. Post Implementation SLA

S.N.	Measurement	Target	Penalty
	IT Infrastructure Availability		
1.	Central Server with proper security measures	99.74% uptime on 24x7 basis, calculated on quarterly basis. Bidder shall provide backup arrangement if scheduled down time is required.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
2.	Call Center with all functional equipments	99.74% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.

S.N.	Measurement	Target	Penalty
3.	Control Room	99.74% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
4.	Patient and Ambulance tracking system	99.74% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
5.	Pre-hospital Notification system	99.74% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
Application Performance			
6.	Application Availability	99.74% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
7.	Data Accuracy	100% accurate data availability in database	1.0% of quarterly payment for every defaulted data reported beyond 5.
		98% of reports generation with 100% accurate data	0.05% of quarterly payment for every defaulted report beyond mentioned target.
8.	Report Generation Response time	98% of simple query (1 week data) reports: < 5 Secs 98% of complex query (1 week data) reports: < 15 Secs	0.20% of quarterly payment for every defaulted report beyond mentioned target.
9.	Screen Navigation / Access response time	All screens should be opened in < 3 Secs	0.20% of quarterly payment per instance reported in Performance Audit Report
10.	Database and Content update <i>* Updates related to hospitals, Ambulances, software configuration, call taker scripts etc.</i>	Within 2 days from receipt of data	0.5% of quarterly payment for every one day delay beyond target.

S.N.	Measurement	Target	Penalty
Issue Tracking			
11.	Issue Monitoring Tool	99.95% uptime on 24x7 basis, calculated on quarterly basis.	1.0% of quarterly payment for every 30 minutes of downtime beyond target.
12.	Issue logging and tracking including Software, Hardware, Mobile Applications, and any other system issues	<p>Issue Resolution time should as per mentioned below:</p> <p>Critical issue < 2 hours</p> <p>Medium Level Issue < 6 hours</p> <p>Low Level Issue < 24 Hours</p> <p><i>*Note Critical: Impacts field operations</i></p> <p><i>Medium: Defect but no impact on field operations</i></p> <p><i>Low: Upgrade, preventive maintenance</i></p>	0.05% of quarterly payment for every defaulted issue.
<p>The system/equipment/component down time should not exceed 24 hours from the time at which the complaint was made for low level issues. . For medium and critical issues, the successful bidder shall maintain sufficient inventory of manpower and physical resources to bring the system in original working state in 2 hours or 6 hours respectively.</p> <p>Service provider may provide an equivalent standby system/equipment/hardware/software. In case the system is not repaired or an equivalent standby system/equipment/hardware/software is not supplied within stipulated timeframe from the system down time reporting, then CATS may choose to get the same repaired by or replaced from any other agency and the expenditure incurred along with penalty therein shall be recoverable from the successful bidder.</p> <p>*Note:</p> <p>1. Maximum penalty that can be imposed on bidder shall be 10% of total value of Contract (inclusive of taxes).</p> <p>2. Bidder shall provide automated Issue logging & tracking system to monitor the issues.</p>			

8. Payment Schedule

S.No.	Milestones	Payment (%)	Document required
1	Contract Signing	20 % of capital cost	Signed copy of Contract
2	Team Mobilization, Site Visit, Project Inception report		Inception Report
3	Procurement & Delivery of Hardware		List of Hardware with signed Copy Bills
4	Site Preparation & Installation of Hardware in Control Center, Data Center, Call Center	20% of capital cost	Minutes of meeting mentioning the installation of Hardware
5	Demonstration of solution with all modules as mentioned in RFP	20% of capital cost	Signed report of successful PAT
6	Partial Acceptance Test (PAT)		
7	Full Acceptance Test (FAT)	30% of capital cost	Signed report of successful PAT and Go-Live
8	Project Go Live		
9	Comprehensive Warranty and Support for First year	25% of operational cost for 1 st year in every quarter	Quarterly MIS reports of particular year
10	Comprehensive Maintenance and Support for Second year	25% of operational cost for 2 nd year in every quarter & Remaining 10% of capital cost	Quarterly MIS reports of particular year
11	Comprehensive Maintenance and Support for Third year	25% of operational cost for 3 rd year in every quarter	Quarterly MIS reports of particular year
12	Comprehensive Maintenance and Support for Fourth year	25% of operational cost for 4 th year in every quarter	Quarterly MIS reports of particular year
13	Comprehensive Maintenance and Support for Fifth year	25% of operational cost for 5 th year in every quarter	Quarterly MIS reports of particular year

S.No.	Milestones	Payment (%)	Document required
14	Comprehensive Maintenance and Support for Sixth year	25% of operational cost for 6 th year in every quarter	Quarterly MIS reports of particular year

Bidder shall raise the invoice after achieving the milestone, as mentioned above, and payment shall be made by CATS within 15 days of receiving the invoice.

9. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, CATS shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, CATS shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of CATS, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of CATS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of CATS in relation to any matter concerning the Project;
- "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Selection Process;

- “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by CATS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

10. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CATS as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

The bidder or CATS shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

11. Arbitration

In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Secretary (health), Government of NCT of Delhi shall be the sole arbitrator.

12. Liquidated Damage

- A. If the Vendor fails to deliver any or all of the Service(s)/Systems or perform the Services within the time period(s) specified in the Contract/Agreement, CATS shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price

subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s). In case of undue delay beyond a period of 15 days unless otherwise waived by the CATS, CATS/Purchaser may consider termination of the Contract

- B. If the Vendor fails to complete the entire works/Service(s) before the completion date or the extended date or if the Vendor repudiates the Contract before completion of the Services, CATS may without prejudice to any other right or remedy available to CATS as under the Contract recover from the Vendor, as ascertained and agreed liquidated damages and not by way of penalty:
- C. CATS may recover from the Vendor, a sum equivalent to 0.5 % of “the total Contract price” for delay in completion of implementation the Service(s) for each week of delay beyond the scheduled completion date or part thereof, subject to a maximum of 10%.
- D. CATS may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Vendor in its hands (which includes CATS's right to claim such amount against Vendor's Bank Guarantee) or which may become due to the Vendor. Any such recovery or liquidated damages shall not in any way relieve the Vendor from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement.

13. Limitation of Liability

The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI shall be liable to CATS for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to CATS on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed 10% of the total value of the Agreement.

14. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, CATS shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to CATS for, inter alia, the time, cost and effort of CATS including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to CATS hereunder or otherwise.

15. Exit Management

a) Exit Management Purpose

- i. This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.
- ii. The exit management period starts, in case of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by CATS or Six months after the beginning of the exit management period, whichever is earlier.

b) Confidential Information, Security and Data

System Integrator will promptly on the commencement of the exit management period, supply to the CATS or its nominated agencies the following:

- i. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project;
- ii. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing System Integrator in a readily available format.
- iii. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the CATS and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to CATS or its nominated agencies, or its Replacing Vendor (as the case may be).

c) Employees

Promptly on reasonable request at any time during the exit management period, the System Integrator shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to CATS a list of all employees (with job titles and communication address) of the System Integrator, dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the System Integrator, CATS or Replacing Vendor may make an offer of contract for services to such employee of the System Integrator and the System Integrator shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the CATS or any Replacing Vendor.

d) Rights of Access to Information

At any time during the exit management period, the System Integrator will be obliged to provide an access of information to CATS and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Project.

Exit Management Plan

System Integrator shall provide CATS with a recommended exit management plan ("Exit Management Plan") within 180 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii. Plans for the communication with such of the System Integrator, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- iii. Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- iv. Plans for training of the CATS staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by CATS. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of SI.
- v. System Integrator shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the System Integrator to and approved by CATS or its nominated agencies.
- viii. During the exit management period, the System Integrator shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Plan.

16. Termination of contract

CATS may, terminate this contract in whole or in part by giving the SYSTEM INTEGRATOR at least one month prior written notice indicating its intention to terminate the contract under the following circumstances:

a) Termination for Default

CATS may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating the reason for default to the System Integrator and as it deems fit, terminate the contract either in whole or in part:

- i. If the System Integrator fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or
- ii. If the System Integrator fails to perform any other obligation(s) under the contract; or
- iii. If there is a breach of SLAs beyond a limit; or
- iv. If there is a breach of representations & obligations

Prior to providing a notice of termination to the System Integrator, CATS shall provide the System Integrator with a written notice of 30 days instructing the System Integrator to cure any breach/ default of the Contract, if CATS is of the view that the breach may be rectified.

On failure of the System Integrator to rectify such breach within 30 days, CATS may terminate the contract by providing a written notice of 30 days to the System Integrator, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to CATS. In such event, the System Integrator shall be liable for penalty/liquidated damages imposed by the CATS. The performance Guarantee shall be forfeited by the CATS

b) Termination for Convenience

CATS may in its own discretion, by provision of a written notice sent to the System Integrator, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for CATS's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments upto the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.

c) Consequences of Termination

In the event of termination of this contract for any reason whatsoever, CATS is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the System Integrator shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to CATS and/ or succeeding vendor, as may be required, to take over the obligations of the System Integrator in relation to the execution/ continued execution of the requirements of this contract.

d) Post termination rights and obligations of vendor

All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of CATS and before termination or expiration of this contract the System Integrator shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to CATS. System Integrator shall also deliver proper knowledge transfer as mentioned in clause "Exit Management" of this agreement.

