

National Health Mission

State Health Society

Rajasthan

Request for Proposal (RFP)

For

**Supply, Installation, Commissioning & Operations
of**

Vehicle Tracking System

On

**Design, Build, Operate & Transfer (DBOT) Basis
in**

Rajasthan

Last date and time for submission of Proposal:- 3:00 pm on 19/03/2015

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Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicant(s), whether verbally or in documentary form by or on behalf of the National Health Mission, or any of their employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the NHM or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the NHM, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. NHM, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. NHM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Part- A1
Government of Rajasthan
State Health Society
[Swasthya Bhawan Tilak Marg, C-Scheme, Jaipur]

No. F.32(127)/NRHM/CSR/GPS Tender/2401

Date: 27/02/2015

INVITATION OF REQUEST FOR PROPOSAL (RFP)

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for “Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate and Transfer (DBOT) Basis” on different type of ambulances and medical vehicles (approx. 202). For implementation of this project Request for Proposal (RFP) is invited from eligible private sector/non-Government entities who intend to professionally manage and implement the program. The RFP is being floated from Rajasthan State Health Society and the selection of the service provider at state level shall be done by the committee constituted under the Chairmanship of Project Director, NHM. All details related to this RFP can be viewed and downloaded from departmental website www.rajswasthya.nic.in and website: <http://sppp.raj.nic.in>. RFP document can also be seen website www.dipr.rajasthan.gov.in. Proposals shall be submitted in the office of Mission Director, NHM.

Date and time for downloading RFP document	Date of Pre-proposal conference	Last date and time for downloading the RFP document	Last date and time for submission of proposals	Date and time for opening of technical proposals.	Date and time for opening of financial proposals.
27/02/2015 at 11:00 am	09/03/2015 at 12:00 pm	19/03/2015 at 3:00 pm	19/03/2015 at 3:00 pm	19/03/2015 at 4:00 pm	24/03/2015 at 3:00 pm

Tender Fee of Rs. 5000/- for the document downloaded from website shall be deposited by the bidders separately as applicable by way of DD/Banker's cheque in favor of “**Rajasthan State Health Society**” payable at Jaipur before the last date and time prescribed for submission of bids. Tender Fees and Bid Security will be deposited physically at the office of Mission Director, NHM. Amount of Bid Security shall be as mentioned in the document.

Mission Director, NHM

Part-A2

Project Profile

1. Name of the Project

“GPS Monitoring System for tracking of ambulances and medical vehicles”

2. Objectives

The key objectives to be achieved through this project are:

- To establish robust and reliable mechanism of GPS Monitoring System at State and District level on DBOT basis for better decision making, monitoring, planning and management of effective delivery of health services.
- To track the vehicle on real-time basis, so that the current location of the vehicle can be identified for effective monitoring.
- To identify the vehicles doing violation of rules etc. based on the Time of Arrival (TOA) and Time of Departure (TOD) as per the planned schedule.
- To develop/ customize the software application and to generate analytical/ graphical reports based on the various parameters, as desired by the NHM from time-to-time.
- To endeavor in achieving the goals of NHM i.e. improvement in health indicators like IMR, MMR etc.

3. Project Authority

Mission Director, National Health Mission
Rajasthan State Health Society,
3rd Floor, Room No. 301, NHM Block,
Swasthya Bhawan, Tilak Marg,
C-Scheme, Jaipur-302005
Email: md-nrhm-rj@nic.in;

4. Brief Description of the Project

- Access to health care and equitable distribution of health services are the fundamental requirements for achieving Millennium Development Goals and the goals set under the National Rural Health Mission (NRHM) launched by the NRHM of India in April 2005.

- Rajasthan has tribal, desert and several outreach areas where health services are far away from the poor families especially from women and children. To take care the problem, one prestigious programme namely Rajiv Gandhi Rural Mobile Medical Unit was implemented in the state in 2008.
- With the objective to take health care to the doorstep of the public in the rural areas, especially in underserved areas Mobile Medical Units (MMU) and Vans (MMV) are procured in state. At present there are 52 MMUs and 150 MMVs.
- MMU consists of two type of vehicles (a staff vehicle and a diagnostic van which contains modern instruments like ECG Machine etc.)
- All people of any category residing in the outreach areas or villages would be the targeted beneficiaries.
- Totally free medical services including investigations and medicine distribution are provided to the beneficiaries during the planned camps.

Number of ambulances and medical vehicles in Districts:

SNo.	Type	Description	Numbers
1.	Medical vehicle	MMU	52
2.	Medical vehicle	MMV	150
	Total:		202

Details of ambulances and medical vehicles allotted in districts of Rajasthan are enclosed at **Annexure-K**

Note: Numbers of the ambulances or medical vehicles are on the basis present fleet of vehicles approved presently. NHM may reduce or add, ambulances or medical vehicles as the condition may arise from time to time, on the approved rates and conditions of the contract.

5. Scope of Services

1. The overall scope is to ensure Supply, Installation, Testing, Commissioning, Operation, Training, Support and Maintenance of Vehicle Tracking System (VTS) for a period of 2 years on Design, Build, operate and Transfer (DBOT) basis.
2. The successful bidder shall Design, Procure, Build, Configure, Test, Implement, Commission, Operate, Manage and Maintain the VTS solution at its own cost, provide training to NHM manpower and support the Software, Hardware, Network Infrastructure, Connectivity for a minimum period of 2 years from the time of commercial launch of the

project. The bidder will also deploy suitable manpower for regular transmission of the information and for maintenance of all the Hardware, System and Application Software, Network Infrastructure, Connectivity etc at State HQ level for the complete project period.

3. The VTS must meet the essential criteria (a) Availability (b) Accessibility (c) Assessment and (d) Acceptance to assure NHM the acceptance of the system by different stakeholders. The key stakeholders are operating staff, District and State management of NHM.
4. The successful bidder should deploy all required infrastructure items like VTS/GPS devices, Computer hardware or any other mediator for transmitting information etc as per list and specifications given in **Annexure - N** at the locations as mentioned in **Annexure - M** for VTS to run the system in a successful manner for the period of 2 years.
5. The required computer hardware, printer, UPS, internet connectivity and antivirus under VTS for regular monitoring, operations, reports printing would also be used by NHM officials.
6. The successful bidder shall organize periodical training program about the complete functioning of the VTS i.e. all operations, reporting, monitoring etc to designated officials of NHM as and when required by NHM during the complete project period.
7. After getting training daily operations related to computers at State HQ level for desired reports, monitoring and analyzing the VTS would be done by NHM designated officials. But support in operations would be provided by the successful bidder.
8. The successful bidder shall provide support in daily operations of VTS, hardware, software, connectivity related problems occurring at State HQ level.
9. Successful bidder shall capture the data from the VTS/GPS device installed in the ambulances or medical vehicles and immediately store it in central server. It will be the responsibility of the bidder to provide consolidated monthly data backup of all ambulances or medical vehicles to NHM and same should be kept safe also with themselves. The storage media in the form of External Hard Disk Drive/DVD/Pen Drive shall be provided by the NHM (for data backup).
10. The VTS will cover Automatic Ambulance Location Information system and generation of MIS reports
11. Successful Bidder should provide adequate & technical manpower for successful working of VTS. Details of manpower are explained in technical compliance section of

this RFP. The salaries, perquisites, allowances etc for the employees should be borne by the Bidder only. Such manpower employed by the Bidder should not be considered as employees of NHM and they should not claim any job benefits in NHM in future.

