



GOVERNMENT OF GOA

Non Communicable Disease Cell (NCDC),

Directorate of Health Services, Campal, Panaji, Goa 403 001

Email: ncdc2012@yahoo.com

Ph. Nos. 0832- 2423224

No. DHS/NCDC/2020-21/356

Date: 15/09/2020

By

Directorate of Health Services, Campal Panjim-Goa, 403001

SHORT TENDER NOTICE

AVLT (GPS) services for Ambulances (on Opex model)

Objectives of AVL T:

- 1. Reduce reach time (nearest ambulance getting assigned and reaching scene through "shortest possible route"*
- 2. Proper Fleet maintenance (Schedule service alerts, Speed alerts etc)*

Definition:

GPS tracking device with GPS and GSM/GPRS Modem which transmits the Latitude Longitude along with vehicle Identity and few other parameters at a designated frequency. This would have ports which capture the vehicle Parameters like Ignition (engine on/off status), GPS speed etc.

1. Director/Vice Chairman, State Health Society, NHM, Directorate of Health Services Campal, Panaji Goa on behalf of the Governor of Goa, invites bids from various suppliers operating in India for procurement.
2. The list and detailed specifications of the material to be purchased along with formats for furnishing the information required from bidders participating in tender are as per ANNEXUREs attached.

a	ANNEXURE-1:	List of Requirement
b	ANNEXURE-2:	Technical Bid details : A) Technical features of GPS system/service B) Operational Requirement C) Technical Specification for AVL T/GPS
c	ANNEXURE-3:	Price bid format
d	ANNEXURE-4:	Declaration Certificate
e	ANNEXURE-5:	Service Center details
f	ANNEXURE-6:	Vendor Information format
g	ANNEXURE-7:	Checklist for Vendor

3. The tender document with all the details is available in the website of NHM Goa (<https://nhm.goa.gov.in/>) and can also be purchased in hard copy on payment of Rs.1000 (Rupees One thousand only) by way of a Demand Draft drawn in favour of

“National Programme for Prevention and Control of Cancer Diabetes Cardio vascular Diseases and Stroke” from Dr. Rupa Naik (9011025066)-Non Communicable Disease Cell, DHS-Goa. Bidders who download the document from website have to submit the Demand draft at the time of tender submission.

4. Any supplier who is interested to supply in accordance with the requirements stated in the attached ANNEXURE should carefully read the tender document before filling, signing and returning the same to this office. You must also furnish at the time of tender submission all the Information and documents as called for in tender, failing which your tender is liable to be rejected.
5. Important dates and deadlines for the tender are as below:
 - a. Price of Bidding document (Non refundable) : Rs. 1000.00
 - b. Date of commencement of sale of bidding document: **21 September 2020**
 - c. Pre-bid conference: **6th October 2020**, at Seminar Hall, Directorate of Health Services, D.B. Marg, Campal, Panaji -Goa.
 - d. Last date and time(IST) for submission of bidding document **21st October 2020 at 4.00 p.m.**
 - e. Date of time (IST) for opening of tender document: **22nd October 2020**
 - f. Address for communication, receipt and venue of the bid opening:
Director of Health Services/ Vice Chairman,
State Health Society,
National Health Mission,
Directorate of Health Services,
D.B. Marg, Campal, Panaji, Goa – 403001.
Phone : 0832-2423224
URL:<http://nhm.goa.gov.in>
Email :- ncdc2012@yahoo.com
6. Completed bids must be received at the office of Directorate of Health Services, Goa ,India, on or before time and date given above. It will be the sole responsibility of the bidder to ensure that their bid is received at the address specified above on or before the specified date & time mentioned.
7. Bids will be opened in the presence of Bidders/authorized representative(s) who choose to attend the bid opening on the specified date and time at the office Directorate of Health Services, Goa , India, at the address given above.
8. In the event of the last date specified for receiving and opening the bids being declared as a closed holiday for Directorate of Health Services, office, the last date for submission of bids and opening of bids will be the following working day at the same venue and time.
9. Bids will be evaluated separately for each item.
10. The bid documents are non transferable.

TENDER GUIDELINES

1. DEFINITIONS:

- a) PO – Purchase Order
 - b) EMD – Earnest Money Deposit
 - c) DD – Demand Draft
 - d) PBG –Performance Bank Guarantee
 - e) Purchaser – Directorate of Health Services, Goa , India
 - f) Supplier – Successful Bidder (s), to whom, the tender quantity is distributed to
 - g) Sample – One piece manufactured / Supplied by bidder
 - h) OEM – Original Equipment Manufacturer
 - i) Bidder – OEM or Authorized Trading partner such as dealers / distributors
2. The prices quoted for supply in tender shall remain open for acceptance at least 2 years from the date of bid opening.

3. TERMS OF DELIVERY:

The Tenderer shall be responsible to arrange safe delivery of goods, by rail/road at the relevant location & will be vendor scope .

4. Bid Evaluation-Contract will be awarded to Lowest price evaluated bidder who will be meeting all the Tender terms and conditions.

5. QUALIFICATION CRITERIA FOR ELIGIBILITY OF FIRMS:

- a. Any reputed Automatic Vehicle Location and Tracking (AVLT) systems solution providers/Manufacturers/their Authorized dealers are eligible to participate in the TENDER.
- b. The Bidder can be a Company (Bidding Company) or a Registered Society or a Partnership firm or a Consortium of the said entities (Bidding Consortium) with one of the above entities acting as the Lead Member of the Bidding Consortium.
- c. The participating/ Consortium vendors must have average annual turnover of at least Rs.30 Lakhs yearly for the consecutive last three years from activities related to GPS/AVLT.
- d. Only those vendors who can provide support in GOA, service network across GOA need to participate.
- e. Vendors/ Consortium /OEM manufacturers should be operational since last two years in AVLT business.
- f. Proof to be submitted at the time of preliminary bid evaluation on the presence of field service network or an undertaking needs to be given as per Prototype Evaluation process.
- g. OEM's/Representatives of OEM's/ Consortium having installed at least 100 plus devices up and running along with own portal as on date within last one to two years of TENDER evaluation only need to participate. Purchase order copies released either on Manufacturer /Consortium or their Authorized dealer to be submitted as proof.
- h. Bidder should have prior experience in operating GPS services for fleet related services.
- i. Experience in Govt. projects /reputed organizations are preferable.
 - Past performance of the bidder should be submitted for 2-3 years.
 - Bidder should not have been convicted for any criminal or economic offences by any court in India or abroad

6. SUBMISSION OF BID:

The Bid should be in a sealed cover super-scribed "Short term Tender notice for procurement of GPS Service" and clearly mention Tender number and date.