Appendix I: Templates

Form 1: Particulars of the Bidder

S.No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company (Corporate office)	
B	Local address of the bidding Company (In NCR)	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of company registration	
H	Details of registration with appropriate authorities for service tax	
I	Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

Form 2: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal

S. No	Criteria	Supporting	Provided	Reference & Page Number
1.	Letter of Proposal	Form 3	Yes/No	
2.	Solution Proposed Demonstration of understanding of the Organization's requirements	Presentation	Yes/No	
3.	Approach, Technology & Implementation Methodology	Presentation	Yes/No	
4.	Proposed hardware Infrastructure for meeting functional requirement	Presentation	Yes/No	
5.	Projects Executed	Work order with Completion Certificate from the client	Yes/No	
6.	Demonstration of proposed solution	Live Demo	Yes/No	
7.	Resume of 04 key resources including (Project Head) proposed for the assignment	Resumes of the proposed team certified by Authorized Signatory	Yes/No	
8.	CMMi5 certifications	Copy of certificate	Yes/No	
9.	Bidder must have developed infrastructure qualifying ISO 27001 certification, either for themselves or for their clients	Copy of certificate	Yes/No	
10.	Local office in Delhi/NCR	Authorization Letter	Yes/No	

Form 3: Letter of Proposal

To
Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Subject: Submission of the Technical bid for **Setting up of Modern Control Room** for CATS, GNCTD

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to CATS on **Setting up of modern Control Room** with your Request for Proposal dated **01-12-2014** and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for **180** days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Appendix II: Financial Proposal Template

Form 4: Covering Letter

To
Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Subject: Submission of the Financial bid for **Setting up of Modern Control Room** for CATS

Dear Sir/Madam,

We, the undersigned, offer to provide the services/solution for **Setting up of Modern Control Room** in accordance with your Request for Proposal dated **01-12-2014** and our Proposal (Technical and Financial Proposals). This amount mentioned in financial proposal is inclusive of the local taxes except the Service Tax.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes except the Service Tax. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 5: Financial Proposal

To,
Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Date
 Location

Dear Sir,

I/We hereby submit our price bid for **Setting up of Modern Control Room** for CATS, GNCTD.

Summary of Costs

Part A: Project Capital Cost

Particulars	Total Rate in INR (in figure)
CAPEX - On delivery & commissioning of the hardware, Application, manpower and system at site, submission of all Invoices in original, Delivery Challan, Installation reports signed by the authorized person of the vendor and its verification, acceptance by CATS.	
Sub Total A	

Part B: Project Operational Cost for 6 years

Particulars	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Network Connectivity, Warranty & AMC, Technical and Operational Manpower Cost						
Sub Total B						

Grand Total (A + B) in Figures	
Grand Total (A +B) in Words	

The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies etc. except the Service Tax.

Appendix III: Template for PBG

Form 6: Performance Bank Guarantee

To,
Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

WHEREAS _____ (Name of bidder) has undertaken, Agreement No. _____ dated, _____ 2014 _____ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalised bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee:-

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of _____ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____.

This bank Guarantee shall be **irrevocable, unconditional** & shall incorporate in accordance with the laws of India.

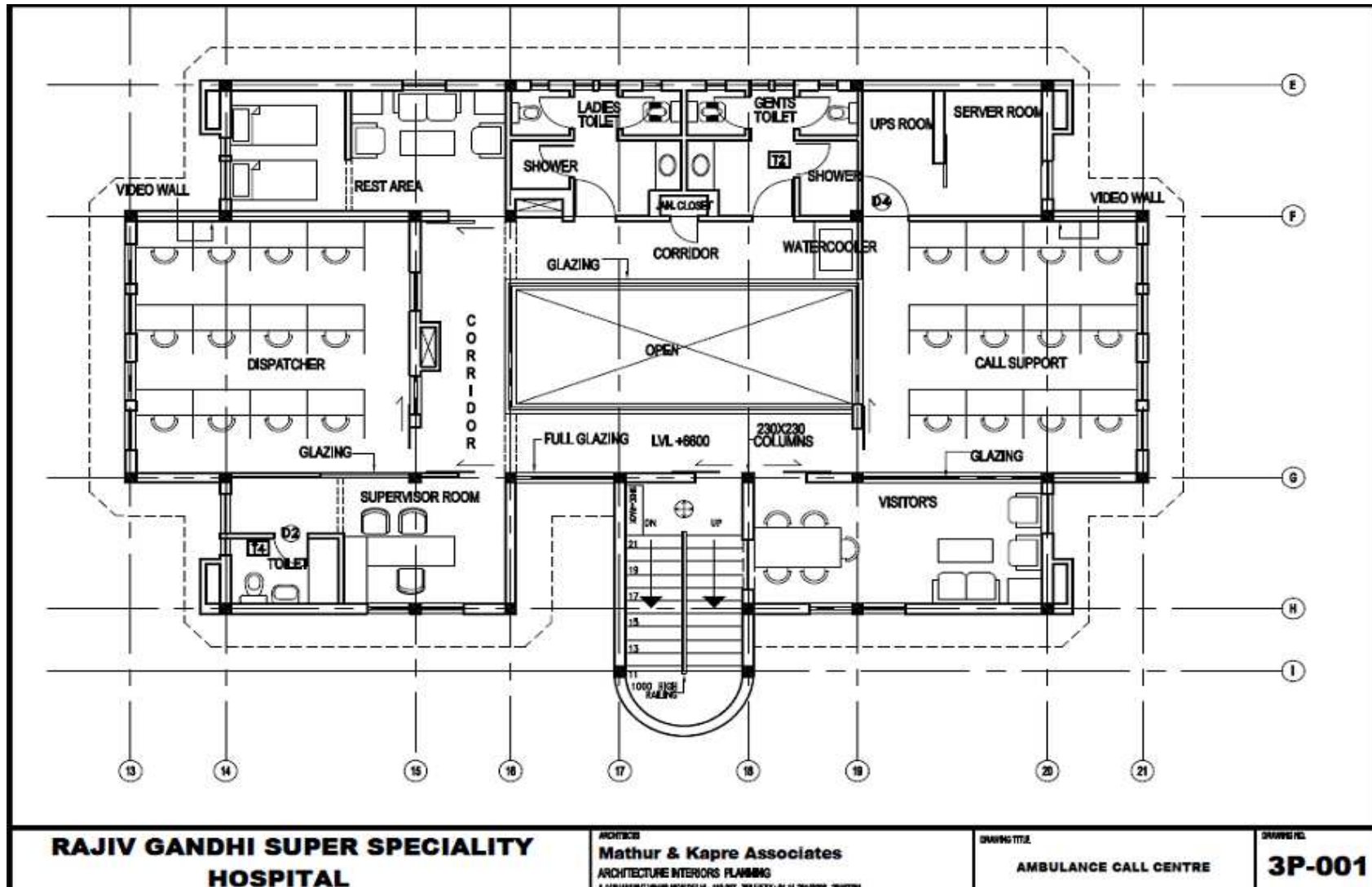
We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Date Signature and Seal of Guarantors

Address:

Annexure: 1 : Location drawing



List of Abbreviations

S. No.	Abbreviation	Definition
3	CATS	Centralised Accident & Trauma Services
4	EMD	Earnest Money Deposit
5	EoI	Expression of Interest
6	GNCTD	Government of National Capital Territory of Delhi
7	IA	Implementing Agency
8	ICT	Information and Communication Technology
9	INR	Indian National Rupee
10	NCT	National Capital Territory
11	NDA	Non-Disclosure Agreement
12	Participants	Participating Firms/Companies/Agencies
13	PQ	Pre-Qualification
14	RFP	Request for proposal
15	SeMT	State e-Governance Mission Team
16	SI	System Integrator
17	SLA	Service Level Agreement
19	GNCTD	Government of National Capital Territory of Delhi
20	PSU	Public Sector Undertakings
21	e-Gov	Electronic Governance
22	LOA	Letter of Award
23	PF/EFP	Provident Fund / Employee's State Insurance
24	PBG	Performance Bank Guarantee
25	LAN/WAN	Local Area Network/ Wide Area Network
26	GFR	General Financial Rules

End of Document

Centralised Accident & Trauma Services (CATS)
(An Autonomous Body of Govt. of NCT of Delhi)
Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi – 110006
(Tele-Fax No. 01123860071, Email – catsambulance@yahoo.com)

No.I/48/CATS/NRHM/2014

Dated:

AMENDMENT No. 2 / ADDENDUM / CORRIGENDUM

Subject: Amendment/Addendum to the Request for Proposal (RFP) for selection of System Integrators for Setting up of modern CATS Control Room

The pre-bid meeting for the referred RFP was held on 15/12/2014. Based on the written queries received from shortlisted bidders, following amendments are being incorporated in the referred Request for Proposal document.

RFP Clause No.	Existing Clause	Amended Clause
S. No. 15 Page – 4	Proposals must be submitted no later than the following date and time: 19-01-2015 upto 17.00 hours	Proposals must be submitted no later than the following date and time: 29-01-2015 upto 17.00 hours
S. No. 16 Page – 4	Opening of Technical bid: 19-01-2015 at 17.15 hours	Opening of Technical bid: 29-01-2015 at 17.15 hours
S. No. 4 Page – 12	<p><u>Similar is defined as:</u> The bidder must have executed project of worth Rs. 2 Crores each at least (in last 5 years) & should include at least 04 following components-</p> <ol style="list-style-type: none"> 1. Establishment of Call Center 2. GIS based Vehicle Tracking System 3. Establishment of Data Center 4. GIS based web application development 5. CAD based Control Room or AVLS based control room <p>Supply & commissioning of Hardware (should include Mobile Data Terminal Devices)</p>	<p><u>Similar is defined as:</u> The bidder must have executed project of worth Rs. One Crores each at least (in last 5 years) & should include at least 04 following components-</p> <ol style="list-style-type: none"> 1. Establishment of Call Center 2. GIS based Vehicle Tracking System 3. Establishment of Data Center 4. GIS based web application development 5. CAD based Control Room or AVLS based control room <p>Supply & commissioning of Hardware (should include Mobile Data Terminal Devices)</p>
S. No. 4 Page – 12	<ul style="list-style-type: none"> ▪ 8 or more than 8 projects: 20 marks ▪ 7 projects: 18 marks ▪ 6 projects: 16 marks ▪ 5 projects: 14 marks ▪ 4 projects: 12 marks 	<ul style="list-style-type: none"> ▪ 5 projects or above: 20 marks ▪ 4 projects: 15 marks ▪ 3 projects: 10 marks ▪ 2 projects: 5 marks ▪ Less than 2 projects: 0 Mark