12. This is a DBOT project and hence all investment for supply, implement, operate and maintain the entire infrastructure (hardware, software etc) for the complete duration of 2 years contract period should be borne by the successful bidder only.
13. Successful bidder will provide adequate training to the various users is essential for the successful implementation of the project. Training needs to be provided to people at State HQ, Divisions and Districts designated by NHM during the contract period.
14. The successful bidder shall prepare all necessary documentation for the project. Details regarding documentation are explained in technical compliance in detail.
15. Vehicle tracking device, application software (including complete Rajasthan Map and all India Map, Map engine and APIs), computer hardware, network connectivity, equipment, training etc form the core of proposed VTS.
16. 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.
17. All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, Antivirus and Intrusion Software etc required for Central Data Center shall be used by the successful bidder of its own.
18. It would be the responsibility of the successful bidder to use high end capacity server hardware, software, band width connectivity etc to provide the quality service desired/ required by the NHM.
19. 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 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.
20. 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.

21. It will be the responsibility of the successful bidder to hand over all the project material in working & operational condition at the end of the project duration.
22. It will be the responsibility of the successful bidder to provide complete backup of Application Software & Data backup of complete project period at State Level on external HDD at the end of the project. The data backup media shall be provided by the NHM.

6. TECHNICAL COMPLIANCE

General Technical Requirements

1. NHM intends to install and establish an integrated solution for VTS at State HQ. For minimum required hardware specifications & indicative bill of material refer **Annexure-N**.
2. Ambulance tracking, application software (including complete Rajasthan Map and all India Map, and APIs), required hardware, network equipment, etc. form the core of the proposed VTS.
3. Map should be of minimum 1:10000 scale. Proof of MAP data & ownership/ authorization should be attached for a complete project period.
4. Proposed VTS shall have provision to integrate with ambulance or medical vehicle schedule system for planning & dispatch of ambulances by providing data as desired by NHM.
5. Proposed system shall have ability to locate a specific vehicle in real time to know the position and status.
6. Proposed solution shall have ability to highlight exceptions through Alerts by monitoring of deviations such as route, arrival and departure times etc.
7. Provide access to real time information related to Ambulances Schedules, Expected Time of Arrival (ETA) etc as well as the Internet.
8. Proposed solution shall provide mobile application for real time information of ambulances and medical vehicles.
9. 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.
10. LED screens installed at State HQ office. It should display following information:
 - Vehicle schedule as per the plan
 - Departure & Arrival of vehicle

- Delay in Minutes/Hrs
- All information related to ambulance or medical vehicle and other services.

11. The solution shall preferably be built with open source technology.

12. All display should be in English language. The entire set of applications for VTS should be web based. The VTS application must be accessible through the internet to a NHM user as per the industry standard User Authentication System and User Roles framework. The users are located across the various locations in the state.

13. The system shall support multiple concurrent user queries/transactions with 1000 vehicles however system shall be scalable with additional hardware included as required at a later point & per vehicle monthly charges will be as per the commercial bid uploaded by bidder.

Access, Roles and Users

Entire set of applications their features shall provide for various levels of secure access based on defined roles and responsibilities within NHM based on units (CM&HO office/ Zone/ State H.Q.) with attached roles and privileges. For e.g. Certain information shall be created / modified by users attached to specific units only but the information can be seen by all such as information related to a division can be created/modified only by users attached to the division and others can only see the information and copy if applicable unless otherwise specified Application Access shall support multiple roles for a single user and also support delegation as per operational norms of NHM.

Route, Geo-fence and MIS

1. Precise geographical position (Longitude/Latitude coordinates) of each item in the route En-route boarding points, stops/pickup points, authorized stops etc.
2. Details of Base locations, Divisional, CM&HO, Block offices and other units of NHM with details of contact telephone numbers and contact names of NHM officials
3. VTS shall have Geo-fencing capability
4. VTS shall provide Ambulance or Medical Fleet Summary Dashboard
5. VTS application shall provide a graphical interface to make quick position related assessments. Application shall support dynamic monitoring of ambulances moving out of their defined routes and be able to raise alerts to control station.
6. VTS application software shall support calculation of distance travelled by a vehicle on a schedule/ trip and average distance traveled and time taken in a schedule for a period.
7. VTS shall have capability to store 3 month data online and 2 years archive.
8. VTS shall display precise location of different vehicles in NHM fleet.

9. Information elements that needs to be captured at the minimum shall include longitude, latitude, physical location with date and time stamps, vehicle number, schedule number, trip code, contact number and crew and overlay this on a map
10. VTS shall have facility to track real time and generate reports based on Defined viz Actual movement of ambulances

VTS Enquiry and Response

System shall support generalized enquiry for a jurisdiction based on run time parameters indicatively such as -

1. Real time / history of all trips that are more than a "X" minutes late (X input runtime by the user)
2. Real time / history / Record of a particular jurisdiction in maintaining ETA
3. Real time / history of All Trips or specific trips between two points with a feature to playback
4. System shall support real time enquiry of a Ambulances location based on Ambulances number/trip code and to know ETA at next or required place.

Alerts from the VTS system

1. The Control Room operator shall be able to drill down to the exact location of the event by clicking on the alert and see the position of event drawn over the map along with driver, ambulance and standard description of event details.
2. Alerts will need to be generated in case of deviations from the authorized route and recorded in all cases for reporting and review. Integrated SMS facility for monitoring and tracking of vehicles.
3. Alerts on exceptions for all other pre configured parameters such as not meeting the ToA and ToD schedules etc.

Reporting Features

Some illustrative reports are detailed below. While this is not a comprehensive list, vendors are required to undertake a detailed study of the report requirements and the system should be able to configure easily and quickly new reports or context sensitive information that requires to be extracted out of the information elements stored in the system.

Deliverables:

1. Planned Trip Vs Actual Trip Execution
2. Arrival/ Departure Report
3. Location Report
4. Stop Report

5. Idle Report
6. Trip Report
7. History Report (window showing path taken by vehicle)
8. Over speed Report
9. Distance Travelled Report
10. Route Performance Planned Vs Actual Variance
11. Over Speed Report
12. Fleet performance (Utilization) daily/weekly/monthly
13. Actual Trip Report
14. Delayed Arrival/ Early Departure Report
15. Dash board / report for non-working VTS devices and provision to mark ambulance availability and status of faulty unit / action required.
16. Any other report as and when required/desired by NHM.