The Super-scribed sealed cover shall consist of three sealed covers inside:

a) Super scribed Sealed Cover A - Prequalification cover: documents to be strictly arranged as per sequence mentioned below

- Tender fees (as applicable)
- Earnest Money Deposit (EMD) (as applicable)
- IT returns and financial statements for last three financial years.
- Copy of registration of Firm
- GST registration and clearance certificate.
- Copy of PAN.
- Relevant manufacturing licenses, if applicable
- Customer feedback/ satisfactory certificates with Purchase order copies for last 3 year.
- Valid Authorization letters from the OEMs (in case of trading partners) for Supply & Participation in Tender.
- Authorization letter for signing Tender documents if applicable.
- Signed and Stamped tender document on all pages with addendum and corrigendum

b) Super scribed Sealed Cover B:

- Technical bid format & Declaration from bidder on letter head confirming the compliance in meeting the GPS Service specification as mentioned in ANNEXURE-2 A), B), C)
- Catalogue of the product with detailed specification of the make & model need to be enclosed
- Prototype Evaluation as mentioned in pt. no. 15) , a), b) & c) , the details of sample provision will be as directed by Directorate of Health Services, Goa.
- The vendor who succeeded in above pt.no.a,b,c will be qualified for Price bid evaluation

c) Super scribed Sealed Cover C:

- Price Bid as per format in ANNEXURE-3. Bids are liable for rejection at sole discretion of Directorate of Health Services, if prices are not quoted as per format provided.

7. The Bid should be dropped in the box provided for this purpose at main reception of Directorate of Health Services, Gampal Panjim Goa. Bids being sent through courier by outstation bidders should instruct the respective courier company to drop the sealed Tender document in the designated box kept at the reception.
8. The Bid should be properly page numbered, signed on each and every page and should be complete in all aspects.
9. Bid documents that do not provide complete information and / or that are submitted after the above specified time shall be rejected.
10. Bidder should sign the "Declaration certificate" (ANNEXURE-4) provided in the tender form accepting that they have read and understood, all the Terms and Conditions stipulated for in the Tender, and are willing to abide by these tender terms and conditions", before submitting the tender document. Tenders submitted without the Signed declaration certificate will be considered incomplete and will not be considered.

11. VALIDITY OF TENDER:

The prices quoted are offered in tenders shall remain valid for a period of 2 years from the date of opening of bid.

12. EMD AMOUNT:

Bidder should submit 2.5% of Amount on the quoted value in the tender document price bid. Each tender form should be accompanied by EMD amount, as applicable in the form of Demand Draft in favor of Directorate of Health Services. EMD will be adjusted against PBG for L1. For L2, EMD would be returned after due acknowledgement (from L1) of the confirmation of PO and delivery schedules. For L3 onwards, the EMD will be sent back, in a stipulated time of 30 working days.

13. PERFORMANCE BANK GUARANTEE:

Selected L1 vendor has to furnish a PBG for 5% of value of order as per Directorate of Health Services standard PBG format within 15 working days of tender closing date. The PBG shall be valid for two year. Failure of selected vendor to furnish PBG with in stipulated time will automatically result in forfeiture of EMD without any further notice.

14. PRICE :

- a) All Quotes shall be in Indian Rupees
- b) All freight costs & Transit insurance are to be borne by the bidder.
- c) In case of imports, all duties and any other costs (foreseen or unforeseen) would have to be borne by the bidder and to be clearly indicated in the quote.
- d) If more than one bidder has quoted exactly the same price in their bids, and if it has become the Lowest Bid (L1), the decision of the Purchaser is final to allocate the schedule quantity between the L1 bidders.
- e) All prices should be quoted as per ANNEXURE-3; else all such bids are liable to be rejected at the sole discretion of Directorate of Health Services.
- f) If there is only one bidder for a particular ANNEXURE-3, the price will not be disclosed. The same will be put to the committee, since it will be a single bidder and if agreed, the purchase order will be released.
- g) The vendor will purchase all devices at their own cost and install on the vehicles/ ambulances. Directorate of Health Services shall not bear any such equipment cost and/or installation cost. All devices will be taken on monthly rental basis and will be borne by Directorate of Health Services.

15. EVALUATION PROCESS:

- a) Place Of Inspection - All the evaluation and inspection will be done at the venue of tender opening i.e. Seminar Hall, Directorate of Health Services, Campal Panjim, Goa - 403001 or at any other place that would be informed in advance to the bidders.
- b) Samples For Inspection - OEM / Trading Partner/Bidder shall arrange for a sample, on request at the time of technical evaluation. Hence, the bidders are advised to be prepared on the day of tender opening. Inability to display a sample for technical evaluation may result in disqualification of bidder.

c) Proto type evaluation - Prototype evaluation will be done as per below schedule.

- Tender opening: **Day-1**
- Submission of Prototype for demonstration : **Day-2 or as instructed by Directorate of Health Services , Goa**
- Prototype approval and technical clearance by Directorate of Health Services : **Day 7 or earlier along with service technician of the vendor**

Prototype evaluation will be based on following requirements; List of features are as mentioned below and in accordance with ANNEXURE 2 (A, B, C)

- Live Tracking
- Group Tracking
- Navigation History Playback & Tracking
- Speed alert
- Geo -fencing alert
- Vehicle location alert
- Trip Details
- Google Maps Support
- Sos alerts
- Low Battery alert
- Easy Device, Vehicle & Driver mapping features
- self-mapping with vehicles
- Easy configuration settings by Admin
- Role based user control
- ignition on/off
- Application for tracking on mobile(optional)
- Mail alerts(optional)
- GSM Model based Auto sms on request based.