	<ul style="list-style-type: none">▪ 3 projects: 10 marks▪ Less than 3 projects: 0 Mark																	
5.1.4 Page – 22	Entire hardware provided shall be with comprehensive warranty for at least 3 years; the manufacturing of such hardware should not have been discontinued and the support for hardware should be available for at least next 10 years from the date of commissioning. Successful bidders are expected to provide the optimum hardware and best available mobile specifications, for which evaluation will be done during the technical bid.	Entire hardware provided shall be with comprehensive warranty for at least 3 years; the manufacturing of such hardware should not have been discontinued and the support for hardware should be available for at least next <u>6 years from the date of Go-live</u> . Successful bidders are expected to provide the optimum hardware and best available mobile specifications, for which evaluation will be done during the technical bid.																
Page – 28	Disaster Recovery centre System should have provision to setup the Disaster Recovery centre (DRC). However at this stage DRC is not in scope of the selected bidder.	<u>Disaster Recovery of Data:</u> For this purpose, the storage space and connectivity at NIC or any other cloud servers will be provided by CATS. However, the selected bidder has to integrate the CATS Data Centre with cloud servers with real time data transfer. Bidders shall provide the VM and space requirements. <u>Backup Control Room:</u> The existing CATS Control Room at Bela Road, Delhi with four seats shall work as Backup Control Room in case of failure of Modern Control Room. The indicative details of hardware/applications of existing Control Room are as under and any modifications / additions required to the hardware shall be evaluated and provided by the selected bidder. <table><tr><td>CTI Server with call centre suite</td><td>One</td></tr><tr><td>Database and Application Server</td><td>One</td></tr><tr><td>KVM Switch Monitor KBD</td><td>One</td></tr><tr><td>Aastra MX One EPBAX with accessories</td><td>One</td></tr><tr><td>UPS – 10KVA online with 1 hr backup N + 1 redundancy</td><td>One</td></tr><tr><td>Rack – 19” 42U</td><td>One</td></tr><tr><td>Data Switches 16 port</td><td>One</td></tr><tr><td>Data Switches 32 port</td><td>One</td></tr></table>	CTI Server with call centre suite	One	Database and Application Server	One	KVM Switch Monitor KBD	One	Aastra MX One EPBAX with accessories	One	UPS – 10KVA online with 1 hr backup N + 1 redundancy	One	Rack – 19” 42U	One	Data Switches 16 port	One	Data Switches 32 port	One
CTI Server with call centre suite	One																	
Database and Application Server	One																	
KVM Switch Monitor KBD	One																	
Aastra MX One EPBAX with accessories	One																	
UPS – 10KVA online with 1 hr backup N + 1 redundancy	One																	
Rack – 19” 42U	One																	
Data Switches 16 port	One																	
Data Switches 32 port	One																	

		Voice Logger – 12 port Digital – 5U rack mountable server	One
		Plantronics HW121Nentera Binaural headset	10
		Windows 2008 Standard Server	
		MS SQL Server 2008	
S. No. 6 Page – 4	Control Center should be equipped with a Video Wall (Dimension to be finalized after site visit) . The video wall will be a collection of multiple screens showing site videos and GIS monitors having alerts and facilities displayed at specific time intervals. The wall will be connected through Application and GIS Software and live video feeds from various sources. The feeds to the Video wall should be switchable between various cameras at different locations in future. Video wall should have a minimum lifetime of light source for at least 60000 hours. It should be of professional grade (rear projection cubes), suitable for 24 X 7 X 365 operation and not the temporary arrangement of various screens joined through software systems.	Control Center should be equipped with a Video Wall . The video wall will be a collection of multiple screens showing site videos and GIS monitors having alerts and facilities displayed at specific time intervals. The wall will be connected through Application and GIS Software and live video feeds from various sources. The feeds to the Video wall should be switchable between various cameras at different locations in future. <u>Minimum specifications:</u> <u>Light source:</u> minimum lifetime of light source shall be at least 60000 hours <u>Video wall matrix:</u> 2 x 2 <u>Cube Size:</u> 70" each <u>Projection type:</u> Professional grade (rear projection cubes), suitable for 24 X 7 X 365 operations <u>Illumination:</u> 3 x 6 LED for redundant LED <u>Resolution:</u> Full HD 1920 x 1080 or better <u>Screen to screen gap:</u> less than 0.5mm <u>Certification:</u> UL/BIS/CE Dual link DVI input/output with 320 MHz pixel clock or better	
5.1.5 at Page-22	Selected bidder shall provide the exclusive rights to CATS for source code, environment setup and any other information as may be necessary to use, updates, changes in application software. CATS will reserve the right to replicate, reuse and resell the application software	Selected bidder shall provide the exclusive rights to CATS for source code, environment setup and any other information as may be necessary to use, updates, changes in application software. CATS will reserve the right to replicate and reuse the application software with or without changes.	

	with or without changes.	
Para- 11, Page-49	In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Secretary (health), Government of NCT of Delhi shall be the sole arbitrator.	In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.
Para - 5.4 (6), Page-39	MDT Specifications - working environment of 0-6 degrees	MDT Specifications - working environment of 0-60 degrees
Point 5.4 - 17, Page-40	Core Router for Internet Connectivity – 1 Nos.	Core Router for Internet Connectivity – 2 Nos.
Point 5.4 (III), Page-41	Mobile Data Terminals for Vehicles including device software & SIM card - 280 Nos	Mobile Data Terminals for Vehicles including device software & SIM card - 530 Nos and 20 No. for field supervisors. (Total - 550 No.)
Clause 16 (b), Page-53	CATS may in its own discretion, by provision of a written notice sent to the System Integrator, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for CATS's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the	CATS may in its own discretion, by provision of a written notice sent to the System Integrator, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for CATS's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. However, the notice period will not be

	pending dues and the payments upto the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.	less than 90 days. Subsequently, the pending dues and the payments upto the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.
Appendix – II Page – 57	We hereby confirm that our prices include all taxes except the Service Tax. However, all the taxes are quoted separately under relevant sections.	We hereby confirm that our prices include all taxes and duties except the Service Tax and VAT / Sales Tax.
Page -48	Bidder shall raise the invoice after achieving the milestone, as mentioned above, and payment shall be made by CATS within 15 days of receiving the invoice.	Any equipment supplied by the Selected bidder will be deemed accepted within 21 working days, subject to successful demonstration for hardware. The services will be accepted as per the testing schedules and testing outcome. Bidder shall raise the invoice after achieving the milestone, as mentioned above, and payment shall be made by CATS within 15 days of receiving the invoice subject to condition that
	Addendum	The bidders shall submit a copy of Manufacturer Authorization Form along with Technical Bid for all project items costing above Rs.15000/- .
	Addendum	Bidder will be responsible to provide solution/ changes as per the requirements of CATS from Go-Live up to one year without any fee increase. This will include any components that may have been missed out by CATS during preparation of this RFP and is required for functional requirements.
	Addendum	3.1.1. General System requirements: Point No. 17 (Video / CCTV Surveillance Interface): Bidders shall provide 8-10 IP HD Cameras to monitor control room activities. Bidders shall also provide required software and hardware to support

		recording of the activities for at least 30 days. The cameras / software provided should be capable of providing remote monitoring by Senior Officers.
	Addendum	Upon successful registration of call by the Call Taker, system shall send registration ID along with log-in ID and Password to the caller for monitoring the last log of ambulance allotted for status of call.
	Addendum	The selected bidder shall create and manage web-page for CATS on social media such as facebook, twitter, whatsapp, etc.
	Corrigendum	Revised Form – 2 and Form – 5 enclosed.
Page – 22 & 23	<p>The successful bidder shall be responsible to provide the following software modules</p> <ul style="list-style-type: none"> • Caller location identification software for mobile phones. • Call Tracking Software Module • Call Dispatching Software Module • Supervisor Software Module • Remote Viewer Software Module • Administrative Module • Disaster Management Module • Analytics and Integrated Data Management Module <p>Details of each of the modules are specified In the section Functional Requirements of the Project.</p>	<p>The successful bidder shall be responsible to provide the following software modules</p> <ul style="list-style-type: none"> • Caller location identification software for mobile phones. • Call Tracking Software Module • Call Dispatching Software Module • Supervisor Software Module • Remote Viewer Software Module • Administrative Module • Disaster Management Module • Analytics and Integrated Data Management Module • HR Management Module • Fleet Management Module including maintenance and repair • Inventory Management Module <p>Details of each of the modules are specified In the section Functional Requirements of the Project</p>

All other terms and conditions of the above Tender Enquiry shall remain unaltered.

Sd/-
Director, CATS

Form 2: Compliance Sheet for Technical Proposal (Revised)

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal

S. No	Criteria	Supporting	Provided	Reference & Page Number
1.	Letter of Proposal	Form 3	Yes/No	
2.	Solution Proposed Demonstration of understanding of the Organization's requirements	Presentation	Yes/No	
3.	Approach, Technology & Implementation Methodology	Presentation	Yes/No	
4.	Proposed hardware Infrastructure for meeting functional requirement	Presentation	Yes/No	
5.	Projects Executed	Work order with Completion Certificate from the client	Yes/No	
6.	Demonstration of proposed solution	Live Demo	Yes/No	
7.	Resume of 04 key resources including (Project Head) proposed for the assignment	Resumes of the proposed team certified by Authorized Signatory	Yes/No	
8.	CMMi5 certifications	Copy of certificate	Yes/No	
9.	Bidder must have developed infrastructure qualifying ISO 27001 certification, either for themselves or for their clients	Copy of certificate	Yes/No	
10.	Local office in Delhi/NCR	Authorization Letter	Yes/No	
11.	For project items costing above Rs.15000/-.	Manufacturer Authorization Form	Yes/No	

Form 5: Financial Proposal (Revised)

To,
Director,
Centralised Accident & Trauma Services (CATS),
Bela Road, Yamuna Pusta, Near Vijay Ghat,
Delhi - 110006

Date
Location

Dear Sir,

I/We hereby submit our price bid for **Setting up of Modern Control Room** for CATS, GNCTD.

Summary of Costs

Part A: Project Capital Cost

Particulars	Total Rate in INR (in figure)
CAPEX - On delivery & commissioning of the hardware, Application, manpower and system at site, submission of all Invoices in original, Delivery Challan, Installation reports signed by the authorized person of the vendor and its verification, acceptance by CATS.	
Total	

Part B: Project Operational Cost for 6 years (in INR)

Particulars	Comprehensive Maintenance Cost					
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Hardware Maintenance Cost	NIL	NIL	NIL			
Project Maintenance & Technical Support Cost						
Total						

Note: All Hardware shall be covered under Backend Comprehensive Warranty for first three years.

The amount shall be considered as final 'price' quoted by the bidder. This will be inclusive of all the taxes and duties except VAT / Sales Tax and Service Tax.