Details of Operations

1. Successful bidder shall deploy manpower for installation, support & maintenance of the entire VTS system for the entire period of contract. Sufficient manpower should be deployed at State HQ for smooth functioning of VTS system.
2. This is a DBOT Project and hence all investment in procurement, supply, development, installation, support and maintain the entire infrastructure for the entire duration of contract period should be borne by the successful bidder.
3. Daily operations related to computers at State HQ for desired reports, monitoring and analyzing the VTS would be done by designated officials/employees. But support in operations would be provided by the successful bidder.
4. The bidder will also deploy manpower for regular operation and maintenance of all the Hardware, System and Application Software, Connectivity etc provided/ supplied by them for the complete project period.
5. It will be the responsibility of the bidder to get insurance of all the equipments mounted in the Ambulances or Medical vehicles/ State HQ. etc for security purpose. NHM will not take any responsibility in this regard.
6. The responsibilities of the successful bidder at the depot level and command centre/central data center include, but not limited to:
 - a. Keeping a watch on the health of the system to ensure minimum downtime of each of the components.
 - b. Keep sufficient reserve stock of hardware devices deployed at State HQ office level or at their local level service centre or with engineers.
 - c. Maintaining and upgrading the software components of the system.

- d. Conduct server and database maintenance activities at Data Center in a scheduled manner and during off-peak hours
- e. Informing concerned staff in case of any component failure.

Documentation

The successful bidder shall prepare all necessary documentation for the project, and provide this to NHM or its designated officials/ employees for review, approval, record, reference etc as mentioned in this RFP. Some of the documents (but not limited to) to be provided include -

1. During installation and post installation, the Systems Integrator shall provide documentation on As-Built components /customized components to NHM. The documentation should consist of all the configuration details, diagrams, test plans, administration manuals, setup guides etc as minimum.
2. Detailed manuals for each appropriate unit of the supplied equipment and services including certifications from OEMs.
3. The training and operational manuals should be bilingual (English & Hindi).
4. Inspection and testing procedure manuals including QA policy and procedures for the software/hardware equipments.
5. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

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.

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.

Training of Users

1. The selected bidder shall provide training to system users to efficiently use the system.
2. The number of people to be trained would be specified by NHM well before the training schedule starts.
3. Training needs to be conducted based on a requisite mix of theory & practical operational sessions. The trainings should be conducted in Hindi/English at State Hq/ Districts.

Roles & Responsibilities of NHM

1. NHM shall provide table space for command centre at State HQ for providing support in operation, regular maintenance of the all hardware devices deployed by the successful bidder.
2. NHM shall bear electricity bills/charges at the control room situated State HQ offices for VTS.
3. Provide information regarding vehicles location information for installation of VTS/GPS devices.
4. Provide vehicles for installation and maintenance of VTS/GPS device inside the ambulances or medical vehicles on time as per the decided schedule.

7. Project Implementation Plan

SNo.	Activity	Timeline
	Phase-I	
1.	Project Start	T1 (within 7 days of award of contract)
2.	• Application development, testing and user acceptance testing • Procurement of all hardware and software • Simultaneous of installation of hardware at State Hq	T1 + 10 days
3.	• Installation of VTS/GPS devices in ambulances and medical vehicles and integration with Central Data Centre. • Go-Live of VTS/GPS and online application software.	T1 + 10 days
	Phase-II	
4.	• Preparation and submission of training manual, user manual, installation manual, operational and maintenance manual.	T1 + 20 days

The time line to complete Phase-I and Phase-II is 20 days from the award and acceptance of the tender. However, the awardee may complete the phases before the above stated timeline. Penalty will be applicable after Go-Live.

Part-A3

Information and instructions to the bidders

1. Eligibility Criteria and Evaluation

The RFPs shall qualify on the basis of following eligibility criteria-

SNo.	Eligibility Criteria
1	Registration of the Bidder: The bidder should be registered sole proprietor firm/ registered partnership firm/ registered company under Companies Act/ registered society under the Societies Registration Act or their state counterparts. Two years registration at the time of submission of proposal.
2.	Experience in implementation and management of such projects/ schemes: Minimum two years of experience in operationalisation of VTS/GPS. The work-orders and/or any other supporting documents/experience certificates issued by the competent authority of the client pertaining to such works done satisfactorily during the period should be provided in the specified format provided at Annexure-L . The bidder must have on its roll minimum 15 technically qualified professionals in Software Development/ Networking/ Integration/ R&D/ Production/ Maintenance at least since last 12 months, who have the experience in similar nature of projects. <i>Certificate from Bidder's HR has to be submitted. Work orders and a certificate regarding "Project has been successfully and satisfactorily executed" from client should be submitted along with the bid.</i>
3.	Financial Soundness/Stability: A proposal may come from a single entity having the minimum average annual turnover of Rs. 1 crore in last three financial years (2011-12, 2012-13, 2013-14). The bidder must attach certified copy of audited accounts as supporting documents. Un-audited accounts will not be considered.
4.	Operational Experience of running VTS/GPS The bidder should have operational experience of running minimum 200 VTS/GPS.
5.	An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder has not been blacklisted in the past by any of the State Governments across the country or Government of India and that it will not form any coalition with the other bidder.

Note: Proof of eligibility of all applicants shall be examined to confirm if eligibility criteria are met. The bidder who fails to meet one or more of the stipulated eligibility criteria shall be declared as "ineligible/non-responsive".

2. **Declarations:**

Every bidder is supposed to submit a declaration in following annexure:-

Annexure A: Compliance with the Code of Integrity and no Conflict of Interest.

Annexure B: Declaration by the bidder regarding qualifications.

3. **The bidder to inform himself/herself fully:**

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

4. **Pre-Bid/Proposal Conference:**

All the prospective bidders who have purchased the RFP document before the Pre-Bid Conference will be invited to attend (maximum two participants/ representative from each bidder) the pre-bid/proposal Conference to be held on **Refer Page No. 4** in the office of Mission Director, NHM, Tilak Marg, Swasthya Bhawan, Jaipur. Issues relating to the project received in writing two days before the conference will be scrutinized. The Project Authority shall endeavor to clarify such issues during the discussions. However, at any time prior to the date for submission of RFP, NHM may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda(s) and conveyed to the bidders found successful in evaluation of the RFP. The addenda(s) would also be placed on the website **www.rajswasthya.nic.in** and **<http://sppp.raj.nic.in>**. Such addenda(s) will become integral part of this RFP document.

5. **Evaluation of the Proposals**

Only the proposals received up to due date and time at office of Mission Director, NHM will be considered for evaluation. Evaluation shall be done at state level by a committee of constituted under the Chairmanship of Project Director, NHM.

To facilitate evaluation, respective Rajasthan State Health Society, at its sole discretion, seek clarification in writing from any bidder.

6. **Method for submission of the Proposal:**

Proposals shall be received at Office of Mission Director, NHM in two parts i.e.

