



F.32(127)/NRHM/CSR/GPS Tender/2425

Government of Rajasthan  
Rajasthan State Health Society-NHM  
Swasthya Bhawan, Tilak Marg, Jaipur-302005

Date: 16/03/2015

### CLARIFICATIONS TO THE QUERIES

#### NO. 1

With reference to the RFP published for "Vehicle Tracking System on DBOT basis in Rajasthan" vide no. F.32(127)/NRHM/CSR/GPS Tender/2401 date 27/02/2015 and pre-proposal conference dated 09/03/2015 clarifications to the queries raised by bidders/ participants are issued as follows:

| Sno. | Page No./ Clause No./ Point                                                                                                                                                                                                                                                                                                                                                                                   | Clarifications sought by the proposed bidders                                                                                                                                                                                                                                                                | Clarifications                           |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1.   | Page No. 8/ Clause No. 16<br><u>Description:</u><br>It will be the responsibility of the bidder to get insurance of all the equipments mounted in the ambulances or medical vehicles etc for security purpose. NHM will not take any responsibility in this regard.                                                                                                                                           | Insurance of GPS device.<br>Insurance will not cover intentional damage. NHM should bear the cost of the devices in case the device is damaged by staff. Insurance is helpful only in the case of accident. Bidder can bear the cost of the device in case of accident irrespective of insurance.            | Bidder has to ensure the insurance.      |
| 2.   | Page No. 8/ Clause No. 19<br><u>Description:</u><br>All Servers, System Software, Networking Equipments etc as mentioned above used in Central Data Center of the successful bidder would be transferred to NHM at the end of this DBOT Project. But all remaining hardware mounted/ installed in ambulances or medical vehicles, State HQ like VT/GPS device etc, Application Software Developed/Used by the | Transfer of source code is not possible because the source code is our own development of many years and hence cannot be transferred. The cost of development of the source code is many times more than the total cost of this project.<br>Sharing of source code is not practical. And transferring server | Transfer of source code is not required. |

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|    | successful bidder under VTS project for NHM and all project related data such as input, output, master, Intellectual Property Rights (IPR) of application software developed, License etc created for the NHM would be the property of the NHM and transferable to NHM at the end of this DBOT Project.                                                                                                                                                                                            | is not practical. Kindly clarify that executable file on your local server is fine.                                                              |                                                                                                                                                                                                                                                                                                                                              |
| 3. | Page No. 8/ Clause No. 20<br><u>Description:</u><br>It will be the full responsibility of the successful bidder to provide complete backup of all Developed/ Used Application Software (latest & updated version) and whole Database of the complete project period. Successful Bidder would also provide support in transfer and installation of Developed Application & Complete Database on the Servers of NHM owned Data Center and makes it fully operational without any extra cost/charges. | Same as above, however we will provide the back up of the data of the project years. We will also offer AMC after the completion of the project. | Please refer Page No. 23<br><b><u>"Commencement and duration of the project"</u></b><br>Duration of the project will be for 2 years (extendable as mutually agreed by both parties for maximum period of one year and satisfactory services) from the date of commencement. Date of commencement shall be the date of signing the agreement. |
| 4. | Page No. 9/ Clause No. 6 & 7<br><u>Description:</u><br>1. Proposed solution shall have ability to highlight exceptions through Alerts by monitoring of deviations such as route, arrival and departure times etc.<br>2. Provide access to real time information related to Ambulances Schedules, Expected Time of Arrival (ETA) etc as well as the Internet.                                                                                                                                       | Who will provide the route and ETA for Ambulance?                                                                                                | Concerned Chief Medical & Health Officer.                                                                                                                                                                                                                                                                                                    |
| 5. | Page No. 9/ Clause No. 9<br><u>Description:</u><br>SMS integration with application is required to get the current location of vehicle and other information etc. It is a very critical part of system.                                                                                                                                                                                                                                                                                            | How many SMS and on what parameters SMS requires?                                                                                                | Approx. 1.50 lacs per year and SMS are required for the following events:-<br><ul style="list-style-type: none"> <li>• Device is non-functional (SMS to concerned BCMO, CMHO &amp; HQ)</li> <li>• List of defaulter vehicles that not moved for the</li> </ul>                                                                               |

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|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>camp.</li> <li>As per the need of NHM</li> </ul> <p>Note: Bidders agreed to provide "Mobile App" for tracking of vehicles (Refer Page No. 9/ Point No. 8)</p> |
| 6. | <p>Page No. 9/ Clause No. 10</p> <p><u>Description:</u></p> <p>LED screens installed at State HQ office.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | LED Screen will be provided by NHM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Yes                                                                                                                                                                                                  |
| 7. | <p>Page No. 13/ Clause No. -</p> <p><u>Description:</u></p> <p>Maintenance: The successful bidder should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required to carry out the preventive and break down maintenance of the system offered should be clearly indicated and offered to NHM by the selected bidder at no extra cost.</p> <p>Note: Any VTS/GPS unit is non-functional then replacement of such GPS units should be ensured within 2 days or else penalty will be imposed at the rate of Rs 500/- per day per GPS unit from 1st day onwards.</p> | <p>One Year hardware Warranty from the date of Installation. Warranty will not be applicable against Water logging or any damage. This clause needs amendment.</p> <p>Non- functional GPS penalty of Rs.500/- is high, Kindly consider this amount because Estimated Tender Value is very less in comparison of Two Years tenure.</p> <p>If you want to make sure that you get desired service levels, you should put a condition that company should be doing/allocated some Rajasthan government project is few districts. Or the company should be from Rajasthan. Just putting fine will not solve your purpose. As managing service team for 200 vehicles is much more expensive than expected fine.</p> | <p>Not agreed, maintenance of hardware would be the responsibility of the bidder. Hardware should be protected from such logging and damages.</p>                                                    |
| 8. | <p>Page No. 17/ Clause No. – 6A</p> <p><u>Description:</u></p> <p>Bid Security Amount</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Bid Security Amount should be exempted for Government undertakings/ PSU (Central/ State) as per GF&AR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Agreed, relevant certificates/ documents etc. need to submitted for exemption of Bid Security Amount, as per the</p> <p>ATPP Act, 2013.</p>                                                       |

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| 9.  | <p>General suggestions:</p> <ul style="list-style-type: none"> <li>• VTS Company should be based out of Rajasthan and should have SSL registration and ISO certifications.</li> <li>• Preference to be given SSL units as per the letter No. 1(3)/20 14-MI dated July 02, 2014 of Hon Minister of Micro, Small &amp; Medium Enterprises Government of India ~ New Delhi-110011.</li> </ul> | -           | As per RTTP Act, 2013                                                                                                                                                                                 |
| 10. | <p>Network Error:</p> <p>Some time it has been found that GSM- Network is not available at particular areas in that situation data of that time will not appear at such locations. This kind of situation would be not considered as default of Hardware.</p>                                                                                                                              | -           | Hardware should have proper facility to record such instances where network error occurs (e.g. network is not available) and to transfer the records to the server as soon as it comes under network. |
| 11. | <p>Tender cost:</p> <ul style="list-style-type: none"> <li>• Estimated tender cost needs to be clarifying.</li> <li>• Total budget of project</li> <li>• 15 lakhs is too low. Kindly re-visit as capital investment itself is much higher than the budget.</li> </ul>                                                                                                                      | -           | Rs. 15 lacs                                                                                                                                                                                           |

Note: For support and assistance pl. contact at 0141-5142525; 9887283641

(Naveen Jain)  
Mission Director, NHM

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