However, the rates of present taxes are as under:

VAT / Sales Tax =

Service Tax=

Response to the representations/queries received from prospective bidders
(Expression of Interest for Short-listing of System Integrators for Setting up of Modern CATS Control Room)

Name of Firm	EOI Clause No.	Existing Clause	Query	Response to query
Vayam Technologies Limited	Technical Evaluation - Scoring Model Page - 12, Point No-4	Number of Similar Projects that should at least be operational.	<p>As per the marking schemes, minimum 8 projects are required to get the maximum marks and in case number of projects are less than 3 than no marks will be provided. Besides, 70 marks are required to qualify for financial opening and out of 100 marks, 45 marks are kept subjective.</p> <p>We would like to bring in your kind attention that similar projects of worth at-least 2 crores are very less in governments in India. Experience in Indian context is imperative for successfully executing the current project. Besides, similar operational projects are very less in India.</p> <p>Hence we request you to kindly take maximum 3-4 experience for providing the maximum marks and gradually can be reduced based on lesser number of projects.</p>	Please see amendment.
Vayam Technologies Limited	5.1.4 Hardware Pg -22	<p>The successful bidder shall be responsible to provide the following hardware</p> <ul style="list-style-type: none"> · Mobile Data Terminal devices for ambulances (2 device per ambulance) for 280 ambulances · Display devise with input mechanism in Hospitals for 60 hospitals initially · Hardware for Call Canter · Hardware for Control Center · Biometric Attendance devices for attendance of field as well as control center staff 	<p>We request you to kindly provide the minimum technical specifications for all the required Hardware. This will bring a fair competition among all the bidders and will also help CATS while evaluating solution</p> <p>What is the exact quantity of bio-metric devices required?</p>	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution. Moreover the selected bidder will run the system for 6 years. Hence providing less than required hardware will attract penalty and LD. Hence no changes.

Vayam Technologies Limited		the manufacturing of such hardware should not have been discontinued and the support for hardware should be available for at least next 10 years from the date of commissioning	This is not possible to get 10 years support from any hardware OEM. Maximum years of support they can provide is for 5 years. Hence, we request you to kindly change the same and limit the support upto the contract period.	Please see amendment.
Vayam Technologies Limited	Disaster Recovery Centre pg-28	System should have provision to setup the Disaster Recovery centre (DRC). However at this stage DRC is not in scope of the selected bidder.	Please elaborate the scope of DRC	Please see amendment. The existing control room with 4 seats will take over as back up control room if the primary control room fails. The PRI line will be rerouted by an arrangement with the service provider. The existing hard ware at the back up control room has been enclosed in amendment. Bidder needs to provide if additional requirements are needed in the back up control room
Vayam Technologies Limited	Appendix II: Financial Proposal Template Pg 57	Custom Duty	Kindly confirm whether custom duty exemption will be provided by CATS in case some components are imported. Or In the overall price, we need to incorporate the custom duty along with other taxes.	Custom Duty Exemption Certificate shall not be provided by CATS
Vayam Technologies Limited	1.1. Project Background (page 5 of 62)	Presently, CATS Control Room has dedicated servers, Internet Protocol Private Branch Exchange (IPPBX) having facility to receive calls from analog/digital/IP phones, automatic call distribution system with voice recording facility through voice logger.	Please clarify whether bidder has to utilize the existing IT infrastrctre or we have to propose new IT infrastructure. Kindly also share the complete details of the existing IT Infra components. Which is the existing software being used currently by CATS for call receiving and dispatching. Pls share the details. whether the application needs to be integrated or complete new application will be installed. Whether any data migration also needs to be done; pls share the details.	For the primary control room only space will be provided. Bidders need to setup the infrastructure for modern CATS control denevo. However, the existing Control Room will be used for backup Control Room and hardware details are provided in amendment.

Vayam Technologies Limited	EMD Page (4 of 62)	Earnest Money Deposit of amount Rs. 25.00 Lacs only.Demand Draft / Bank FDR / Bank Guarantee in favour of Centralised Accident and Trauma Services and payable at Delhi from any of the nationalized Scheduled commercial Bank to be submitted in original physical form at CATS Headquarter, Bela Road, Yamuna Pushta, Near Vijay Ghat, Delhi - 110006 on or before last date and time of submission of proposal.	In page 8 of 62 under EMD says "Bidders shall submit the EMD in the form of a Demand Draft OR FDR issued by any nationalized bank in favour of Centralised Accident & Trauma Services, payable at New Delhi," Please clarify whether bidder can submit the bank gurantee. If Yes then please provide us with format of same if any.	As already mentioned in the clause, bank gurantee is also acceptable as EMD.
Vayam Technologies Limited	Scope of Work Page (16 of 62)	f) Caller's location is identified using the GIS/GPS by an application to be developed by GSDL for landline phone and through any other agencies for mobile phone which needs to be integrated in the application to be developed by the bidder. The maps of GSDL will be used for this purpose.	Please provide us the details of applications intended to be integrated developed by bidder.	CATS through GSDL will provide the base maps and the caller location identification system application for land line phones. The bidder has to use the GSDL maps only for all project related applications requiring maps and also integrate the Caller Location Identification System application with other applications to be developed by the bidder.
Vayam Technologies Limited	Connectivity Page (23 of 62)	5.1.7. Connectivity: Selected bidder shall provide the required bandwidth at Data Center, Control Center & Call Center. The selected bidder shall also provide the connectivity for ambulances and Hospitals. Recurring charges of connectivity (after "Go-live") shall be paid by CATS.	As recurring charges is being paid by CATS but in commercial format you have asked for consolidated cost including Network Connectivity, Warranty &AMC, Technical and Operational Manpower Cost. Please clarify how CATS is going to ascertain the recurring charges w.r.t connectivity	Network connectivity cost will be paid by CATS. Please see amendment.

Vayam Technologies Limited	Pg-18	Presently, local telecom network providers are not giving caller location information to the PSAP	As per the RFP, bidder needs to integrate caller location identification features (for mobile also). Kindly let us know when the caller location information / data will be made available after the award of contract from ISP.	It is clarified that the bidder has to develop Caller Location Identification Application for mobile phones to know the exact location of caller's based on mobile handset GIS/GPS coordinates. Please refer Clause 5.1.5 (Page-22) For non GPS based mobile location identification, CATS will facilitate the discussions with ISP for providing the data in real time. However application has to be developed by the bidder.
Vayam Technologies Limited	Pg-21	Video Wall	Pls share the dimension of video wall	Please see amendment.
Vayam Technologies Limited	Pg-22	Fire Detection and Suppression	Pls share the quantity of smog detectors and other equipments required.	The system installed shall be capable to meet all the fire safety norms as per standards. The bidder may offer accordingly.
Vayam Technologies Limited	pg-23 5.1.5 Application Software	Selected bidder shall provide the exclusive rights to CATS for source code, environment setup and any other information as may be necessary to use, updates, changes in application software. CATS will reserve the right to replicate, reuse and resell the application software with or without changes	Providing source code of the entire application is not feasible. In general, source code of the customised parts only asked and are provided. Hence we request you to kindly make necessary changes.	Please see amendment. The entire source code needs to be provided, but resale clause has been removed.
Vayam Technologies Limited	pg-24 connectivity between different systems	CATS will have multiple PRI lines terminating at IP-EPBX at CATS for this purpose	Please share the exact numbers of PRI line required. Whether these PRI lines also need to be provided from different Service Providers.	Present requirement is for two PRI lines i.e. One for daily operation and other for backup. However, the system offered by the bidder shall also meet the requirements mentioned at 3.2 (Point - 74 & 75), Page 38 of the RFP document. It is clarified that the cost of PRI line will be borne by CATS.

Vayam Technologies Limited	pg-25 Communication between Hospitals and Response Units (Mobile Ambulances):	Response units will send the signals at various stages to the CATS centre using GPRS/3G/4G. CATS will route the information in the signals to the concerned hospitals using SWAN/MPLS-VPN connectivity.	We assume connectivity at Hospitals are already in place. Please confirm.	Bidder has to offer the best technology suitable for the hospitals which will be part of evaluation. The cost both fixed and recurring needs to be provided by the bidder. The recurring cost will be borne by CATS/Hospitals.
Vayam Technologies Limited	pg-41	GIS Data Layer as per project requirements	We assume GIS base map and data layer will be provided by GSDL. Please confirm.	It is clarified that GIS base map with requisite data layers will be provided by GSDL through CATS with safeguards.
Wipro Limited	Para 2.5, Page No.-8	The EMD may be forfeited: · If a bidder withdraws its bid during the period of bid validity. · In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.	The EMD may be forfeited: · If a bidder withdraws its bid during the period of bid validity. · In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP, subject to the deviations proposed by the successful bidder .	No change in existing conditions.
Wipro Limited	Para 4.3 (Notification of Award), Page No. 15	The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, CATS will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.	Contradicts Clause 2.1(c) of the Instructions to Bidders which states as follows: "No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of CATS. Any notification of preferred bidder status by CATS shall not give rise to any enforceable rights by the Bidder." Request to please clarify	It is clarified that "Notification of Award" is just an intimation to the successful bidder for its selection, however the Contract will be executed in writing along with the submission of Performance Guarantee.
Wipro Limited	Para 4.6, Page-16	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CATS may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, CATS shall invoke the EMD of the most selected bidder.	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP apart from the deviations proposed to such Terms and Conditions by the bidder shall constitute sufficient grounds for the annulment of the award, in which event CATS may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, CATS shall invoke the EMD of the most selected bidder.	No change in existing conditions.
Wipro Limited	Implementation Service Levels	Refer sheet named "LD"	Refer sheet named "LD"	No change in existing conditions.

Wipro Limited	Para 8.1, Page-44	Maximum penalty that can be imposed on bidder shall be 10% of total value of Contract (inclusive of taxes).	Maximum penalty that can be imposed on bidder shall be 5% of value of affected deliverables (inclusive of taxes).	No change in existing conditions.
Wipro Limited	Post Implementation SLA	Refer sheet named "Penalty"	Refer sheet named "Penalty"	No change in existing conditions.
Wipro Limited	Post Implementation SLA	Maximum penalty that can be imposed on bidder shall be 10% of total value of Contract (inclusive of taxes).	Maximum penalty that can be imposed on bidder shall be 5% of value of respective quarter payment (inclusive of taxes).	No change in existing conditions.
Wipro Limited	Payment Schedule	Refer sheet named "PT"	Refer sheet named "PT"	No change in existing conditions.
Wipro Limited	Arbitration	In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Secretary (health), Government of NCT of Delhi shall be the sole arbitrator.	In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Secretary (health), Government of NCT of Delhi shall be the sole arbitrator.	Please see amendment.
Wipro Limited	Liquidated Damages	Refer page no. 49 & 50	Request to delete this as it is already covered under clause 8.1 "Implementation Service Levels"	No change in existing conditions.