16. QUANTITY ALLOCATION TO SUCCESSFUL BIDDERS:

- a) Each Delivery Schedule of Requirement incorporated in the tender enquiry document will be ordered from Lowest
- b) Responsive Bidder (L1). However, it is purchaser's decision to assess the capacity of the L1 bidder to support the requirement. In case, if the purchase feels that the entire quantity cannot be allocated to L1, it may happen that, the rest of the business will be dealt with L2 and so forth, in the order of Price Bids.
- c) In the event of L-1 vendor being unable to meet delivery deadlines due to any reason, Directorate of Health Services at its sole discretion may negotiate with any/all of qualified vendors **to match L-1 price** and may split the order among all the qualified vendors at any specified ratio and accordingly release purchase orders depending on the time constraints.
- d) All vendors have to undergo **Prototype Evaluation Process** before release of purchase orders.
- e) All the quantity requirements shown herein are tentative
- f) If more than one vendor has quoted exactly the same price in their bids, and if it has become the Lowest Bid (L1), the decision of the Directorate of Health Services is final to either allocate the schedule quantity between the L1 vendors or scrap the TENDER and go for re-TENDER.

- g) During the period of the contract, if the price of any item is reduced due to any reason including any Law or Act of the Central/State Government, the vendor shall be statutorily bound to intimate the reduced rates immediately to Directorate of Health Services and shall charge the reduced rates. Directorate of Health Services is empowered to unilaterally effect such reduction as is necessary in rates, in case the vendor fails to notify or fail to agree to such reduction of rates.
- h) In case of sole vendor for any schedule, Directorate of Health Services can either compare the quotes by the sole vendor with market prices and may negotiate further or scrap the TENDER and go for re-TENDER.
- i) In addition to above, Directorate of Health Services at its sole discretion may request technically qualified vendors (other than L-1) to match L-1 price and distribute the quantity.

17. SCHEDULE OF REQUIREMENTS:

- a) The firm requirement quantity is for Existing Ambulances and however required qty will be extended in bid validity period based on the requirement.
- b) Purchase orders would be released for the firm requirements immediately after finalization of tender and declaration of L-1 vendor.

18. AUTHORIZATION FOR SIGNING DOCUMENTS :

- a) The person who is signing the tender document should be an authorized signatory of the respective supplier's organization and shall carry an authorization letter on company's letter certified by a person not below the rank of a General Manager/CEO/Director/Other Senior level position.
- b) All agents who are participating in the tender on behalf of a manufacturer shall have valid "Authorization letter" in original duly signed by the supplier.

19. RESPONSIBILITY FOR PERFORMANCE OF CONTRACT :

The Supplier shall be entirely responsible for the performance of the contract in all respects in accordance with the terms and conditions as specified in the Contract. The Supplier shall not sublet, subcontract, transfer or assign the contract without the written permission of the Purchaser. In case, permission is given by the purchaser, Supplier shall be liable to any loss/damage/quality and timely delivery which the Purchaser may sustain in consequence or arising out of such subletting of the contract.

20. SUPPLIER RESPONSIBILITY :

The supplier should undertake to be responsible for the delivery of the goods in satisfactory condition and without any loss or damage at the final destination and until the same is actually received by the Purchaser at its works or other place of final destination. For this purpose, goods carried by the roadway or other carrier shall be deemed to be carried at the risk of the supplier. Once goods installed on ambulances its supplier responsibility to make installation in good working condition.

21. RESPONSIBILITY FOR PROPER PACKING :

- a) Where ever required the supplier shall be responsible for the items being sufficiently and properly packed, for transport by rail/road/sea/air/ or any combination of above, so as to ensure their being free from loss or damage on arrival at the destination.
- b) Marking of Packages, Packing: Each package delivered under the contract shall bear the following:-
- Name of the Supplier
 - PO Number
 - Consignee's name and address
 - Description and quantity of contents
 - Gross weight, Net weight
 - Distinctive number or mark which is also to be shown, for the purpose of identification, on the suppliers packing list

22. DELIVERY :

- a) The delivery scope for the selected vendor would include the following:-
- All supplied hardware to be installed on ambulances. Power outputs and location for fitting the device etc will be indicated by Directorate of Health Services
 - Commissioning of the device and assisting Directorate of Health Services team in getting the data from the ambulances onto the server
 - On-field support
 - Data related to all features to be made available as per formats and as per time intervals given by Directorate of Health Services
 - One dedicated technician to be allocated 24x7 at the disposal of Directorate of Health Services as mentioned in Annexure B , pt.no.2)
- b) Contract Period: One year from the date of signing of the purchase order; extension to the contract on mutual consent of both the parties.
- The successful bidder needs to make the installation of GPS devices within time period of 20-25 days for all vehicles as per PO specified quantity.
 - Timely delivery is the essence of the contract and must be completed as per the dates specified therein.
 - The Supplier shall deliver items in strict accordance with the delivery terms indicated therein.
 - Notification of dispatch and delivery in regard to each and every consignment shall be made by the Supplier to the Department of Supply Chain Management in respective states.
 - Coordination with Directorate of Health Services needs to be taken while dispatching the material from supplier's warehouse to destination.
 - In case if the L1 defaults or if only one bidder participates in the tender, the decision of tender committee whether to proceed with L2 or to retender is final.
 - Any physical damage to the GPS device in the event of accident or any kind of near miss incident will be taken into consideration on the basis of mutual discussion and the physical verification of device and this will be taken care by Directorate of Health Services representative.

c) Service Terms:

- The service provider should always keep 10% of buffer stock ready to replace the faulty devices without loss of time.
- Future software up gradation: Any up gradation in the software in the AVLTS supplied by the supplier/vendor is within the scope of the vendor and must be provided free of cost during contract period.

d) Service Level Agreement/SLA:

- Service Support: All calls for support will have to be attended by the selected vendor within 6 hours of registering of the complaint by Directorate of Health Services.
- Escalation Matrix: for attending the service related/any other issues need to be provided by the vendor at the time of bid submission.
- Resolution & Replacement of faulty Devices: Reported issues would need to be resolved by the selected vendor ONSITE within 24 hours of registering of the complaint for all the locations. Resolution in this context means "replacement with a new device" or repair to the satisfaction of Directorate of Health Services, Goa whichever is earlier.
- Date and Timing of installation: would be informed by Directorate of Health Services and vendor has to strictly adhere to the schedules as installation of devices in the ambulances has be done only when incidence of emergencies is relatively low (preferably during night time or early morning hours)

23. PENALTY/LIQUIDATED DAMAGES:

Should the Supplier fail to deliver the items or any consignment thereof, within the period prescribed for such delivery, the Purchaser shall be entitled at his/her option, to the following value of material not delivered. However delayed penalty will not exceed more than 10% of the order value.

Delayed Penalty:

Upto 7 Days from Delivery Due Date	0.25% Per Unit value Per Day
From 8th day to 15th Day	0.50% Per Unit Per value Day
From 16th day to 22nd Day	0.75% Per Unit Per value Day
From 23rd day to 30th Day	1.00% Per Unit Per value Day
Above 30 Days	5.00% Per Unit Per value Day

24. RISK PURCHASE:

If the Supplier fails to deliver the items either in full or in part, within the prescribed delivery period, the Purchaser shall be entitled at his option to take alternate procurement action, at the risk & cost of the supplier for the unsupplied portion of the goods / items without canceling the contract in respect of the items not yet due for delivery, or to cancel the contract based on progress of work, including items not due for delivery, and, if thought fit/necessary, to purchase the items at the risk and cost of the Supplier. The price differential in

case of higher cost to Purchaser, if any, shall have to be borne by the defaulting supplier.

Moreover the defaulting supplier shall have no claim over the quantity, which they failed to supply.

25. ETHICS:

Any attempt by a Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the Contracting Authority during the process of examining, clarifying, evaluating and comparing tenders shall make the tender submitted by that tenderer liable for rejection/disqualification.

26. QUANTITY OF DELIVERED ITEMS :

- a) If the Quantity received by the Target Delivery date is less than the PO Scheduled quantity, then the Physical quantity received will be the quantity certified by the Purchaser.
- b) If the quantity received is more the PO quantity, the excess quantity shall not be paid for, by the Purchaser. In such a case, it is left to the discretion of the purchaser to adjust the differential quantity of excess, against future supplies.
- c) In case of any supply quantity with upper and lower tolerance of over 5%, Directorate of Health Services will have the right to accept or reject the material immediately.

27. TAXES, DUTIES AND LEVIES:

- a) Tenderers must clearly mention their GSTn number in their offers and invoices.
- b) GST tax percentage shall be clearly mentioned in the offer indicating the applicable rates.
- c) In case if there is a decrease in the Statutory Taxes / Duties / Levies, the same has to be passed to the Purchaser.

28. INDEMNITY:

- a) The Supplier shall at all times indemnify the Purchaser against all claims which may be made in respect of the items, for infringement of any right protected by Patent, Registration of design or Trade Mark and shall take all risk of accidents or damage which may occur or failure of the supply from whatever cause arising. The Supplier shall be entirely responsible for the sufficiency of all the means used by them for the fulfillment of the contract.
- b) Supplier agrees to indemnify, defend and hold Directorate of Health Services and its officers, directors, employees, agents, its parent, partially or wholly owned subsidiaries, franchisees, successors and assigns harmless from and against any and all liability, losses, damages, claims, liens, expenses or causes of action including, but not limited to reasonable legal fees and expenses that may be incurred by Directorate of Health Services, arising directly or indirectly out of, or in connection with, Supplier's violation or breach of any of the terms of this Agreement or any act or omission to act by Supplier in violation of this Agreement. Directorate of Health Services shall provide Supplier with prompt written notice of any claim for which indemnification is sought and shall have the right to participate in the defense of any such claim.
- c) Directorate of Health Services agrees to indemnify, defend and hold Supplier and its officers, directors, employees, agents, its parent, partially or wholly owned subsidiaries, franchisees, successors and assigns harmless from and

against any and all liability, losses, damages, claims, liens, expenses or causes of action including, but not limited to reasonable legal fees and expenses that may be incurred by Supplier, arising directly or indirectly out of, or in connection with, Directorate of Health Services violation or breach of any of the terms of this Agreement or any act or omission to act by Directorate of Health Services in violation of this Agreement. Supplier shall provide Directorate of Health Services with prompt written notice of any claim for which indemnification is sought and shall have the right to participate in the defense of any such claim.

29. QUALITY ASSURANCE:

- a) Supplier represents and warrants that it shall fully comply with all written quality assurance requirements or instructions of Directorate of Health Services, and as they may be amended from time to time in the sole discretion of Directorate of Health Services. Supplier further represents and warrants that the Product shall be produced, manufactured, stored and shipped by Supplier in strict compliance with all applicable central, state and local laws.
- b) Supplier shall maintain the highest standard of quality in the Product production process. Supplier shall follow and abide by all directions, requests, suggestions or instructions of Directorate of Health Services regarding the quality standards required by Directorate of Health Services in connection with the manner of production, manufacture, Packaging, storage and delivery of the Product.
- c) Supplier agrees to permit Directorate of Health Services or its agent to inspect the facilities where the Product is being produced and packaged at all times, without prior notice, and in Directorate of Health Services sole discretion.