Technical Proposal and Financial Proposal. It shall contain following in the same order:-

(A) Technical Part

Technical Proposal should contain-

- a) Covering Letter and Application Form.
- b) DD/ Banker's Cheque issued by scheduled bank submitted physically towards cost of document, processing fees and as Bid Security amounting to Rs. 0.30 lacs in the form of Banker's Cheque/Demand Draft in favor of "**Rajasthan State Health Society**" payable at Jaipur.
- c) RFP document with all papers duly signed and stamped along with originally filled RFP with page number on each page.
- d) All supporting documents and information with respect to the eligibility criteria and evaluation of the proposal. Photocopies of the supporting documents shall be duly attested by Gazetted Officer of Central/State Government(s) or Notary Public and also signed by the person signing the RFP.
- e) Well organized proposal (in a sequential manner having index in starting mentioning contents with page number) duly page numbered and each page signed and stamped by the authorized signatory of the bidder. Bidder may refer to the checklist **Annexure G** for submission of proposal before submission.
- f) Clear cut time frame (with activity wise deadlines) for implementation of the Project for e.g. supply, installation, commissioning of VTS/GPS on vehicles, recruitment and deployment of staff, training, on ground operations, any other etc.
- g) All required annexure are mentioned in this document.

The rates quoted shall be inclusive of all taxes, duties, levies, service charges, TDS, Cesses, etc.

(B) Financial Proposal:-

Financial proposal should be submitted at Office of MD, NHM. VTS is proposed for minimum 202 numbers of ambulances and medical vehicles. Bidder has to submit per month per ambulance cost in the format of financial proposal which will include complete design, supply, installation, commissioning, operation & maintenance of overall VTS for the period of 2 years on DBOT basis. Total contract period would be of 2 years.

7. Validity of the Proposal

All timelines for the RFP shall be as per RTPP Act, 2013.

8. Modification/withdrawal of the Proposal:

No bid shall be withdrawn/substituted or modified after the last date and time fixed for receipt of bids.

9. The bidders should note the following

- a) That the incomplete RFP in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- b) Strict adherence to formats, wherever specified, is required.
- c) All communication and information should be provided in writing.
- d) No change in/or supplementary information shall be accepted once the RFP is submitted. However, Project Authority reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by Project Authority may be a ground for rejecting the RFP.
- e) The RFP shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, NHM reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
- f) The Bidder should designate one person ("Contact Person" and "Authorised Representative and Signatory") authorised to represent the Bidder in its dealings with. This designated person should hold the Power of Attorney and be authorised to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the Authorised Signatory and shall bear the stamp of the firm.
- g) Mere submission of information does not entitle the Bidder to meet an eligibility criterion. Committee constituted under the Chairmanship of Project Director, NHM reserves the right to vet and verify any or all information submitted by the Bidder.
- h) If any claim made or information provided by the Bidder in the RFP or any information provided by the Bidder in response to any subsequent query by, is found to be incorrect or is a material misrepresentation of facts, then the RFP will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an

exception at the sole discretion of committee constituted under the Chairmanship of Project Director, NHM, if satisfied.

- i) The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

10. Time Schedule for submission of the Proposal:

Refer page no. 4

The State Health Society, NHM Jaipur in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda(s). Communication of such extension to be conveyed to the bidders to whom the original RFP is issued.

11. Grievance Redressal during the RFP Process:-

Bidder shall refer to the **Annexure-C** for the process of Grievance Redressal during the process of RFP.

13. Non-Transferrable RFP:-

This RFP is non-transferrable. The bidder to whom the tender has been issued can participate in the bid only.

14. Payment terms:-

1. The payment will start after the successful commercial deployment and “Go-Live” status.
2. Per vehicle per month payment will be applicable from the date on which vehicle Go-Live on VTS.
3. The payment will be made by Rajasthan State Health Society, Jaipur for all locations of the bidder on monthly basis on the recommendation & verification by the Nodal Officer of GPS Monitoring Cell.
4. Payment will be worked out on the basis of “Per Month Per Ambulance/ Medical Vehicle”

Part-A4

TERMS OF REFERENCE

1. Project Profile:

As per Part-A2 of this document.

2. Expected Outcomes:

Operational Aspects

1. Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate & Transfer (DBOT) Basis.
2. Designing, development of integrated application software.
3. 24 x 7 functional hardware and application for monitoring and tracking of ambulances and medical vehicles.
4. SMS Integration or SMS Gateway for monitoring and tracking of vehicles.
5. Generation of various analytical reports to assist in decision making

IT Aspects

1. It should maintain the various information of VTS/GPS, it should be fully computerized (with online login facility to State/Districts) and Comprehensive Data will be provided through online reports to NHM.
2. It should be efficient, scalable and transparent to assist the stake-holders of NHM (at state/districts) for the better monitoring, management, planning and decision-making to ensure the effective delivery and real-time tracking of ambulances.
3. It should be robust to generate various reports (online/graphical/charts) which are downloadable/ exportable without manual intervention.
4. Conduct security audit of complete VTS/GPS system from hackers/ viruses/ malwares/ spywares with timely renewal of the security services (within 3 months)
5. Application software, database structures, database, application user-interfaces, user guidelines, flow-charts, training manuals and other information should be provided to NHM which will be the property of NHM.
6. The administrative rights to amend/modify/change the application software, database structures should be under the control of NHM.
7. The deployment of complete application software and database with proper provision of Disaster Recovery (DR).

8. Change request mechanism including User Acceptance Test (UAT) for the timely incorporation of any new report (in MIS) so as to avoid frequent changes in the software.
9. Include provision of Query By form in the software for the generation of any kind of dynamic reports (downloadable/ exportable).
10. Appropriate user-rights for generating reports and viewing the information should be provided to the department to generate information from the system on real-time basis with quality, completeness and relevancy of information in the various reports.
11. GIS mapping of ambulances with proper color-coding (i.e. Moving: GREEN, Stopped-On road: RED, Stopped-Off road: BLACK) and information (i.e. vehicle registration no., driver name, vehicle contact no., speed, status, reason for Off-road etc)
12. Various MIS reports (detailed/summary) should be generated through GPS.
13. Mechanism to auto-email the auto-generated daily and monthly reports to NHM. daily and monthly reports should be auto-generated without manual intervention
14. Submission of monthly backup of database by 3rd of every month to the NHM and the support to restore the backup and view/search information.
15. Regular AMC of hardware/ software/ security / communication channels for the smooth operations of the VTS/GPS.
16. Hand-over of complete operational system at the end of the project period/ termination/ discontinuation services.
17. GPS device should have capacity to store approximately 2000 records during "No Network Connection" situation and GPS History Tracking is an in-built feature of the software. Minimum period given for History Tracking of GPS data should be at least 60 days. Although all data should be stored safely for anytime reference..
18. Powerful dynamic reporting should be incorporated in the software, so that queries can be generated on various fields like vehicle no., trip date etc.
19. To maintain 24 x 7 up time of the complete integrated IT based system along with real-time tracking otherwise penalty will be imposed (as per Clause 10).

3. Procurements:

1. All procurements (consumable/ non-consumable) required for implementation of the project will be undertaken by the Bidder. Proper records of such assets will be maintained by the Bidder in the project accounts.

2. All procurement done for installation of VTS/GPS shall become assets of the project which will have to be handed over “in perfect” and “operative conditions” to the NHM termination/ completion of the project.