Wipro Limited	Limitation of Liability	The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI shall be liable to CATS for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to CATS on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed 10% of the total value of the Agreement.	Notwithstanding anything to the contrary contained herein, neither Party shall be liable to the other for any indirect and/or consequential damages. The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI shall be liable to CATS for loss or damage occurred or caused or likely to occur on account of directly by any act of omission on the part of the SI and its employees, including loss caused to CATS on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed 10% of the total value of the Agreement.	No change in existing conditions.
Wipro Limited	Conflict of Interest	A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, CATS shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to CATS for, inter alia, the time, cost and effort of CATS including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to CATS hereunder or otherwise.	Request to please clarify what constitutes a Conflict of Interest. Until the same is defined we cannot agree to this clause.	It is a general clause where the bidder shall not be engaged with CATS for consultancy, selection of bidder, etc. The clause may not be relevant in this tender as none of the EOI selected bidder is engaged with CATS in other forms.
Wipro Limited	Exit Management	As per Draft	(b) We cannot provide CATS access to any of our Confidential Information. (c) Not acceptable under any circumstances. To be deleted in whole.	It is clarified that exit management clause refers to project specific confidential information.

Wipro Limited	Termination for Default	As per Draft	Following to be deleted: "In such event, the System Integrator shall be liable for penalty/liquidated damages imposed by the CATS."	No change in existing conditions.
Wipro Limited	Termination for Convenience		Request to change the notice period to 90 days for "Termination for Convenience"	Please see amendment.
Wipro Limited	Termination for Convenience	To be added	On termination for convenience, "Exit Mangement" clause will be invoked	Yes, exit management clause will be invoked.
Wipro Limited	Letter of Proposal	We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.	We agree to abide by all the terms and conditions of the RFP document, subject to the deviations proposed by us herein . We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.	No change in existing conditions.
Wipro Limited	Financial Proposal Template - Covering Letter	This amount mentioned in financial proposal is inclusive of the local taxes except the Service Tax.	This amount mentioned in financial proposal is exclusive of all applicable taxes.	At the time of billing, selected bidder must indicate cost of capital works and labour separately in bills for the purpose of Taxes/ TDS etc. Kindly also refer amendment.
Wipro Limited	1. Price and Validity	We hereby confirm that our prices include all taxes except the Service Tax. However, all the taxes are quoted separately under relevant sections.	We hereby confirm that our prices quoted are excluding all taxes and all the taxes are quoted separately under relevant sections.	Please see amendment.
Wipro Limited	Deemed Acceptance		Any equipment supplied or services provided by Service Provider shall be deemed to have been accepted by Customer if Customer puts such equipment, services to use in its business or does not communicate its disapproval of the same together with reasons for such disapproval within 10 days from the date of receipt of such equipment or delivery of the services.	Please see amendmants. The acceptance will be within 21 working days, subject to succesful demonstration for hardware. Services as per the testing schedules and testing outcomes.

Wipro Limited	Change Order		Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Service Provider will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Service Provider shall not be bound to perform any additional services.	Bidder will be responsible to provide solution/ changes as per the requirements of CATS from Go-Live up to one year without any fee increase. This will include any components that may have been missed out by CATS during preparation of this RFP and is required for functional requirements.
Wipro Limited	Savings Clause		Service Provider’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Service Provider’s non-performance is caused by Customer’s omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	No change in existing conditions.
Wipro Limited	Page No. 44	Implementation Service Level - Targets, Severity and panalties	Reduction in panalties	No change in existing conditions.
Wipro Limited	Page No. 44	Post Implementation SLA - Targets amd Penalties	Reduction in panalties	No change in existing conditions.
Wipro Limited	Page 47	Payment Schedule	Change in payment schedule	No change in existing conditions.

Wipro Limited	28, point 7	<p>a.System should have an integrated GIS map in the software hosted in GIS Server/operator work station to ensure quick pop up of caller/incident/vehicle location. It should have the capability & tools to view attribute details of the specific GIS layers on map click. GIS Map of GSDL will be provided by CATS</p>	<p>Kindly clarify if the entire data will be provided to us as shape files by GSDL.</p> <p>As the application is tightly integrated with the map data it is advisable to port the map data into our database. Kindly confirm.</p> <p>Kindly provide details of the layers that available with the attribute details.</p> <p>Layers that we are looking for is as follows:</p> <ol style="list-style-type: none"> 1. Roads categorised into different types. 2. Location names and areas 3. POIs categorised into different types. 4. Graphical landmarks - Water bodies/ Greens (Parks/ Garden) 5. Railway network 6. Routable raod network - Required to find path between two points. <p>Kindly provide scale of the map</p> <p>Kindly provide the projection of the data</p> <p>If the data is not going to be provided as Shape file, is the map going to be provided as service/ API call.</p> <p>When a POI is added from the application is it required to be updated to GSDL database</p>	<p>Entire data will be provided to the successful bidder in the shape files.</p> <p>Shape files will be provided, so the data porting is possible.</p> <p>All requisite layers available with GSDL will be provided to the successful bidder for implementation of project.</p> <p>Scale of map is 1:2000</p> <p>WGS-84 N 43</p> <p>Yes</p>
---------------	-------------	--	---	---

Wipro Limited	28, point 7	b.Mapping Tools should be provided to be able to group the multiple attribute layers and to control (ON and OFF) the same.	<p>Kindly confirm if the map is going to be provided as service then can we query the GSDL database as API calls.</p> <p>If API calls are available please confirm if these functions are available:</p> <p>Load Base map with normal GIS tools & controls.</p> <p>Function to search the place and landmark.</p> <p>Function to add layers as overlays so that the user can ON/ OFF the layers.</p> <p>Function to mark the incident on map.</p> <p>Function to get the nearest POI's based on the incident location.</p> <p>Function to get the Nearest POI's of a particular location based on radius.</p> <p>Function to measure the distance between two points.</p> <p>Function to create shortest route between two points.</p> <p>Get the Details of the Landmark / POI.</p> <p>Add POI and show on map.</p> <p>Edit POI Information and show on map.</p> <p>Delete POI and remove from map.</p>	Entire data will be provided to the successful bidder in the shape files. No API Calls required, as required data is in the form of shape files.
	Page 18	<p>Location of all hospital on digital map:</p> <p>The application should calculate the distance between ambulances and incident location, hospitals and incident location and should also suggest the nearest appropriate hospitals.</p> <p>Appropriate hospitals would be the ones that have required treatment facilities as per the nature of incident. The paramedic, based on the patient's condition and the information provided by the system, will decide the appropriate hospital.</p>	<p>If the data is provided to us as shape file then this point is complied</p> <p>If the map is provided to us service then we need to get answers to Sl.No2</p>	Data will be provided as shape file.
Wipro Limited	Page 39, BOM	GIS Software for Map maintenance & updation	As the map is provided by GSDL what kind of updation and maintainace is expected. Kindly clarify	Maps as per standards will be updated and provided by GSDI through CATS on yearly basis.

Wipro Limited	Page 29	a. The system should support Multi-monitor displays. There should be three monitors for each operator for viewing Application GUI & GIS map respectively.	what we have to show in 3rd monitor	1) Map, 2) Call Take App, 3) Dispatcher App
Wipro Limited	Page 30	System should have ability to allow users to browse the network for available printers and for remote printers or fax machines.	Reqd in application or separate	Application based
Wipro Limited	Page 33	The Call taker Software should be able to send request to close event.	Is it required caltaker request for closing of CFS	Call taker may also have option to close the CFS
Wipro Limited	Page 35	a. The Supervisor software should be able to undertake various system settings & configuration such as: i. Allotment of Telephone Extension number ii. Screen Setting (Single, Dual & Triple), iii. Map Path Setting iv. CCTV camera icon display on GIS Map.	This setting will be done at one time during installation	These settings shall be able to be changed many times if required and thus software to intelligently search/suggest configurations.
Wipro Limited		Hardware Requirements	Please help in giving broad understanding on the Configuration of Desktops, Servers & other Hardware devices required.	To be provided by the bidder to satisfy the functional requirements as per the SLA.
Wipro Limited		MAF Requirement	I cant find demand of MAF in RFP. So kindly clarify is it required or not. If yes, please share the format.	Manufacturer Authorisation Form (MAF) is required for hardwares.
Steria (India) Limited	Page No 4	Last date of bid submission - 23rd Dec 2014	The Pre -bid meeting is scheduled for 15th December and we expect the response to the queries with in 2-3 days. To prepare a comprehensive Techno-Commercial response, request you to extend the bid by 4 weeks. Also, due to Xmas vacations, most of the European as well as US OEMs will be off. So request you to extend the bid	Please see the amendment.