30. WARRANTIES AND OBLIGATIONS:

- a) Comprehensive warranty of all GPS Services as per Industries norms.
- b) Supplier is responsible for the Installation and demo of the equipment at the buyer site.
- c) Supplier irrevocably offers warranty of the product against any manufacturing defects and contamination of material.
- d) Supplier represents and warrants that the methods and processes used to produce the Product does not, to the best of its knowledge and belief, infringe any valid right of any third party.
- e) Supplier represents and warrants that it will use its best efforts to produce and distribute the Product in accordance with the terms and conditions of this Agreement.
- f) Supplier shall be solely responsible for the production and distribution of the Product and will bear all related costs associated therewith, except as otherwise provided in this Agreement.
- g) The supplier must replace, free of charge, any items which owing to defect in design, and material or workmanship fail or show signs of failure in the stipulated warranty period.
- h. Replacing the defective items should be done immediately within 5 working days, irrespective of root cause; subsequently, root causing to be done and warranty rules to be implicated.

31. COMPLIANCE OF THE LAWS OF THE LAND:

Supplier shall comply with all state and local laws and regulations regarding the Product manufacture and production, shall obtain all necessary licensing for the operation of its business and the production and manufacture of the Product, and shall further comply with all quality control standards promulgated by Directorate of Health Services from time to time.

32. DOCUMENTATION REQUIREMENTS:

- a) Invoice in original along with one additional copy, both duly signed and stamped by Supplier.
- b) Original Packing list.
- c) A copy of Purchase order raised by Directorate of Health Services

33. PRODUCT WITHDRAWAL:

- a) If it is deemed necessary at any time by either Directorate of Health Services or Supplier or any local, state, or central governmental agency or other authority to recall or withdraw the Product produced by Supplier and being supplied to Directorate of Health Services, either as a result of failure of the Product or Supplier to strictly comply with Directorate of Health Services quality standards or any governmental health rule or regulation, or shall fail to comply with any other governmental authority or agency having jurisdiction, supplier shall bear all costs and expenses incurred by it and/or in complying with the recall or withdrawal procedures, unless (and only then to the extent) such recall or withdrawal is solely the result of the negligence or misuse by Directorate of Health Services.
- b) If Supplier fails or refuses to promptly comply with the recall or withdrawal of the product upon request by the Directorate of Health Services or any federal, state or local authority, Directorate of Health Services shall take such action as it deems necessary to recall or withdraw the product and Supplier shall immediately reimburse for the costs and expenses incurred.

34. PRODUCT ALLOCATION AND STOCKING:

In the event there is an emergency shortage of the product, as announced by Supplier or its designated representative, Supplier shall stand ready to stock adequate quantities of the Product and its spares so that scheduled supplies to Directorate of Health Services should not suffer for the full contract period. In an event of Supplier failing to supply the material and spares in ordered quantities and as per time schedules, Directorate of Health Services reserves the right to procure the product of same or superior quality at same or higher price from an alternate supply source and any difference in cost of procurement shall be debited to Supplier.

35. TRADEMARKS:

Supplier shall not, without prior written consent of Directorate of Health Services use the trademarks or service marks or sales marks of Directorate of Health Services in any manner whatsoever, unless, and then only to the extent, such use is authorized by Directorate of Health Services in writing and then only in accordance with Directorate of Health Services directions or specifications.

36. INTELLECTUAL PROPERTY, PROPRIETARY KNOWLEDGE AND CONFIDENTIAL INFORMATION: (Excluding the information in the Public Domain)

- a) Supplier acknowledges that in connection with this Agreement, Directorate of Health Services may disclose to Supplier, or Supplier may otherwise obtain or develop knowledge of certain confidential and proprietary information of Directorate of Health Services, including, but not limited to, trade secrets, intellectual property, future business plans and services, financial, sales.
- b) Supplier, customer, employee, investor, or other business information related to the business and activities of Directorate of Health Services.
- c) All such information is hereby designated by Directorate of Health Services to be Confidential and Proprietary Information. Supplier acknowledges and agrees that Confidential and Proprietary Information shall not be disclosed by Supplier or any of Supplier's employees, representatives, agents or contractor's without the express written permission of Directorate of Health Services. Notwithstanding the foregoing, Supplier, during the term of this Agreement, and in order to carry out its obligations under this Agreement may disclose Confidential and Proprietary Information to its EMPLOYEES solely for the purpose of performing its obligations under this Agreement, and only on a "need to know" basis. Supplier agrees that all of its employees receiving any Confidential and Proprietary Information shall enter into a separate written confidentiality agreement with Supplier that ensures the employee will comply with the confidentiality provisions of this Agreement. A copy of each such confidentiality agreement shall be provided to Directorate of Health Services.
- d) All Confidential and Proprietary Information shall remain confidential until Directorate of Health Services designates it as non-confidential or until the information becomes public through no fault of the Supplier.
- e) Supplier shall not be liable for the disclosure of Confidential and Proprietary Information if made in response to a valid order of a court or authorized agency of government; provided that fifteen (15) days notice first be given to the Directorate of Health Services so a protective order, if appropriate, may be sought by Directorate of Health Services.
- f) Supplier agrees that in the event Supplier or any of its employees, contractors, representatives, or agents breach the provisions of this Article, such breach or threatened breach would cause irreparable harm to Directorate of Health Services, and in such instance, Directorate of Health Services shall be entitled to injunctive and other equitable relief to prevent such breach or to remedy any actual breach.