4. Responsibilities of the Bidder:

- 1) Implementation of the project as per terms and conditions of the agreement in the State of Rajasthan.
- 2) Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.
- 3) Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate & Transfer (DBOT) Basis.
- 4) Integrated SMS Facility for sending alerts to stake-holders and real-time monitoring and tracking of vehicles.
- 5) Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices. Observance sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the NHM and shall all times support and safeguard the NHM's legitimate interests in any dealing with the contracts, sub-contracts and third parties.
- 6) Shall not accept for his own benefit any user charges, commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.
- 7) Required to observe the highest standard of ethics and shall not use 'corrupt/fraudulent practice'. For the purpose of this provision, 'corrupt practice' means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of the project and 'fraudulent practice' means mis-representation of facts in order to influence implementation process of the project in detriment of the NHM.
- 8) Recruit, train and position qualified and suitable manpower for implementation of the project. The staff so engaged/recruited/appointed shall be exclusively on the pay rolls of the Bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the NHM/ Government. The Bidder shall be fully responsible for adhering to provisions of various laws applicable on them including

Labour laws. In case the Bidder fails to comply with the provisions applicable laws and thereby any financial or other liability arises on the NHM by Court orders or otherwise, the Bidder shall be fully responsible to compensate/indemnify to the NHM for such liabilities. For realization of such damages, NHM may even resort to the provisions of Public Debt Recovery Act or other laws as applicable on the occurrence of such situations.

- 9) Adherence to the mutually agreed time schedules.
- 10) Ensuring proper and timely monitoring of the services.
- 11) To submit various reports and information within the stipulated timeframe as desired by the NHM.
- 12) Under any circumstances, the Bidder shall not entrust/sublet to any one contract or mission of the NHM.
- 13) Strict adherence to the stipulated time schedules for various activities.
- 14) Ensure proper service delivery as per the guidelines laid down by the NHM.

5. Responsibility of Government.

- 1) State/District Health Society shall provide appropriate assistance in implementation of the project.
- 2) Timely settlement of claims at the agreed terms in accordance with the provisions of the agreement.
- 3) To conduct regular monitoring and evaluation of the project activities based on quantifiable indicators and reports received from the Bidder.
- 4) Prescribe various formats for reporting progress of the project. Bidder may submit its own reporting formats which can be used only after due approval by the NHM

6. Commencement and duration of the project:

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.

7. Bid Security & Performance Security:

The bidder shall deposit Bid Security amounting to Rs. 0.30 lacs in form of DD/Banker's Cheque of scheduled bank in favour of "**Rajasthan State Health Society**" payable at Jaipur along with the bid.

In the absence of the Bid Security, RFP shall be rejected. The Bid Security shall be forfeited in case the bidder withdraws or modifies the offer after opening of the bid or he does not execute the agreement or deposit the Performance Security within specified time. Bid Security of unsuccessful bidders shall be refunded soon after final acceptance of the bid.

The bidder whose proposal is accepted and award issued shall have to deposit Performance Security within 7 days of award of contract, of **5% of work-order amount** in the form of DD/Banker's Cheque of scheduled bank in favour of "**Rajasthan State Health Society**" payable at Jaipur. Amount of Bid Security can be adjusted into the Performance Security.

Bid Security/Performance Security is for due performance of the contract. It can be forfeited by the NHM in the following circumstances-

- 1) When any terms or conditions of the agreement are infringed.
- 2) When the Bidder fails in providing the satisfactory services.

Notice will be given to the bidder with reasonable time before the Bid Security/ Performance Security is forfeited.

8. Financing and Budget ceiling of the project:

Financing of the project shall be on reimbursement basis in accordance with the provisions of the agreement. Claims/reimbursements are envisaged on monthly basis on submission of bills/invoices (claims) by the Bidder. There will not be **any advance financing** for any activity of the project. Payment shall be made after all due deductions made at source.

9. Investment and ownership

All procurement done for installation of VTS/GPS shall become assets of the project which will have to be handed over "in perfect" and "operative conditions" to the NHM termination/ completion of the project.

10. Operational Parameters and LD/Compensation/Penalties:

Following are the broad operational parameters and norms for imposition of liquidated damages/ compensation/ penalty with regard to default in implementation of the project:

SNo.	Implementation activity	Operational Parameters	LD/Compensation /Penalty in case of default
1.	Commencement of the service	Within 20 days from signing of the agreement.	@ Rs 100/- per VTS/GPS per day after 20 days from the signing of the agreement.
2.	Uptime of Central Server/ Data Center per month	Functional 24 x 7 in terms of hardware as well as online application software.	Refer <u>Table-A</u> given below
3.	Any VTS/GPS which stops working and is irreparable 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 1 st day onwards.		
4.	VTS/GPS unit not functioning	Within 24 hours problem should be rectified	Penalty will be @ 100 per day per vehicle
5.	Delay in amendment, management, maintenance of application, incorporation and generation of reports or user interface	Within 10 days from the request letter date.	Penalty will be @ 1000 per day

The amount of liquidated damages/compensation/penalties shall be recovered from the claims submitted by the Bidder or its Bid Security/ Performance Security. In the absence of any claim(s), these can be recovered as per provisions of the Public Debt Recovery Act.

Table-A

SNo	Uptime of Central Server/ Data Center	Penalty in % on total monthly payable amount
1.	98% or more	Nil
2.	>= 97% to < 95%	3%
3.	>= 96% to < 94%	5%
4.	>= 95% to < 93%	10%

Note: The consolidated maximum penalty amount should not exceed 20% of the total project cost at any time during complete project period of 2 years otherwise the contract may be terminated. The notice of termination shall specify that termination is due to the reason that the bidder is unable to meet the primary objective of providing information to the stakeholders, the extent to which the contract is terminated and the date upon which such termination becomes effective.

11. Monitoring and Evaluation:

- 1) The performance will be reviewed monthly by designated committee at State Level and quarterly by the MD, NHM.
- 2) The State and District officers will monitor and track the ambulances and medical vehicles on regular basis and use the system for during field inspections.
- 3) Evaluation of performance shall be undertaken on half yearly basis by designated committee.

12. Force Majeure:

- 1) The term 'Force Majeure' means an event which is beyond the reasonable control of a party which makes the party's performance of its obligations under the agreement impossible under the circumstances.
- 2) The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event-
 - a) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
 - b) Has informed the other party as soon as possible about the occurrence of such an event.

13. Termination/Suspension of the agreement:

Rajasthan State Health Society may, by written notice suspend the agreement if the Bidder fails to perform any of his obligations as per agreement including carrying out the services, such notice of suspension-

- a) Shall specify the nature of failure, and
- b) Shall request to remedy such failure within a period not exceeding 15 days after the receipt of such notice by the partner.

The NHM may terminate the MoU by not less than 30 days written notice of termination to the Bidder, to be given after the occurrence of any of the events specified below and/or as specified in agreement-

- a) If the Bidder does not remedy a failure in the performance of his obligations within 30 days of receipt of notice or within such further period as the NHM have subsequently approved in writing.
- b) If the Bidder becomes insolvent or bankrupt.
- c) If, as a result of force majeure, the Bidder is unable to perform a material portion of the services for a period of not less than 30 days: or
- d) If, in the judgment of the NHM, Rajasthan, it is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

14. Additional Conditions of the contract:

Bidder shall abide by the additional conditions of the contract mentioned in **Annexure D**.