Steria (India) Limited	Section 5 - Scope of work, point f, Page 16	Caller's location is identified using the GIS/GPS by an application to be developed by GSDL for landline phone and through any other agencies for mobile phone which needs to be integrated in the application to be developed by the bidder. The maps of GSDL will be used for this purpose.	Can you please provide details around the application being developed by GSDL for caller location. Will GSDL be providing integration details for accessing CLI?	Details will be shared with successful bidder.
Steria (India) Limited	Scope of Work, point 5 b, page 16	A 20 seats call center will be setup to receive the call from Citizens and to dispatch the same information to concerned ambulance and hospitals. The Call taker / dispatcher workstations will have the digital map of the city with the current position of ambulances.	What will be the tentative split between call taker + Dispatcher and Supervisor, these inputs will help us in designing the workstation space for computer / display screen and other items basis on the role requirement.	It has already mentioned in the RFP under Scope of Work that Dispatcher and call taker to be the same person. For designing of Control Room, ergonomics should be as per ISO standards mentioned in the RFP.
Steria (India) Limited	Section 5.1.1 Call Center, Page 17	Presently, local telecom network providers are not giving caller location information to the PSAP. The caller location identification system application based on GPS location of mobile sets is to be developed by the system integrator.	Does it mean developing a mobile application for sending GPS location of caller (through their mobile sets) to control room?	Yes, the successful bidder have to develop a software applicable for mobile phones for sending GPS location of caller's handset to the CATS Control Room.
Steria (India) Limited	Page 17 Section 5.n	Ambulance shall inform the nearest hospital through the MDT about condition and details of patient lifted (pre hospital warning); estimated arrival time and hospital shall acknowledge the same.	Information from ambulance MDT can be sent to hospital only when Hospital has unified system as that of MDT. Will MDT be distributed to the Hospital also? Is there any integration requirement of CATS system with Hospital system? If so, please specify the integration requirements.	Hardware for pre-hospital notification at hospital end is covered under the project and bidders also have to offer solution for the same.
Steria (India) Limited	Control Center, point 5.1.3, page 21	The selected bidder shall also provide the Disaster recovery at different location.	We understand, setting up the disaster recovery centre is not in the scope of bidder. What is expected here by bidder ? Please clarify.	Please see amendment.
Steria (India) Limited	Control Center, point Video Wall, page 21	The video wall will be a collection of multiple screens showing site videos and GIS monitors having alerts and facilities displayed at specific time intervals.	Please explain the meaning of Sites from the statement "The video wall will be a collection of multiple screens showing site videos and GIS monitors"	Please see amendment.

Steria (India) Limited	5.1.4 / Page No 22	Biometric Attendance devices for attendance of field as well as control center staff	Please elaborate what kind of biometric device for field staff and how will it be used and how will it send the data to backend .	For seamless operation of service, the bidder have to offer the complete integrated solution which also have biometric attendance devices capable to log realtime information of staff.
Steria (India) Limited	5.1.4 / Page No 22	Entire hardware provided shall be with comprehensive warranty for at least 3 years; the manufacturing of such hardware should not have been discontinued and the support for hardware should be available for at least next 10 years from the date of commissioning.	As per commercial format, the project is for 6 years duration whereas this clause stated warranty for 3 years. Is this a typo-error? Also as there are teh electronics products for these products OEM cannot provide the guarantee next 10 years support. Some of these products even may not last for 10 years. Please keep teh duration of support to 6 years only as required in the project.	The bidder have to maintain the project for 6 years i.e. 3 years under warranty and next 3 years on Comprehensive Maintenance Contract. For further details please see amendment.
Steria (India) Limited	Section 5.1.4 Hardware, Page 22	Display device with input mechanism in Hospitals for 60 hospitals initially	What kind of devices are expected to be deployed in hospitals. Also, please provide details of features required in application to be deployed in hospitals. This does not seem to be included in the BoM. Please clarify.	Hardware for pre-hospital notification at hospital end is covered under the project and bidders also have to offer solution for the same.
Steria (India) Limited	5.1.5 / Page No 23	Selected bidder shall provide the exclusive rights to CATS for source code, environment setup and any other information as may be necessary to use, updates, changes in application software. CATS will reserve the right to replicate, reuse and resell the application software with or without changes.	The IPR of standard hardware & software shall remain vested with the owner of such rights. Bidder would have the right to use or sell any IPR it generates during the project. Request you to kindly delete this clause	Please see the amendment.
Steria (India) Limited	5.2 (d) / Page No 25	CATS will route the information in the signals to the concerned hospitals using SWAN/MPLS-VPN connectivity.	We understand that all the recurring cost & SLAs pertaining to SWAN / MPLS-VPN would be in CATS scope. Please confirm.	Hardware for pre-hospital notification at hospital end is covered under the project and bidders also have to offer solution for the same. The recuring cost of connectivity will be borne by CATS.

Steria (India) Limited	Section 5.2 d, Page 25	Communication between Hospitals and Response Units (Mobile Ambulances)	As per the description provided in RFP, Response Units in ambulances will be sending the information to CATS using 3G/4G. CATS will be routing this information to hospitals using SWAN/MPLS Link. However the Integrated deployment diagram depicts that there is direct mobile connectivity between Mobile Ambulance Units and Hospitals. Please clarify.	Bidder may offer the best solution with costs (recurring) if any which CATS will bear.
Steria (India) Limited	5.4 (6) / Page No 39	MDT Specifications - working environment of 0-6 degrees	This seems typo Error. It should be 0 to 60 degree. Kindly modify the specifications	Please see amendment.
Steria (India) Limited	Indicative BoM, point 5.4 - 17, page 40	Core Router for Internet Connectivity	The quantity mentioned in the indicative BOM is 1, which cannot provide HA for uptime as per Tier-2 guidelines, request you to revisit the qty.	Please see amendment.
Steria (India) Limited	5.4 (6) / Page No 41	LED TV - 56 Inch (connected with operator workstation)	Are these LED TVs meant for Video wall or are these standalone devices to be connected with Operator workstation ? Please clarify.	LED TVs are to be installed at Conference Room and also at Supervisor Room.
Steria (India) Limited	5.4 (III) / Page No 41	Automatic Vehicle locator System for Vehicles with SIM card - 265 Nos	The number of Ambulances is 280 whereas SIM cards for GPS devices required is 265. Is this a typo error?	Total Number of Ambulances will be 265, accordingly, requirement is for 265 No.
Steria (India) Limited	5.4 (III) / Page No 41	Mobile Data Terminals for Vehicles including device software & SIM card - 280 Nos	As per clause 5.1.4 page 22, Mobile Data Terminal devices for ambulances (2 device per ambulance) for 280 ambulances are required. Hence the SIM Cards required would be 560 Nos. Kindly clarify.	Please see the amendment.
Steria (India) Limited	5.4 (VI I) / Page No 41	GIS Base Map (GSDL provided by CATS)	As per clause 3.1.1 (7) Maps would be provided by CATS. Why is the cost required from the bidder?	Map will be provided free of cost to the bidders with requisite layers available with GSDL. The cost is not asked from the bidders.
Steria (India) Limited	Indicative BoM, section IV Cical work for CATS point 3, page 41	Air conditioners for CATS (Sufficient for 25 operators sitting area) as well as for CATS Data Center	Airconditioning type in term of technology is advised to be freezed for Split / Window or PAC systems, each technology type has huge cost difference from other.	The bidder have to offer the solution as per the industry standards. Considering the space, it is advisable to use Split airconditioners.

Steria (India) Limited	Page 44 Section 8.1 SLA	Project Inception, Delivery of Hardware	Delivery of hardware within 5 weeks of signing the contract is too short, as many OEMs take 4-6 weeks of delivery time and it takes 2 weeks to raise the PO. It is requested to make this interim timeline as T+8 weeks. Moreover, the delivery of hardware is subject to identification and availability of space for control centre and data centre by CATS.	No change in existing conditions.
Steria (India) Limited	Page 44 Section 8.1 SLA	Project Inception, Delivery of Hardware	Project implementation period of 25 weeks is too aggressive and have many dependencies on CATS, third parties (e.g. Tier 2 certification) and OEM (to import and supply goods). Request you to extend the project implementation timelines to at least 32 weeks.	No change in existing conditions.
Steria (India) Limited	Page 44 and 46 Section 8.1 & 8.2 SLA	Maximum penalty that can be imposed on bidder shall be 10% of total value of Contract (inclusive of taxes).	Please define the total contract value. Is our understanding correct in assuming TCV for implementation phase being the total project capital cost and TCV for support phase being total operational cost?	It is clarified that Total Contract Value will be sum of Capital Cost and Comprehensive maintenance cost (at Net Present Value). For further details refer Point 3.3 at Page - 13 of RFP document.
Steria (India) Limited	Section 2.4 Pg. 8 Section 8 pg. 47	As per Section 2.4 Pg. 8 Tenure of the Contract is 6 Years. Whereas cl. 6 pg. 43 provides the Project Implementation timeline ~6 Months and As per Section 8 pg. 47 payment schedule is given for 6 years Support.	There is conflict between the total Tenure of the contract. Whether it is 6 Years or 6 and half years. Please confirm	It is clarified that total tenure of the contract is 6 years from Go Live date.

Steria (India) Limited	<p>Clause 8.1 (Note 2) / Implementation Service Levels / Page 44 & Clause 8.2 (Note 2) / Post Implementation SLA / page 46 & Clause 12A / Liquidated Damages / page 50 & Clause 12 C / Liquidated Damages / page 50</p>	<p>(i) Clause 8.1 (Note 2) states that maximum penalty that can be imposed during implementation phase on the bidder shall be 10% of total value of Contract.</p> <p>(ii) Clause 8.2 (Note 2) also states that Maximum penalty that can be imposed during support phase on the bidder shall be 10% of total value of Contract.</p> <p>(iii) Clause 12 A states that If the Vendor fails to deliver any or all of the service(s) /Systems or perform the Services within the time period(s) specified in the Contract/Agreement, CATS shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s). & (iv) Further clause 12 C states that CATS may recover from the Vendor, a sum equivalent to 0.5 % of “the total Contract price” for delay in completion of implementation the Service(s) for</p>	<p>(A) It seems that for one default during implementation phase, supplier may be liable to pay LD & Penalty both under three different Clauses 8.1 (Note 2) , Clause 12 A & 12 B. Further, it seems that for any default during support phase, supplier will be liable to pay LD & Penalties both, under three different clauses Clause 8.2(Note2), & Clause 12 A & both.</p> <p>Need clarity, we suggest that the supplier should be liable only to pay either LD or Penalty for one cause/default.</p> <p>(B) We assume that the Maximum Penalty and Liquidated damages, as may be applicable during the term of the contract, shall be @ 10% of the value of the contract. Please confirm. Need clarity as 10% cap is specified under four different clauses for LDs & Penalties.</p>	<p>The maximum amount of penalty + liquidation damages will be 10% of the total value of the contract.</p>
-------------------------------	---	--	---	--

Steria (India) Limited	Clause 16 (b) /Termination for convenience / page 53	CATS may in its own discretion, by provision of a written notice sent to the System Integrator, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for CATS's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments upto the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.	Please confirm that what shall be the minimum period of notice for termination for convenience which shall be given by CATS to the System Integrator. We also suggest that the SI should be given early termination fee if CATS invokes its right for termination for convenience. Pl. confirm.	Please see amendment.
Steria (India) Limited	Form 5 / Page No 59	Operational & Technical Manpower	Kindly clarify whether bidder has to provision the call center agents also in the bid. Total count of agents required so that cost can be considered accordingly. Also, let us know the number of Technical manpower required for the project	There is no need to specify the number of Call center agents, as it is not under the scope of work.
Steria (India) Limited	Page 61 Annexure 1	Location Drawing	--Please mention the covered area and number of floors of the location where control centre and data centre is to be built. --Does the scope of site preparation also include all the furniture and fixtures shown in the location drawing or it is restricted to only call taker /dispatcher workstation related furniture?	The site visit has already been made by shortlisted bidders. They can physically access the covered area and other details. Yes, entire furniture as per ISO, for call taker, supervisor, call dispatcher and conference room to be provided by the selected bidder.
			The internal space of the rooms constructed at site is too less to accomodate the seating space for 10 agents, so it is advisable to merge the 3 rooms of the right side for call taking + dispatching + Video wall. Front projection video wall is highly advisable for such space where the clear are is less.	The bidders have to make necessary modification in the existing space for the project. For video wall please see amendment.

Steria (India) Limited	Section - 8.1, Page - 44	Project Inception, Delivery of Hardware	<p>Delivery of hardware within 5 weeks of signing the contract is too short, as many OEMs take 4-6 weeks of delivery time and it takes 2 weeks to raise the PO. It is requested to make this interim timeline as T+8 weeks. Moreover, the delivery of hardware is subject to identification and availability of space for control centre and data centre by CATS.</p> <p>Delivery of hardware within 5 weeks of signing of contract is too short, as many OEMs take 6-7 weeks to raise the PO. It is requested to make this interim timelines as T +9 weeks. Moreover, the delivery of hardware is also dependent on the civil work on the control centre and data centre to the position that H/W can be stacked/installed along with finishing civil work.</p> <p>Project implementation period of 25 weeks is too aggressive and have many dependencies on CATS, third parties (e.g. Tier 2 certification) and OEM (to import and supply goods). Request you to extend the project implementation timelines to at least 32 weeks.</p>	No change in existing conditions.
Steria (India) Limited	Section - 5.1.4, Page - 22	Hardware	It is advisable to have driver end MDT ruggedized and should be fixed on the dashboard of the ambulance, this MDT will have bio-metric input system instead of having 2 biometric devices in each ambulance.	The bidder have to offer the best solution as per the RFP requirement. The bidder may offer MDT which meets the functional requirement and also functional for next 6 years from Go-live. It is clarified that bidder have to give biometric device in each vehicle but it does not means that there is requirement of 2 biometric devices in each ambulance.
Rolta India Limited	Section '1.1', Page 6 Thereafter, the Call Dispatcher based on these inputs, identify the nearest available ambulance and dispatch the ambulance(s) to the incident/location through voice communication (TETRA wireless sets).	Since the ambulance(s) are to be equipped with two MDT devices, we understand that once the ambulance is dispatched by the dispatcher it will receive the challan information on the MDT terminal apart from the manual voice communication from dispatcher using Tetra sets. Please confirm the understanding.	This section refers to the setup of existing Cotrol Room. However, in proposed setup, the information will be transmitted to the ambulance (MDT) through software application.

Rolta India Limited	Technical Evaluation (sl no 4) page 12	Number of Similar Projects that should at least be operational. Similar is defined as: The bidder must have executed project of worth Rs. 2 Crores each at least (in last 5 years) & should include at least 04 following components 1. Establishment of Call Center 2. GIS based Vehicle Tracking System 3. Establishment of Data Center 4. GIS based web application development 5. CAD based Control Room or AVLS based control room 6. Supply & commissioning of Hardware (should include Mobile Data Terminal Devices)	The six components are over lapping i.e point no 2 & 5. Request modify as follows: The bidder must have executed/in progress project of worth 1-5 crores each at least (in last 5 years) and should include at least 2 of the following components. 1. Establishment of Call Center. 2..Establishment of Data Center 3.GIS based web application development 4. CAD based Control Room for emergency response System comprising of GIS based vehicle tracking 5. Supply & commissioning of IT infrastructure including Hardware (Servers /workstations/IP EPABX/ Mobile Data Terminal Devices), Networking etc.	Please see the amendment.
Rolta India Limited	Technical Evaluation (sl no 4) page 12	8 or more than 8 projects: 20marks 7 projects: 18 marks 6 projects: 16 marks 5 projects: 14 marks 4 projects: 12 marks 3 projects: 10 marks Less than 3 projects: 0 marks	Emergency response system has gathered momentum in the past few years only. Keeping this in to consideration it is requested that maximum of 5 or more project for scoring maximum marks. 5 or more projects: 20marks 4 projects: 16 marks 3 projects: 12 marks 2 projects: 8 marks 1 projects: 4 marks No project: 0 marks	No change in RFP conditions.
Rolta India Limited	Section 5- Scope of Work, Point a, Page No 16	Currently a ten seats call center is operational for this purpose.	Integration of proposed solution with existing CATS system is not in present scope of work. Will propose new hardware and software for Proposed CATS Solution. Kindly confirm.	For the primary control room only space will be provided. All other requirements as per RFP needs to be provided by the bidder. For the back up control room apart from the hardware mentioned in the amendment, bidder has to provide extra if any required as per the solution.

Rolta India Limited	Section 5- Scope of Work, Point f, Page No.16	The maps of GSDL will be used for this Purpose.	It is recommended that the GSDL provides the bidder with the softcopy of the map in .shp file. This map will be used as a GIS base map and will be installed on the operator workstation and MDTs in ambulances for optimum performance. The server based GIS map is not recommended, due to its slow performance and dependency on the internet. Please confirm.	It is clarified that GIS base map in shape file with requisite data layers will be provided by GSDL through CATS.
Rolta India Limited	Section 5.1, Page-17	The Call receiver system will be built with Personal Computer and accessories like microphone-headset,display unit etc.	BOM doesn't mention Microphone-Headsets. Kindly include in BOQ with specifications if any.	Personal Computer and accessories includes microphone-headsets.BOM provided in the RFP is indicative BOM and any hardware/software required for functional output must be provided by the bidder.
Rolta India Limited	Section 5.1 Information Flow, Page No 18	The caller location identification system Application based on GPS location of mobile sets is to be developed by the system integrator. The mobile tower based CLIS requires coordination with mobile service providers which will be made by CATS. Landline based CLIS will be provided by GSDL which needs to be integrated by the system integrator.	As stated we assume that the SI will develop an application for display of the mobile caller location. The call location coordinates will be made available by respective service providers along with the protocol/technical details. CATS will coordinate with the service providers. Kindly confirm.	The caller location identification software/ application for GPS enabled phones need to work independent of of mobile service provider. For non GPS enabled phones, CATS will facilitate with mobile service providers.

Rolta India Limited	Section '5.1.1', Page 18, Bullet point	Location of all hospital on digital map: The application should calculate the distance between ambulances and incident location, hospitals and incident location and should also suggest the nearest appropriate hospitals. Appropriate hospitals would be the ones that have required treatment facilities as per the nature of incident. The paramedic, based on the patient's condition and the information provided by the system, will decide the appropriate hospital.	We understand that the Paramedic will be in ambulance. On receipt of incident and system suggested hospital information from the Dispatcher seating in a CATS center, the paramedic will decide for the appropriate hospital to take the patient for treatment which may or may not be the one as suggested by the Dispatcher. Please confirm.	Software application based tool will assist the ambulance paramedic to find the nearest appropriate hospital. .
Rolta India Limited	Section 5.1.1, Page -20	The desks of call taker/dispatcher should be movable in up and down positions to enable them to work in standing or sitting positions.	Please provide Specifications of Movable desks with Manual / Automatic provision.	The bidder have to offer the best solution to meet out the functional requirement and RFP conditions. The furniture must be international standard ISO - 11064 compliant.
Rolta India Limited	Section 5.1.3, Page - 21	The monitoring screens shall be connected with central processing units at the data centers. They shall not have their own individual CPU.	Please clarify.	Referred para is self explanatory.
Rolta India Limited	Section 5.1.3, Page -21	The selected bidder shall also provide the Disaster recovery at different location.	As mentioned on Page 28, Section 5.3, 3. Functional requirements of the project, Sr#2. Disaster Recovery Centre - a. System should have provision to setup the Disaster Recovery centre (DRC). However at this stage DRC is not in scope of the selected bidder. Please clarify.	Please see the amendment.

Rolta India Limited	Section 5.1.3, Page 21	Conference room is to be prepared with the required audio equipments to enable visitors, conference holders to be put in audio conference with the Call taker / Dispatcher to be a part of the incident. The supervisor room will have same A/V equipments as that of the conference room. The supervisor should also be able to take calls in case call center agents are busy with other calls. The supervisor room will have same A/V equipments as that of the conference room.	Minimum hardware technical specifications for Audio Visual Equipments need to be defined and included in the RFP with Qty. This is essential to ensure that the bidders abide by minimum hardware standard specifications.	One set of call taker/dispatcher equipment with conference room audio-visual system shall be provided in the conference room. This is enable visitors to feel the working of Emergency Control Room.
Rolta India Limited	Section 5.1.3, Video wall, Page 21	Video wall should have a minimum lifetime of light source for at least 60000 hours. It should be of professional grade (rear projection cubes), suitable for 24 X 7 X 365 operation and not the temporary arrangement of various screens joined through software systems.	Minimum hardware technical specifications for Video wall need to be defined and included in the RFP with Qty. This is essential to ensure that the bidders abide by minimum hardware standard specifications.	Please see the amendment.
Rolta India Limited	Section 5.1.4, Hardware, Page 22	Mobile Data Terminal devices for ambulances (2 device per ambulance) for 280 ambulances	On Page 22 it is mentioned 2 MDT devices per ambulance, whereas on Page 41 it is mentioned as 280. We understand required quantity of MDT is 280. Kindly confirm?	Please see the amendment.
Rolta India Limited	Section 5.1.4, Hardware, Page 22	Display device with input mechanism in Hospitals for 60 hospitals initially	We understand that the display device will be a workstation for communicating with the control room/ MDT. Please provide the hardware specification and include in BOQ.	Bidder has to offer the best technology suitable for the hospitals which will be part of evaluation. The cost both fixed and recurring needs to provided by the bidder. The recurring cost will be borne by CATS/ Hospitals.
Rolta India Limited	Section 5.1.4, Hardware, Page 22	Biometric Attendance devices for attendance of field as well as control center staff.	Biometric devices for control staff is not mentioned in BOQ. Please include the same. Attendance for the field officers manning ambulance can be made available by user login in the MDT application itself. Therefore there may not be requirement of Biometric devices for attendance in MDTs. Please confirm.	BOM provided in the RFP is indicative BOM and any hardware/software required for functional output must be provided by the bidder.

Rolta India Limited	Section 5.1.5, Application Software, Page No 23	Selected bidder shall provide the exclusive rights to CATS for source code,	Source code of the product is IPR of the company and this cannot be shared with CATS. Kindly confirm.	No change in RFP conditions except for resale.
Rolta India Limited	Section 5.1.7. Connectivity, Page 23	Connectivity	Need clarity on Bandwidth required for MPLS VPN for primary & secondary connectivity. Also provide the Data Center, Control Center, Call centers and all Hospitals details address with pin-code number. Primary & Secondary connectivity needs to be provided by same Service Provider or they can be different. Kindly confirm.	Bidder has to offer the best technology suitable for the project requirement. The cost both fixed and recurring needs to be provided by the bidder. The recurring cost will be borne by CATS.
Rolta India Limited	Section 5.2, a) Citizen Dials a toll-free number to CATS: , Page 24	Citizens shall register the emergency call at CATS call centre. CATS will have multiple PRI lines terminating at IP-EPBX at CATS for this purpose.	As mentioned on Page 38, Section 3.2 IPPBX requirement, Sr.75 Functionality & PRI Support – “a. System should support analog trunks and min 3 PRI Lines (Bidder should estimate as per project requirement). Please clarify.	These are minimum requirements. The bidder may offer higher system.
Rolta India Limited	Section 5.2 , Point no b& C, page 24, Communication between response units	CATS will receive these signals using Internet connectivity	It recommended that instead of using internet connectivity for AVLS application, dedicated MPLS/ leased line connectivity with suitable bandwidth between service provider’s data center and CATS data center is used. This will ensure data security and better AVLS performance. Also SIM cards with Private APN can be used for secure data transmission to Control Room. Please confirm. This may accordingly be included in the BOQ. Please confirm.	Bidder has to offer the best technology suitable for the project requirement. The cost both fixed and recurring needs to be provided by the bidder. The recurring cost will be borne by CATS.
Rolta India Limited	Section 5.2, Point no D, Page No. 25	Communication between Hospitals and Response Units (Mobile Ambulances)	As per Section 5.1.7 Connectivity, Page 23 – It is mentioned that Bidder shall also provide the connectivity for ambulances and Hospitals.· Please confirm that CATS will provide the SWAN/MPLS link to connect the required hospital with control room data center. .	Bidder has to offer the best technology suitable for the hospitals which will be part of evaluation. The cost both fixed and recurring needs to be provided by the bidder. The recurring cost will be borne by CATS/ Hospitals.

Rolta India Limited	Para 3, page 27	Functional Requirements of the Project	Mobile Data Terminal (MDT) is an important device for communication with the Control room and receiving /transmitting critical data while on its way to the hospital. It is expected to carry out important functions. The MDT software application functional requirements and desired workflow therefore should be specified in detail.	The functional requirements have been specified already. If any specific doubts are there, bidder can seek clarifications.
Rolta India Limited	Section 5.3, Point no 3, 3.1.7., Sr no. 70 page 37	GIS Data	Since the GIS map will be provided by GSDL. Please confirm that the layers mentioned on page 37 of RFP are existing in the map or need to be created by the bidder on to the GSDL map being provided. Kindly confirm?	The GIS map with requisite layers available with GSDL will be provided. The indicative layers mentioned in the RFP will also be provided by GSDL.

Rolta India Limited	Section 5.4, Indicative BOM, Point No 6, Page 39	Tablet/MDT Application Server License as per project requirement (Size Specification: 7" or above, 3G and 4G compliant, capacitive touch screen, CE/FCC/BIS Standards compliant, Electromagnetic interface certification, working environment of 0-6 degrees, Chargeable with 12 volts DC.)	<p>The display size of 7 inch is considered small for working and exchange of data while on the move in ambulance. Minimum 9 inch is considered for good viewing, optimum performance and user ease. Some other important features that need to be considered for MDT are appended below:</p> <p>MDT's will be used outside and under rough conditions on a 24 x 7 basis. Same device will be used by multiple users. Support for MDT's in use for at least next 5-7 years from OEM. As Consumer grade MDTs mostly changed in every 6 months to meet consumer demand. Their support and spare parts are not easily available in market. Hence, commercial consumer grade MDTs will not work satisfactory. So MDT Must be Enterprise Grade & capable to withstand a drop of 5-6 feet on to a road / metal / hard surface.</p> <p>The MDT must have IP 65 rating to withstand the exposure of dust and water. The MDT should be robust enough to sustain the vibration and thermal shocks.</p> <p>The ambulance, must have an option to capture photos of Patient lifted or its condition. In case of any accident, option to capture and send injury image/video clips so that hospital staff will be prepared in advance. MDT Front and rear cameras will be used to capture and send image/videos while installed in vehicle or on drive or when it is on vehicle mount etc.</p> <p>Touch screen should be able to work under various conditions like with stylus or fingers when clean, greasy or gloved.</p>	7" is minimum size. The bidder may offer 7" or above. The bidder is free to offer best technology.
----------------------------	--	---	---	--

Rolta India Limited	Section 5.4, Indicative BOM, II Hardware –CATS,	CAD Application Server, Database Server, GIS Server, AVLS Server, Web Server, CTI/ACD/Voice Logger Server, Mail, Anti Virus server, backup and restore server and EMS/NMS server (Sr.No. 1 to Sr.No.9)	Minimum hardware technical specifications for the hardware specified in serial 1 to 9 of BOM (page 40) need to be defined and included in the RFP. This is essential to ensure that the bidders abide by minimum hardware standard specifications.	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, Hardware –CATS, Point No 11,& 12 Page 40	Workstation with Three Monitor (Call Taker, Supervisor, and Administrator) with centralized operating system at the server and a single multifunctional keyboard attached to 3 screens on each terminal.	Technical specifications of Workstations (Sr. No 11 & 12) are not included in the RFP. Kindly provide the Workstation specification.	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, Hardware –CATS, Point No 13, 14 & 15, Page 40	Access network L3 switch 48 port , Core network L3switch 24 ports, Distribution DC Switch 24 Ports	Technical specifications are not included in the RFP. Kindly provide the technical specification	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.

Rolta India Limited	Section 5.4, Indicative BOM, Hardware –CATS, Point No 16 & 17, Page 40	Core Router for MPLS Connectivity & Internet Connectivity	Technical specifications are not included in the RFP. Kindly provide the technical specification	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, Hardware –CATS, Point No 25, 26 & 27	Multi-Function Laser Printer, Silent DG Set-Min 40 KVA & Centralized UPS	Technical specifications of Sr. No. 25, 26 & 27 are not mention in the RFP. Kindly provide the technical specification of Sr.No. 25, 26 & 27	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, Hardware –CATS, Point No 32	Laser Printer (Networked)	Technical specifications are not included in the RFP. Kindly mention the Laser Printer specification.	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.

Rolta India Limited	Section 5.4, Indicative BOM, AVLS for Vehicles, Point No III	Automatic Vehicle locator System for Vehicles with SIM card	Technical specifications of AVLS are not mention in the RFP. Kindly provide the AVLS specification.	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, AVLS for Vehicles, Point No III	Mobile Data Terminals for Vehicles including device software & SIM card	Technical specifications of MDT are not included in the RFP. Kindly mention the MDT specification.	The hardware to be offered by the bidder should be capable to meet the functional requirements. Focus would be on robustness of application. Since the results would be based on QCBS, the best solution (technical as well as financial bids) would be awarded the maximum marks. The bidders are hence, advised to strike a balance between cost and technical specifications and features of the solution.
Rolta India Limited	Section 5.4, Indicative BOM, AVLS for Vehicles, Point No III, Sr.No 1 & 2	Automatic Vehicle locator system & Mobile Data Terminals for vehicles	Please provide the details where these two separate devices will be installed in one ambulance or in separator ambulance. If it will be installed in same ambulance then please consider only MDT. AVLS is not required because MDT device will also have the provision to locate this location using internal MDT GPS. So AVLS is not required only MDT will meet the RFP requirement. Please confirm	The hardware to be offered by the bidder should be capable to meet the functional requirements. Bidder is free to choose the best available solution.
Rolta India Limited	Section 5.4, Indicative BOM, Additional IP phones for officers, Point No V	IP Phone for Senior officer	Please provide details of address /location of the mentioned senior officer. Same is required for design connectivity and cost estimation.	Details will be shared with successful bidder.
Rolta India Limited	Section 5.4, Indicative BOM, Others, Point No VI	GIS Data Layer as per project requirement	GIS Layers are not mentioned in the RFP. Kindly provide the GIS layers required on GIS Map. Map will be provided by CATS from GSDL. No additional layer will be created, Please confirm?	GIS map with requisite layers will be provided by the GSDL. Any additional layer may also be developed by GSDL.

Rolta India Limited	Section '5.1.4', Page 22, Point - 71	b. Disaster Management module will provide ability to add outcomes and action items from interaction with external agencies.	Please elaborate.	Bidders have to offer real time sharing of information through internet with other agencies like police, fire, disaster management etc when needed.
Rolta India Limited	Section '5.1.1', Page 19, Clause - 'Customer Relationship Management (CRM)'	Successful bidder shall integrate GRM with ACD and other call center infrastructure and customized as per GNCTD requirement; to take care of all the requirements of agents.	Does the GRM is a typo error here? It should be CRM. Does the CRM system is existing or to be supplied new as part of proposed solution?	Yes, it may be read as CRM.
Rolta India Limited	Section '3.1.7', Page 37, Bullet point	Mobile Data Terminal devices for ambulances (2 device per ambulance) for 280 ambulances	How the 2 MDT devices per ambulance van are envisaged for operational use?	Please see the amendment. One MDT for navigation and other purpose will be installed at driver cabin and other will be installed at patient compartment.
Rolta India Limited		Submission of Bids	Time difference between the pre-bid conference and submission of bids is very less. We would request you to kindly extend the submission of bids by 2-3 weeks. Kindly confirm.	Please see the amendment.