37. TERMINATION:

Directorate of Health Services shall have the right to immediately terminate this Agreement by giving a written notice to Supplier in the event that Supplier does any of the following:

- a) Fails to produce and supply the Service /Product as per target delivery date.
- b) Files a petition in bankruptcy or is adjudicated bankrupt or insolvent or makes an assignment for the benefit of creditors or an arrangement pursuant to any bankruptcy law, or Supplier discontinues its business Or

- c) a receiver is appointed for Supplier or for Supplier's business and such receiver is not discharged within thirty (30) days Fails to obtain or maintain product liability insurance in the amount and type provided for herein
- d) Fails to obtain or maintain product liability insurance in the amount and type provided for herein breach within seven (7) days after it receives a written notice of breach from Directorate of Health Services.
- e) Directorate of Health Services Right to Terminate without Cause - Directorate of Health Services shall have the right to terminate this Agreement upon thirty (30) days written notice to Supplier
- f) Supplier's Right to Terminate : Supplier shall have the right to terminate this Agreement at any time after the first 6 months of the Term on Sixty (60) days prior written notice to Directorate of Health Services

38. INFRINGEMENTS:

Supplier agrees to fully cooperate with Directorate of Health Services in the prosecution of any such suit against a third party and shall execute all papers, testify on all matters, and otherwise cooperate in every way necessary and desirable for the prosecution of any such lawsuit. The Directorate of Health Services shall reimburse the SUPPLIER for any reasonable expenses incurred as a result of such cooperation.

39. GOVERNING LAW; DISPUTE RESOLUTION:

This Agreement shall be governed by, and construed in accordance with, the laws of the India; without regard to conflict of law principles, and under jurisdiction of respective State high courts and language shall be English.

40. NOTICE :

- a) Any notice required to be given pursuant to this Agreement shall be in writing and delivered personally or by a nationally recognized overnight courier service, or mailed by certified or registered mail, return receipt requested, to the other party at its address as set forth at the top of this Agreement.
- b) All such notices shall be effective upon delivery or upon refusal to accept delivery.
- c) Either party may change the address to which notice is to be sent by written notice to the other in accordance with the provisions of this paragraph.

41. MISCELLANEOUS :

- a) The parties to this Agreement are independent contractors. Nothing contained herein shall constitute this arrangement to be employment, a joint venture, a partnership, a franchise or an agency between the parties. Neither party has the authority to bind the other or to incur any obligation on its behalf.
- b) No waiver by either party of any default shall be deemed as a waiver of prior or subsequent default of the same or other provisions of this Agreement.
- c) If any term, clause or provision hereof is held invalid or unenforceable by a court of competent jurisdiction, such invalidity or unenforceability shall not affect the validity or operation of any other term, clause or provision, and such invalid or unenforceable term, clause or provision shall be deemed to be severed from the Agreement.
- d) This Agreement constitutes the entire understanding of the parties, and revokes and supersedes all prior agreements between the parties, and is

intended as a final expression of their agreement. It shall not be modified or amended except in writing signed by the parties hereto and specifically referring to this Agreement.

- e) Bidders or employees of bidder cannot claim or construed as employees of Directorate of Health Services.

42. Force Majeure

- a) If either the Supplier or Directorate of Health Services be prevented from discharging its or their obligation under this Agreement by reason of arrests or restraints by Government or people, war, blockade, revolution, insurrection, mobilization, strikes, civil commotions, Acts of God, Plague or other epidemics, destruction of the product by fire or flood or other natural calamity interfering with the production, loading or discharge, the time for delivery shall be extended by the time or times not exceeding two months, during which production, loading or discharge is prevented by any such causes as hereinabove mentioned. The party invoking protection under this clause shall within 2 (two) days of the occurrence of force majeure causes put the other party on notice supported by self certificate and documentary evidence of such incident and shall likewise intimate the cessation of such causes. The delivery shall be resumed by the Party/Parties within 15 (fifteen) days from the cessation of the force majeure causes.
- b) Should there be any interruptions in the delivery of the product due to force majeure circumstances hereinabove, it is hereby mutually agreed between Directorate of Health Services and the Supplier that the period of off take of the Product by Directorate of Health Services /period of delivery of the Product by the Supplier may be, at the sole discretion of Directorate of Health Services, extended by a period not exceeding two months, equal to the actual duration of the causes interrupting the off take by the Directorate of Health Services and/or delivery of the product by the Supplier PLUS a period of one week to enable the affected party to make suitable arrangements for normalization of shipments.

43. LIABILITY OF DIRECTORATE OF HEALTH SERVICES:

It is expressly understood and agreed by, between the SUPPLIER and the Directorate of Health Services that the Directorate of Health Services is entering into this Agreement solely as a PPP (Public Private Partnership) partner of respective State Government. In particular, it is expressly understood and agreed that, any delay in the release of vendor payments, for the supplies made under this tender, solely depend on timely receipt of funds for the same from the state governments. The SUPPLIER expressly agrees, acknowledges and understands that the Directorate of Health Services is not DIRECTLY responsible for any delays in the release of funds from respective state governments for what so ever reason it may be and shall not hold Directorate of Health Services responsible for delayed payments and Directorate of Health Services shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the contract. Accordingly, the SUPPLIER hereby, expressly waives releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the Directorate of Health Services arising out of this Agreement and not to sue Directorate of Health Services for any reason, as to any manner, claim and cause of action or thing whatsoever arising of or under this Agreement.

44. DISPUTE REDRESSAL COMMITTEE:

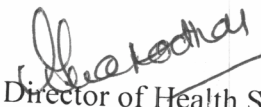
All disputes can be addressed by amicable settlement by committee constituted by Director – Directorate of Health Services, Goa.

45. WAIVER:

Failure to operate or to enforce any condition under this Contract shall not operate as a waiver of the condition itself or any subsequent breach thereof.

46. PAYMENT TERMS:

- a) Post installation of device on vehicles, a trial run will be done for 5 days. Rental per month for all vehicles will start upon completion of the successful trial run.
- b) Every month rentals will be paid by the 10th /12th of each month considering the receipt of invoice will be received by 3rd /4th of each month by the vendor.
- c) In case the technical error is not rectified and the equipment is non-functional and the call is not resolved within the said SLA i.e within 24hrs, per device per day Rs.500/- will be deducted from the billing cycle.
- d) The bidder should submit the installation report along with successful trial and run report to our office within 15 days.