15. Modifications:

Modifications in terms of reference including scope of the services can only be made by written consent of both parties of the agreement.

16. Saving Clause:

In the absence of any specific provision in the agreement on any issue, the provisions of the financial and procurement rules of NHM, Rajasthan shall be applicable along with the guidelines issued/to be issued by the MD, NHM shall also be applicable.

17. Settlement of disputes:

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on

the rights, duties or liabilities of any party, the same shall be referred for decision to the MD,NHM. Later can be referred to Government i.e Principal Secretary Health if not gets resolved at the level of MD,NHM. Government's decision shall be binding upon both the parties.

18. Right to accept or reject any of the proposal:

Rajasthan State Health Society (RSHS) reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

19. Award of contract and execution of agreement

On evaluation of RFP and decision thereon, the selected bidder shall have to execute an agreement with the RSHS within 7 days from the date of acceptance of the bid is communicated to him. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance Security as per provisions of this document.

20. Jurisdiction of Courts:

All legal proceedings, if necessarily arise to institute by any of the parties shall have to be lodged in the courts situated in Jaipur, Rajasthan and not elsewhere.

Annexure A : Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall -

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest, if any; and
- (h) disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- i. A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
 - a. have controlling partners/ shareholders in common; or
 - b. receive or have received any direct or indirect subsidy from any of them; or
 - c. have the same legal representative for purposes of the Bid; or
 - d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
 - g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

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Annexure B : Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

In relation to my/our Bid submitted to for procurement of in response to their Notice Inviting Bids No..... Dated..... I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:
Place:

Signature of bidder
Name :
Designation:
Address:

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Annexure C : Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority is MISSION DIRECTOR, NRHM
The designation and address of the Second Appellate Authority is PRINCIPLE SECRETARY, MEDICAL & HEALTH

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

- (2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of the appeal.
- (3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) determination of need of procurement;
- (b) provisions limiting participation of Bidders in the Bid process;
- (c) the decision of whether or not to enter into negotiations;
- (d) cancellation of a procurement process;
- (e) applicability of the provisions of confidentiality.

(5) Form of Appeal

- (a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.

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- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

(6) Fee for filing appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,
 - (i) hear all the parties to appeal present before him; and
 - (ii) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

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**Memorandum of Appeal under the Rajasthan Transparency in Public Procurement
Act, 2012**

Appeal Noof
Before the (First / Second Appellate Authority)

1. Particulars of appellant:

(i) Name of the appellant:

(ii) Official address, if any:

(iii) Residential address:

2. Name and address of the respondent(s):

(i)

(ii)

(iii)

3. Number and date of the order appealed against
and name and designation of the officer / authority
who passed the order (enclose copy), or a
statement of a decision, action or omission of
the Procuring Entity in contravention to the provisions
of the Act by which the appellant is aggrieved:

4. If the Appellant proposes to be represented
by a representative, the name and postal address
of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:

..... (Supported by an
affidavit)

7. Prayer:

Place

Date

Appellant's Signature

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Annexure D : Additional Conditions of Contract

1. Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

2. Procuring Entity's Right to Vary Quantities

- (i) At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.

- (ii) If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.

- (iii) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

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3. Dividing quantities among more than one Bidder at the time of award (In case of procurement of Goods)

As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

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Annexure-E

Format of the Covering Letter

(The covering letter is to be submitted by the Bidder as a part of the RFP)

Date:

Place:

The Mission Director,
National Health Mission
State Health Society
Jaipur, Rajasthan

Dear Sir,

Sub: Selection of a Bidder for the Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate & Transfer (DBOT) Basis in Rajasthan.

Please find enclosed 2 (two) copies (one original and one duplicate) of our "Request for Proposal" (RFP) in response to the issuance of RFP by NHM for Selection of a Bidder Supply, Installation, Commissioning & Operations of Vehicle Tracking System On Design, Build, Operate & Transfer (DBOT) Basis in Rajasthan. We hereby confirm the following:

- The RFP is being submitted by *(Name of the Bidder)* in accordance with the conditions stipulated in the RFP/RFP Documents.
- We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by NHM and in any subsequent corrigendum sent by NHM. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP Document or in any of the subsequent corrigendum from NHM.
- *(mention the name of the Bidder)*, satisfy the legal requirements laid down in the RFP Document. We as the Bidder designate Mr./Ms. *(mention name, designation, contact address, phone no., fax no., E-mail id, etc.)*, as our Authorized Representative and Signatory who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments, etc. on behalf of us in respect of the project.
- We affirm that this proposal shall remain valid for a period of *[Not less than 3 (three) months]* from the last date for submission of the RFP. NHM may solicit our consent for further extension of the period of validity.

For and on behalf of

Signature (with seal)

(Authorised Representative/ Signatory)

Name of the Person.....

Designation.....

(Kindly attach the authorization letter)

Annexure-F

PROPOSAL FORMAT FOR ORGANIZATION

Selection A: Organization Profile

1. Name of the Organization:
2. Registered Address:

DISTRICT PIN:
Tel: Fax:
Email:
Website (if any):

3. Postal Address:

DISTRICT PIN:
Tel: Fax:
Email:

4. Legal Status:

SNo.	Particulars	Registration no.	Date
1.	Sole Proprietor Firm		
2.	Partnership Firm		
3.	Society under Societies Registration Act		
4.	Non-profit company under Indian Companies Act 1956		
5.	Registration under Foreign Contribution (Regulation) Act, 1976		
6.	Income tax registration:		
	- Under Section 12A		
	- Under Section 80 G		
	- Under Section 35 CCA		
	- Any other Section		

7. Bank Details:

Bank Name	Account No.	Date of opening Account

8. Details of the Contact Person:

Name:
Designation:
Contact No:
E-mail:

9. Members Associated with the Organization:

SNo.	Name	Nationality	Occupation/qualification	Position held in the organization	Relationship with any other office bearers (if any)	Address

Section B: Operational Background

1. Project/ Programme related to vehicle tracking system activity:

SNo.	Name of the programme/ Department	Period		No. of vehicle tracking devices managed	Details of the Programme	Total Budget	Source of fund
		From	To				

2. No. of Project/ Programme related to Health:

SNo.	Name of the programme	Duration	Period		Total Budget	Source of fund
			From	To		

3. Staff Details (Kindly provide the details of 5 key positions in the organization)

Name of Staff	Position	Qualification	Working since

4. Any previous association/working experience with Govt. Sector? If yes, please provide the details:

5. Volume of Year wise Grant Received during the last 3 years (in different projects):

6. Name of the Donors/Funders during the last 3 Years:

Section C: Proposal for operationalization of Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate & Transfer (DBOT) Basis in Rajasthan.

- Technical proposal

Section D: Basic Documents required to be submitted along with the proposal for Evaluation

- Copy of Trust Deed if registered under Trust Act.
- Copy of Memorandum and Rules if registered under Society Registration Act.
- Annual Report of last one year
- Audited Accounts of last 3 Years.
- Organizational Chart
- Legal Status of the society-Copy of Registration Certificate
- Copy of PAN/TAN Number
- Copy of Latest Income Tax Return File
- Any other document relevant to the proposal.

Annexure-G

Checklist for submission of proposal

1. Cover Letter (Annexure E)	Yes	No	Page No.
2. Proposal format for Organization (Annexure F)	Yes	No	Page No.
3. Certificate of Registration	Yes	No	Page No.
4. Audited Balance Sheets	Yes	No	Page No.
5. Experience Certificates	Yes	No	Page No.
6. Tender Fees and Bid Security	Yes	No	Page No.
7. Affidavit that the bidder has not been blacklisted (as mentioned in eligibility criteria)	Yes	No	Page No.
8. All Annexure A to D	Yes	No	Page No.
9. Technical Part	Yes	No	Page No.
10. Financial Part	Yes	No	Page No.
11. Bill of Material (BOM) with Make, Model, Specifications etc			
12. OEM Authorization, Warranty and Support Letter			
13. Certificate regarding "project has been successfully & satisfactorily executed" from client.			
14. Team deployment details.			
15. Certificate from Bidder's HR			
16. Certificate regarding Information Technology Company/ Corporation.			
17. Technical compliance sheet			

Annexure H

Vehicle Type and Make/Vendor

SNo.	Vehicle Type	Make and Vendor Name
1	MMU <i>(VTS will be installed on diagnostic vehicles)</i>	Diagnostic vehicles – • 8 - TATA 407 • 44 - Ashok-Leyland (Stag Model) Staff vehicles – • 4 - TATA Sumo • 48 – Force (Gama Trax)
2	MMV	• 150 - TATA LP 410/34 BS III.

Annexure-I

Format-1

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Report: District-Wise Vehicle-Wise Total Distance Travelled, Total Time Taken and Total Idle Time

SNo.	District Name	Vehicle Type	Vehicle No.	Total Distance Travelled	Total Time Taken	Total Idle Time	Average Speed

Note: Download/Export facility is required.

Format-2

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Report: Vehicle-Wise Total Distance Travelled, Total Time Taken and Total Idle Time

District/State Name:

SNo.	Vehicle Type	Vehicle No.	Total Distance Travelled	Total Time Taken	Total Idle Time	Average Speed

Note: Download/Export facility is required.

Format-3

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Report: District-Wise Total Distance Travelled, Total Time Taken and Total Idle Time

Vehicle Type:

SNo.	District Name	Vehicle No.	Total Distance Travelled	Total Time Taken	Total Idle Time	Average Speed

Format-4

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Report: List of vehicles travelled (ZERO KM)

SNo.	District Name	Vehicle No.	Vehicle Type

Annexure-J

Format-5

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Summary Report: Vehicle Type-Wise Total Distance Travelled (Range)

District/State Name:

SNo.	Vehicle Type	Total Distance Travelled (In KMs)								Total
		0	1 – 50	51-100	101-250	251-500	501 – 750	751 – 1000	More than 1000	
	Total									

Note: Drill-down facility is required and Format-1 should be generated

Format-6

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Summary Report: District-Wise Total Distance Travelled (Range)

Vehicle Type:

SNo.	District Name	Total Distance Travelled (In KMs)								Total
		0	1 - 50	51-100	101-250	251-500	501 - 750	751 - 1000	More than 1000	
	Total									

Note: Drill-down facility is required and Format-1 should be generated

Format-7

National Health Mission, Rajasthan

Vehicle Tracking System

For the period: [From Date] to [To Date]

Summary Report: District-Wise Average Speed (Range)

Vehicle Type:

SNo.	District Name	Average Speed (In KM per Hour)								Total
		0	1 – 10	11-20	21-30	31-40	41-50	51-60	More than 60	
	Total									

Note: Drill-down facility is required and Format-1 should be generated

Annexure- K

(Number of vehicles: District-wise Vehicle type-wise)

SNo.	District Name	MMU	MMV	Total
1	Ajmer	1	7	8
2	Alwar	3	9	12
3	Banswara	4	4	8
4	Baran	2	3	5
5	Barmer	2	6	8
6	Bharatpur	1	4	5
7	Bhilwara	1	6	7
8	Bikaner	2	3	5
9	Bundi	1	3	4
10	Chittorgarh	2	3	5
11	Churu	2	4	6
12	Dausa	1	2	3
13	Dholpur	2	2	4
14	Dungarpur	2	3	5
15	Ganganagar	1	5	6
16	Hanumangarh	1	4	5
17	Jaipur – I	1	1	2
18	Jaipur – II	1	2	3
19	Jaisalmer	2	1	3
20	Jalore	1	7	8
21	Jhalawar	2	1	3
22	Jhunjhunu	0	8	8
23	Jodhpur	3	6	9
24	Karauli	2	3	5
25	Kota	1	2	3
26	Nagaur	0	11	11
27	Pali	0	10	10
28	Pratapgarh	1	4	5
29	Rajasamand	1	3	4
30	Sikar	1	7	8
31	Sirohi	2	2	4
32	Sawai Madhopur	2	2	4
33	Tonk	1	3	4
34	Udaipur	3	9	12
	Total	52	150	202

Note: Numbers of the ambulances or medical vehicles are on the basis present fleet of vehicles approved presently. NHM may reduce or add, ambulances or medical vehicles as the condition may arise from time to time, on the approved rates and conditions of the contract.

Annexure- L

(Experience details)

The bidder should provide the experience details of services provided at each location/State:-

SNo.	State	District	Description of Project with period (in completed years)	No. of Vehicle Tracking System installed and managed	Copies of work orders enclosed (yes/no)	Any other supporting document/experience certificate enclosed (yes/no)	Name & Designation of Certificate issuing authority

Annexure- M

(List of offices of CM&HO, PMO and State Hq)

SNo.	District Name	CMHO	PMO	State Hq	Total
1	Ajmer	1	1		
2	Alwar	1	1		
3	Banswara	1	1		
4	Baran	1	1		
5	Barmer	1	1		
6	Bharatpur	1	1		
7	Bhilwara	1	1		
8	Bikaner	1	1		
9	Bundi	1	1		
10	Chittorgarh	1	1		
11	Churu	1	1		
12	Dausa	1	1		
13	Dholpur	1	1		
14	Dungarpur	1	1		
15	Ganganagar	1	1		
16	Hanumangarh	1	1		
17	Jaipur – I	1	1	1	
18	Jaipur – II	1	1		
19	Jaisalmer	1	1		
20	Jalore	1	1		
21	Jhalawar	1	1		
22	Jhunjhunu	1	1		
23	Jodhpur	1	1		
24	Karauli	1	1		
25	Kota	1	1		
26	Nagaur	1	1		
27	Pali	1	1		
28	Pratapgarh	1	1		
29	Rajasamand	1	1		
30	Sikar	1	1		
31	Sirohi	1	1		
32	Sawai Madhopur	1	1		
33	Tonk	1	1		
34	Udaipur	1	1		
	Total	34	34	1	

Note: CMHO & PMO would ensure the effective monitoring through GPS/VTs System for ensuring the delivery of health services.

Annexure- N

(Indicative list of the minimum infrastructure items to be installed under VTS in Ambulances/ Medical Vehicles/ State HQ)

SNo.	Description	Total Nos.
1.	Establishment of Central Control Room at State Hq	1 Central Control Room
2.	VTS/GPS Device per Ambulance/ Medical Vehicle. <i>Refer Annexure-K</i>	202 ± 10% & 5% buffer
3.	SIM Cards for VTS/GPS Device.	202 ± 10% & 5% buffer
4.	Computer System, Laser Printer, UPS, OS, Antivirus, Unlimited broadband/ internet connection or any other mediator equipments required for transmitting information on LED Screens at State HQ.	2
5.	Cabling in Ambulance/ Medical Vehicle for tamper-proof fixing of VTS/GPS Device.	As per actual
6.	Suitable manpower for operation & management: Software Developer-1, System & Network Administrator-1,	2
7.	Any other equipment as per the requirement for successful implementation of the project.	As per actual

Minimum Hardware Specifications of VTS/GPS System Components

A. VTS/GPS Device Specifications

Environmental

- Operating temperature: -20 to +70 °C
- Storage: -40 to +85 °C

Power Supply

- Supply voltage range: 6 to 32V DC
- Current consumption during transmission: less than 150mA
- Device should have internal battery (4 – 6 hours backup) to support uninterrupted service while disconnection of main power supply.

GSM/ GPRS

- Built-in GSM antenna: Quad Band
- 6 MB flash memory for embedded application: 2 MB RAM
- Frequency band: 850/ 1900 MHz and 900/ 1800 MHz

GPS

- Built-in active antenna

B. Specifications of Computer

SNo.	Specification		Compliance/ deviation
1	Company/Make		Mention make
2	Mandatory	ISO 9001 Manufacturer	
3	Certifications	Should be certified on supplied Operating System	
4	CPU	Intel i5-650	
5	No. of Cores	Minimum 2	
	CPU Speed	Minimum 3.20 GHz or higher	
6	Chipset	Compatible to supplied CPU	
7	Cache Memory	Minimum 4 MB L3/ Smart Cache or higher	
8	FSB/ DMI	Minimum 1066 MHz or higher	
9	Memory	Min. 4 GB DDR3 RAM Min. 1066/1333 MHz Upgradable up to 16GB	
10	HDD	Min. 500 GB SATA 7200 rpm	
11	Monitor	18.5" Color SVGA Non-Interlaced TFT Monitor (with TCO Certification)	
12	Keyboard	Min. 104 Keys OEM Mechanical Keyboard or TVSE Gold or Equivalent	
13	Mouse	Two button optical scroll mouse	
14	Optical drive	Internal DVD-RW Drive	
	Cabinet	Micro-ATX/ Desktop	
15	Ports	Min. 6 USB (2 front), 1 Serial, 1 Parallel	
16	Slots	2 PCI Slots, 1xPCI Exp 16x Slot, 1x Exp 1x Slot	
17	Network features	Integrated 10/100/1000 LAN Card	
18	Operating system	MS-Windows 8 Prof. Edtn. OLP (with latest service packs) or higher with license and media (with recovery CD)	
19	Onsite warranty	5 years	
20	Antivirus	Licensed version for 5 years	

C. Specifications of Line Interactive UPS (1 KVA) with 30 Minutes Backup

SNo.	Specification		Compliance/ deviation
1	Company/Make		Mention make
2	Standards	CE Rated	
3	Type of UPS	Line Interactive with AVR	
4	Backup for 1 Desktop and 1 Printer	30 minutes	
5	Output parameters		
	Capacity	1 KVA/ 600 W	
6	Nominal voltage	220/ 230/ 240 Vac	
7	Voltage regulation	+/- 5% (line mode)	

		+/- 10% (battery mode)	
8	Frequency	50/ 60 Hz	
9	Frequency regulation – Free run (Unsynchronized with bypass)	+/- 1.0 Hz	
10	Frequency regulation – (Synchronized with bypass)	50/ 60 Hz +/-1.0	
11	Overload capacity	110% - 5 min to fault	
12	AC – AC Efficiency	>95% line mode >88% battery mode	
13	Transfer time – Mains to battery	4-6ms typical, 10ms max	
14	Input parameters		
	Nominal voltage	220/ 230/ 240 Vac	
15	Voltage range	160 – 300 VAC	
16	Frequency	50/ 60 Hz	
17	Frequency range – Hz	46-54 Hz or 56-64 Hz	
18	Monitoring Software	WINPOWER/ OEM	
19	Onsite warranty	5 years	

Note: Antivirus as per requirement of the project for each computer for a period of 5 years. Preferred make is Net Protector Antivirus + Total Internet Security.

D. LaserJet Printer

- Up to 30 PPM 600x600 dpi
- A4, Letter, Legal
- 8 MB
- Network and Duplex
- Compatible to Windows XP, Vista, Windows-7/ 8
- Interface: 1 High speed USB Port and complete parallel port.

Financial Proposal

For Vehicle Tracking System on DBOT Basis in Rajasthan.

VTS is proposed for minimum ± 202 numbers of ambulances and medical vehicles. Below given per Ambulance per month cost will include complete design, installation, operation & maintenance of overall VTS for the period of 2 years on DBOT basis. Total contract period would be of 2 years from the date on which the NHM issue a certificate to the successful bidder regarding successful commercial deployment / 'Go-Live' status of the project.

SNo.	Description of items	**Rate Per Month Per Ambulance in (Indian Rupees)
1.	Supply, Installation, Commissioning & Operations of Vehicle Tracking System on Design, Build, Operate & Transfer (DBOT) Basis: Per Month Per Ambulance Rate of VTS	Rs. ----- Rupees (In words) ----- ----- ----- only

Note: ** The rates quoted shall be inclusive of all taxes, duties, levies, service charges, TDS, Cesses, etc.

Place:

Date:

Signature of the authorized signatory
Name, Designation and official seal

Abbreviations

AMC	Annual Maintenance Contract
AVLT	Automated Vehicle Location Tracking
DBOT	Design, Build, Operate and Transfer
DR	Disaster Recovery
CM&HO	Chief Medical & Health Officer
GIS	Geographical Information System
GNM	General Nursing Midwifery
GOR	Government of Rajasthan
GPRS	General Packet Radio Service
GPS	Global Positioning System
GSM	Global System for Mobile Communication
HQ	Head-Quarter
HDD	Hard Disk Drive
IEC	Information, Education, Communication
IMR	Infant Mortality Rate
LED	Light Emitting Diode
MD	Mission Director
MDA	Model Driven Architecture
MDG	Millennium Development Goals
MIS	Management Information System
MMR	Maternal Mortality Ratio
MMU	Mobile Medical Unit
MMV	Mobile Medical Van
NHM	National Health Mission
OEM	Original Equipment Manufacturer
PD	Project Director
PH	Public Health
RFP	Request for Proposal
RSHS	Rajasthan State Health Society
RTPP Act	Rajasthan Transparency in Public Procurement Act
SMS	Short Message Service
UAT	User Acceptance Test
VoIP	Voice over Internet Protocol
VTs	Vehicle Tracking System