Director of Health Services/
Vice Chairman (SHS)

ANNEXURE-1: List of Requirement

Sr.No.	Description	Quantity	Sample requirement
1	GPS Devices	Approximate 50 nos for Govt. Ambulances under DHS	Sample Required. (Refer prototype evaluation pt. no.15) , C)

Note: Bidders need to carefully verify applicable HSN/SAC code and enter GST % as per norms. Any discrepancy will have to be borne by Successful Bidder.

ANNEXURE-2 : Technical Bid format consisting of Annexure A, B, C

ANNEXURE A : Technical Features OF GPS System / services

<u>Annexure – A , Technical Features OF GPS System / services</u>	
Sr. No.	Description
1	Live Tracking
2	Group Tracking
3	Navigation History Playback & Tracking
4	Speed alert
5	Geo -fencing alert
6	Vehicle location alert-Find Nearby Vehicles from POI and Google location
7	Trip Details
8	Google Maps Support: Vendor has to provide the license or correspondent support credentials
9	Sos alerts: Required SOS Button on Dashboard so that we can get SOS Alerts through Button
10	Low Battery alert
11	Easy Device, Vehicle & Driver mapping features : Need provision of Manual allocation of Driver by uploading Driver information in web portal
12	self-mapping with vehicles : IMEI & VTS Number mapping with Vehicles
13	Easy configuration settings by Admin
14	Role based user control
15	ignition on/off
16	Application for tracking on mobile(optional)
17	Mail alerts(optional)
18	GSM Model based Auto sms on request based
19	Any additional customization based on requirement an etc

ANNEXURE B : Operational Requirement

Annexure- B , Operational Requirement	
Sr.no.	Description
1	ALL the devices should have an uptime of 99%.
2	Dedicated Manpower for 24 x 7 should be provided by the vendor and for issue related to on field support also need to be taken care by the vendor.
3	No extra charges will be paid for on field support or for buffer stock.
4	Sim need to be taken care by the vendor himself and Directorate of Health Services is not responsible for any kind of network related issue and no excuses will be entertained.
5	Installation cost for device need to be taken care by the vendor and no extra charges will be paid for first time or later.
6	No extra charges will be paid for customization of report in contract period which were requested by Directorate of Health Services.
7	Web portal access with real-time tracking ,dash board and reports need to be provide as desired by Directorate of Health Services
8	Vendor needs to sign a Non-Disclosure agreement pertaining to the same
9	Integration of GPS Data with ERC application will be under scope of Directorate of Health Services

Annexure C: Technical Specifications for AVL/GPS

Sr. No.	Category	Requirement
1) a)	GPS Hardware & features	GPS should have Quad band GSM/GPRS Modem, Telit/U-blox/MediaTek equivalent or better chipset, with internal Flash Memory.
b)		Built in Antennas for the GPS and GSM/GPRS connections are required.
c)		GPS unit must support any GSM card in India (different geographies may require SIM cards from different service providers) and Should support all GSM networks anywhere in India
d)		The GPS receiver must have fast minimum 20 channels continuous tracking and the following re-acquisition functionality in terms : Cold start < 45 Sec, Warm start <=38 sec, Hot start <=12 sec, Signal re-acquisition = 100ms.
e)		The device should have alerts on the following - low battery and power supply, disconnection of power supply, tampering with any input, speed
f)		GPS equipment should not undergo 'sleep mode' or 'dead mode' in any situation and should have auto refresh/awake functionality due to movement or any other vibrations. Later if required, Directorate of Health Services may ask the vendor to configure the devices with auto sleep mode (when the vehicle stationary for more than certain period, etc.). Lack of internet connectivity for more than 20 minutes must restart the device automatically every 20 minutes till the internet connection is restored.
g)		GPS should have the following features : Tamper proof/ dustproof /water ingress resistant (Spill Proof) .The device should perform reliably in mobile environment of ambulance. It must be certified to be operable and stored for -40C to +60 C h) Power input should support 8v to 28v i) Accessories as required by Directorate of Health Services along with required software should be provided by vendor as and when required.
j)		Internal backup battery should be Li-ion providing minimum 6 hours of backup
2)	Sensitivity of GPS devices	GPS Should have high tracking sensitivity (least count around 10 Meters for Lat and Long and 10 Deg for Orientation) with built in GPS Antenna.
3) a)	Acquisition of	In case of no coverage problem the GPS should be able to log up to 12000 logs (3 days of data) on the inbuilt memory and these shall be transmitted when back into network coverage area. The store and forward mechanism in no case should result in loss of data packets.
b)		The data packet received at the server end should have the following fields. Unit ID, Latitude, Longitude, Speed, Time Stamp, Distance travelled and Orientation (azimuth), all analog and digital inputs, of the vehicle. GPS fix.

c)	data	The GPS device should capture the movement in &out from GPRS covered zone to non –GPRS coverage and its return to GPRS coverage area with the location coordinates and date and time stamp
d)		All information coming from the GPS device shall be available with unit ID mapped to any of the vehicle parameters such as vehicle No, SIM NO, Unique ID predefined by Directorate of Health Services.
e)		All Way-out points and special event points out of GPS (Latitude, Longitude) should be of Decimal Degrees-WGS84 format and should contain minimum of 6 decimal places and should not contain any Null Lat or Null longs.
4)	Captureof locations	When an Ambulance traverses the same point more than once, at different times, the coordinates that are sent by the GPS should not vary in their projection on any reference map data more than 10 Meters. This also applies to forward and backward passes (either X, or Y coordinates as appropriate) while passing or halting at the same landmark.
5) a)	Data Transmission	GPS device will send the data to the Vendor server which will be at Vendor's premises and Vendor server will provide the Data (Fields which we required for ERC Application integration) to our AVLT server on real time basis.
b)		The system should support SMS based commands including SMS to clear the stored data packets, to reboot the device and to re- configure the server IP.
6) a)	Configuration parameters	GPS Vendor should have a Provision of a mapping table (master table) through a software to map GPS Ambulances with their Locations IDs at the Directorate of Health Services Server side.
b)		Each GPS device should be able to store primary and backup IP settings, the IP settings should be configurable from the server side. All alert parameters within the device and transmission intervals should be configurable from server side. Firmware upgrades should be possible from server side.
c)		Server side application supplied by the vendor has to provide the functionality necessary for adding and deleting of units to the system, switching-off units functions. within the system, update time interval for messaging, start-stop the updates and other AVL system maintenance
d)		The GPS device should be capable of transmitting data with minimum time gap of 10-12 seconds (this will be tested in Pilot) and should be configurable from the server side for higher time intervals. The captured data should come into the server in the designated M-SQL table.
7) a)	Installing Hardware and software	GPS components must be capable of being installed and operational as specified on any of the Directorate of Health Services ambulances. Arranging specific mounting accessories etc. at the places inside the

	components	vehicle and at server end with their configurations as specified by Directorate of Health Services is the responsibility of the vendor.
b)		During initial Installation, Configuration and Integration of the solution, vendor's experts have to physically available at respective Directorate of Health Services campus or on said locations
8	Licensing	Vendor needs to accommodate Perpetual license for Server side software and device usage. Updates and upgrades should be free in the maintenance period and further yearly maintenance schedule and cost should be provided, the vendor needs to include the Customization of Server side Software in his scope (supplied by Vendor) as per the requirements of Directorate of Health Services.
9	Product Architecture	Vendor has to provide the Architecture of the product /Solution and all technical documents /help files.
10) a)	Server side application	Server side application should support MS SQL Server and in the table structure provided by Directorate of Health Services and must work ideally with any OS.
b)		Vendor should install his web services or remote services at GPS server in DHS, to pull the data into SQL Server from the respective devices. The application has to provide an interface to monitor any GPS unit statistics such as avg throughput, GSM.GPRS channel transmission and reception statistics and host activity statistics for monitoring the health and performance of the devices
11	Support	Vendor should make available a technical representative at Directorate of Health Services state office for the Pilot evaluation and later during the implementation phase as per the terms of the P.O.
12) a)	Documentation	Flow of data from GPS to DHS -GPS server, should be provided in the form of document. Vendor should indicate and be able to provide support even after the contract is over/agreed for termination so that the equipment's server side software supplied to DHS could be utilized by DHS.
b)		Detail description should be provided with respect to the Key alerts and data tables and columns created in SQL table.
13) a)	Training	Training the EMT, Pilot & supervisory staff on installation, use & Troubleshooting of GPSs (including related user / admin manuals)
b)	Certifications	Valid Indian Standard Certification will be considered or one or more of UL, CE, FCC certifications

ANNEXURE-3

Format for Quoting Prices

Price Bid Evaluation	Monthly Charges Per Device Basic Rate (Rs.)	GST %	GST Amount (Rs.)	Total Amount (Rs.)
1 Monthly Rental cost for GPS/AVLT				

**Signature of the Tenderer with Designation & Office Seal
Date:**

ANNEXURE-4

Declaration Certificate

Date:

To
The Director,
Directorate of Health Services,
Campal Panjim-Goa.

Subject: Tender No: DHS/NCDC/2020-21/

Dated:

Dear Sir,

We here by certify and declare that we have read and understood all the terms and conditions of the subject tender and all the terms and conditions are acceptable to us.

We further confirm that we accept to supply all the items quoted by us as per technical specifications of Directorate of Health services and there are not deviations from the specifications asked for by Directorate of Health services.

Thanking you,
Yours Sincerely,

(Authorized Signatory)
Name and Designation with company seal

ANNEXURE-5

Service center details

- 1) Name of the Manufacturer / Firm :
- 2) Name of the Chief Operating Officer/ Managing Director:
- 3) Name of Dealer or Distributor and Address along with contact number and e mail address:
- 4) Address of the registered office of the dealer:
- 5) Number of service centers in India:
- 6) Name & Address of Service Centers along with contact person details:
(Please use separate sheet if required)

Signature of the Tenderer with Designation & Office Seal
Date:

ANNEXURE 6 : Vendor Information Form

Vendor Information Form		
Sr.No	Particulars	Details
1	Firm Name & Address:	
2	Telephone No.(s) of the firm:	
3	24 Hours contact No:	
4	Name & Address of Managing Director/Proprietor:	
	Contact No.(s):	
5	Name of the Supervisor/Field officer:	
	Contact No.(s):	
6	Mobile No.(s) of other operations persons:	
7	PAN card No:	
8	GST Registration No:	
9	Bank Details:	
	A/c No:	
	Branch:	
	location:	
	IFSC code:	
	Name of the account holder:	

Signature of Tenderer

ANNEXURE-7

Checklist for vendor

COVER -A , Prequalification		Compliance
1	Tender fees (as applicable)	
2	Check list as per -ANNEXURE 7	
3	Declaration format as per ANNEXURE-4	
4	Earnest Money Deposit (EMD) (as applicable)	
5	IT returns and financial statements for last three financial years.	
6	Copy of registration of Firm	
7	GST registration and clearance certificate.	
8	Copy of PAN/TAN/TIN	
9	Relevant manufacturing licenses, if applicable 10 Customer feedback/ satisfactory certificates with Purchase order copies.	
10	Valid Authorization letters from the OEMs (in case of trading partners) for Supply & Participation in Tender.	
11		
12	Authorization letter for signing documents if applicable	
13	Signed and Stamped tender document on all pages.	
14	Service center details as per ANNEXURE-5	
COVER - B , Technical Evaluation		
1	ANNEXURE-2 (A, B, C) : Format for Technical bid evaluation	
2	Catalogue of the product	
3	Signed ANNEXURE-2 A),B),C) copy with declaration that product is meeting the specifications	
4	Sample of The product (Physical sample)	
COVER -C , Financial Evaluation		
1	Financial bid as per ANNEXURE-3	

Signature of the Tenderer with Designation & Office Seal

Date: