

## HLFPPT - A 100% entity of HLL Lifecare Limited (a Government of India enterprise)

RFP Ref. No. HLLHLPPT/NHAI/IMS/2024/001

Date: 26<sup>th</sup> August'2024

### Disclaimer:

This Request for Proposal (RFP) document contains statements derived from information believed to be true and reliable as of the date of acquisition. The RFP document does not constitute a recommendation, offer, or invitation to enter into a contract, agreement, or any other arrangement regarding the services. The provision of the services is subject to adherence to the selection process and the agreement upon appropriate documentation between organization and any successful Bidder, as identified by organization following the completion of the selection process outlined in this document. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Organization and the Bidder. The purpose of this RFP is to furnish the Bidder(s) with information to aid in the formulation of their proposals. This RFP does not assert to contain all the information that each Bidder may require. Organization makes no representation, warranty, and assumes no liability under any law, statute, rules, or regulations for the accuracy, reliability, or completeness of this RFP. Organization may, at its absolute discretion and without any obligation to do so, update, amend, or supplement the information in this RFP.

### Activity Schedule

Sl. No.	Event/Activity	Details
1	RFP Ref. with date	RFP Ref. No. HLLHLPPT/NHAI/IMS/2024/001 Date: 26 <sup>th</sup> August'2024
2	RFP Release Date	26 <sup>th</sup> August'2024
3	Submission of Pre-bid queries and participants detail for pre-bid meeting	30 <sup>th</sup> August'2024 All queries related to this queries to be sent on <a href="mailto:info@hllhlppt.com">info@hllhlppt.com</a>
4	Pre-bid meeting (maximum two representative from each bidder)	2 <sup>nd</sup> September '2024, 02:00 PM at address given below
5	Sending responses to the clarifications	3 <sup>rd</sup> September 2024
6	Address for communication/submission, Pre-Bid Meeting/opening of Bids	B-14A, 2 <sup>nd</sup> Floor, Noida Sector-62 Gautam Buddha Nagar-201307 Uttar Pradesh
7	Earnest Money Deposit	INR 05 Lakhs (Rupees Five Lakh) by way of Demand Draft/FDR in favor of HLPPT. EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned

		Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document as per "Annexure – F"
8	Mode of Submission	Agency to submit proposal in two bid system i.e. duly mentioned on envelopes: <ul style="list-style-type: none"> <li>• Technical Proposal for Engaging Agency for Strengthening Incident Management System as per "Annexure – C"; and</li> <li>• Financial Proposal for Engaging Agency for Strengthening Incident Management System as per "Annexure – J"</li> </ul> The above two envelope to be kept in another envelope and shall require to be submitted at address given above (row no.5)
9	Last Date & Time for submission of Bids	6 <sup>th</sup> September '2024 latest by 4.00PM
10	Bid Opening Date & Time	6 <sup>th</sup> August'2024, 4:30PM
11	Commercial Bid Opening- Date, Time & Venue	Shall be communicated to Technically Qualified Bidders, later

- Any change to the Activity Schedule will be notified through website (<https://www.hllhfppt.com/RFP>) only
- Amendments/corrigendum, if any, to this RFP would be hosted on our website only.
- In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Delhi/NCR, the respective date shall be treated as postponed to the next working day.
- Bidder's representatives should bring their company I-cards for Pre-Bid Meeting and any other meeting connected with this RFP. Only a maximum of two authorized representatives from each bidder will be allowed to attend Pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- In case there is no clarification/queries received by the due date & time for submission of queries, no Pre-bid meeting shall take place.

## INVITATION FOR REQUEST FOR PROPOSAL

### 1. Introduction

HLPPT on behalf of (a 100% owned entity of HLL Lifecare Limited) will be implementing different projects in association with National Highways Authority of India (NHAI), one of component is strengthening the Incident Management System. The implementation of IMS is a crucial step to manage and resolve incidents effectively, ranging from minor issues to major emergencies, ensuring minimal impact on operations.

HLPPT invites sealed proposals from reputed agencies in two bid system for "**Engaging the agency for Strengthening the Incident Management System**" as per terms and conditions are given below:

### 2. Eligibility Criteria

To become eligible to respond to this RFP, the bidder should fulfill the following minimum eligibility criteria as per "Annexure – B":

Sl. No.	Qualification Criteria	Documentary Evidence
1	Bidder should be registered under Company's act 1956 or 2013	Copy of the Valid Registration Certificate
2	Bidder should have valid GST registration	Copy of Valid GST Registration and PAN Card
3	Bidder should have an average annual turnover of 50 Crore in the last 3 financial years	Turn over certificate from Chartered Accountant on the letterhead
4	Bidder should have ISO 9001:2015 & ISO 27001 Certificate	Copy of the valid certificate
5	Bidder should have experience in providing GIS Maps/GIS Application Services and Vehicle Tracking Systems to any emergency response system for any PSU/Central/State Government within last seven years.	Copy of the "Work order / Contract agreement clearly highlighting the Scope of Work/Letter from customer for phase completion/Work Order along with Letter for CA on payments received by customer for Capex/Capex Services
6	Bidder should have at least 50 Trained/Experienced GIS resources	Letter from HR head of the company on Company's letterhead
7	Bidder should not be blacklisted by any Government/PSU organizations as on the date of submission of the Bid	Letter signed by Authorized Signatory of the company as per the Annexure "H" on Company Letterhead

### **3. General Terms and Conditions**

1. No agency shall be entitled to submit more than one bid jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
2. The agency shall bear all costs associated with the preparation and submission of bid.
3. The agency must have valid PAN (Permanent Account Number) and should be registered with GST. The documentary evidence to this effect to be provided.
4. HLPPT reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.
5. HLPPT reserves the right to cancel the contract based on performance without assigning any reason thereof.
6. The Bidder has to architect the solution deployment as per Scope of Work defined in this RFP and shall submit a detailed execution plan. The proposed complete documented plan must be submitted along with Bid mentioning the time for design & development of solution from the date of award of contract.
7. HLPPT management reserves the right to change (increase or reduce) the numbers/units/specifications as per its sole discretion and Project requirement.
8. Agencies that will be technically qualified would only be considered for opening of financial bids. The Evaluation Committee will evaluate the Technical Proposal using the evaluation parameters as below and would select the technically qualified Bidder. All projects to be considered must be from State/ Central Government Organization / PSU / reputed non-government organizations.

## Evaluation of Technical Proposal

Sl. No	Evaluation parameter	Max. Mar	Eligible Documentary
<b>T1</b>	<b>Turn-over</b>	<b>10</b>	
1	Average turnover of the bidder/lead bidder in last three financial years (2020-21, 2021-22 & 2022-23): a) >50 and <=100 Crore: 3 Marks b) >101 and <=200 Crore: : 5 Marks b) > 200 Crore : 10 Marks	10	- Audited balance sheet for last 3 financial years - Certificate from CA with registration number/ seal clearly specifying the average annual turnover for the specified years.
<b>T2</b>	<b>Certifications</b>	<b>5</b>	
1	The Bidder should have with SEI CMM Level 3 or above and ISO 9001:2015 or better	5	Valid certificate to this effect to be submitted
<b>T3</b>	<b>Project Experience of Bidder</b>	<b>40</b>	
1	Bidder should have executed at project having GIS Maps/GIS Application Services to PSU/Central/State Government for emergency response system (Dial 112, Dial 108, Dial 100) in India a) One project of value Rs. 10 Cr – 15 Marks b) Two Projects of Rs. 6 Cr Each – 10 Marks c) Three Projects Rs. 5 Cr Each – 8 Marks	15	Copy of the “Work order / Contract agreement clearly highlighting the Scope of Work/Letter from customer for full or partial completion or Work Order along with certificate from CA on payments received from customer (within last 7 years)
2	Bidder should have completed project for implementation Vehicle Tracking to PSU/Central/State Government for emergency response system (Dial 112, Dial 108, Dial 100) in India a) Three projects of value Rs. 10 Cr – 25 Marks b) Four Projects of Rs. 6 Cr Each – 20 Marks c) Five Projects Rs. 5 Cr Each – 15 Marks	25	Completion Certificate, Work Order/Contract Document/Project Go-Live Certificate
<b>T3</b>	<b>Experience of Key Personnel</b>	<b>15</b>	

Sl. No	Evaluation parameter	Max. Mar	Eligible Documentary
1	<p><b>Project Manager</b>  Graduate/Post Graduate in Civil Engineering/Geo-Informatics/Computer Science/MBA with min 10 years' experience in handling GIS data collection, processing, quality control and assurance  Graduate – 3 Marks  Post Graduate – 5 Marks</p>	5	CV to be submitted
2	<p><b>Traffic Management cum Road Safety Expert</b>  Post Graduate in Transportation /Highway engineering in relevant experience in design, implementation of traffic /incident management systems, safety audits.  1) 7+ Years' Experience – 3 Marks  2) 5 Years' Experience – 2 Marks</p>	3	CV to be submitted
3	<p><b>GIS Expert</b>  Graduate/Post Graduate in GIS/Geo-Informatics/Earth Sciences with 10+ years' experience in data modelling, Basemap preparation, Quality Control  Graduate -2 Marks  Post Graduate – 4 Marks</p>	4	CV to be submitted
4	<p><b>Software Engineer</b>  Graduate in Engineering (Computer Science/Electronics/Information Science)/MCA from reputed college/University with 5 years' experience in Implementation of GIS based solutions/products  1) 7+ Years' Experience – 3 Marks  2) 5 Years' Experience – 2 Marks</p>	3	CV to be submitted
<b>T4</b>	<b>Approach-methodology, Presentation &amp; Proof of Concept</b>	<b>30</b>	

<b>Sl. No</b>	<b>Evaluation parameter</b>	<b>Max. Mar</b>	<b>Eligible Documentary</b>
4.1	<p>Approach and methodology Parameter:</p> <p>1) Understanding of Scope of Work &amp; suggestions to bring more clarity and assist in achieving the objective laid down in the scope of work : <b>4 Marks</b></p> <p>2) Identification of major risk for the project and proposed suitable mitigation plan for each of the identified risks. : <b>3 Marks</b></p> <p>3) Work Plan, Approach and Methodology, Tools and Technology to monitor &amp; maintain all the SLA and managing change reports : <b>3 Marks</b></p>	10	RFP Technical Response
4.2	<p>Presentation</p> <p>The presentation should demonstrate capabilities against all the parameters highlighted in Approach &amp; Methodology section</p> <p>Parameter:</p> <p>1) Understanding of Scope of Work &amp; suggestions to bring more clarity and assist in achieving the objective laid down in the scope of work : <b>5 Marks</b></p> <p>2) Experience &amp; Capability demonstration on Enterprise GIS &amp; : <b>10 Marks</b></p> <p>3) Work Plan, Approach and Methodology, Tools and Technology to monitor &amp; maintain all the SLA and managing change reports : <b>5 Marks</b></p>	20	To be submitted to UD one day prior the date scheduled for presentation. Date and time for presentation shall be notified by UD to the bidders.
	<b>Total (T1+T2+T3+T4)</b>	<b>100</b>	

Minimum Technical Score of 70 out of 100 is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered 'Qualified' and eligible for opening of financial bids.

## Financial Evaluation

The financial proposals of only technically shortlisted Bidders (qualified bidders) will be opened and will be ranked in terms of their total evaluated cost using QCBS process with Technical Score having weightage of 70% and financial score having weightage of 30%. Quality and Cost based Selection (QCBS) method shall be used for evaluation of the bids, as per the formula given below. The scores will be calculated as:

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

Where,

- a)  $B_b$  = overall score of bidders under consideration (calculated up to two decimal points)
- b)  $T_b$  = Technical score for the bidder under consideration
- c)  $C_b$  = Price quoted by the bidder under consideration
- d)  $C_{min}$  = Lowest price among the financial proposals under consideration

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

**The qualified bidder with the highest score based on above mentioned QCBS Criteria shall be selected for the award of the project.**

10. HLPPT Management Reserves the Right to award the work to more than one Agency as per requirement.

11. All source code created by the selected bidder would belong solely to HLPPT and cannot be used by anyone else in any way, shape & form. The successful bidder will transfer to HLPPT all Intellectual Property Rights in the software developed. The bidder shall relinquish to HLPPT source code of the developed portal on demand, and in 15 days' time from the date completion of project.

HLPPT reserves the rights to ask for the source code during the currency of implementation. The source code supplied to HLPPT shall at all times be a complete, accurate, and up-to-date copy corresponding exactly to the current production release of the software.

On completion of the project or early termination, whichever comes first, the agency will handover/transfer/provide the latest and complete debugged source code and data base backup for the entire application to HLPPT.

12. Data Security

- a. The successful bidder for this tender is required to ensure that all data generated or collected through the utilization of the Software solution shall be securely stored and managed within the designated cloud system.
- b. The cloud data storage infrastructure should adhere to industry best practices, including robust security measures, data encryption, regular backups, and disaster



- recovery protocols. The vendor shall be responsible for maintaining the integrity, availability, and confidentiality of the stored data.
- c. The data stored in the cloud system must comply with all applicable data protection and privacy regulations, ensuring that personally identifiable information (PII) and sensitive data are handled with the utmost care and in accordance with relevant legal requirements.
  - d. The bidder shall provide comprehensive documentation outlining their cloud storage solution, including technical specifications, reliability guarantees, and any associated service level agreements (SLAs). This documentation should also address data retention policies, data access controls, and mechanisms for data or retrieval, if necessary.
13. The rate quoted by the agency will be valid for minimum 05 Year from the award of the contract. However, the contract will be initially for a period of 01 year and subsequently get renewed based on performance and project validity.
  14. Based on the rates quoted for the RO in consideration in the RFP, additional change orders for balance 24 number of RO's shall be issued and successful bidder will be required to deliver the solution and associated services for those additional RO's as well in line with the provision of contract. Payment terms shall also remain the same for the additional change orders issued against each of the RO(s).
  15. HLPPT reserves the right to award the Work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions. In such scenario the L2 agency would be considered only on acceptance of L1 rates.
  16. Any technical and financial bid with inadequate information and those which do not meet the eligible criteria or received after the closing date & time will not be entertained and considered under any circumstances.
  17. The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of RFP as per "Annexure – I".
  18. The contract may be terminated on breach of any of the clauses of this RFP.
  19. HLPPT reserves the right to cancel the bid anytime without prior information/notice.
  20. Earnest Money Deposit (EMD)
    - i. Bidders shall submit along with the bid, EMD of INR 5 Lakhs (Rupees Five Lakhs Only) in the form of Demand Draft/FDR in favour of Hindustan Latex Family Planning Promotion Trust (HLPPT) as per "Annexure F". This should be executed by a Nationalized/ Scheduled Bank.
    - ii. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.
    - iii. EMD shall be valid for a period of twelve months from the date of release of RFP.
    - iv. Non submission of EMD along with Eligibility Bid Document will disqualify the Bidder.

- v. The EMD will not carry any interest.
- vi. The EMD of those Bidders, who do not qualify in the eligibility evaluation or technical evaluation, will be returned to the issuing Bank without interest after completion of RFP process.
- vii. The EMD will be refunded to the successful bidder after:
  - a. Acceptance of Purchase Order
  - b. Signing of the Contract(s)
  - c. Submission of required Performance Bank Guarantee (PBG) as per "Annexure – E"
- ix. The EMD submitted by the bidder may be forfeited and other action(s) may be taken against bidder if:
  - a. The bidder backs out of the RFP process after the last date and time for submission of bids.
  - b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
  - c. The Bidder withdraws or amends its Bid during the period of Bid validity.
  - d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or
  - e. Bidder does not respond to requests for clarification of its Proposal.
  - f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
  - g. The successful bidder does not accept the Purchase Order issued by HLPPT or sign the Contract(s) within the time prescribed by HLPPT.
  - h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfil his contractual obligations after the award of Purchase Order and in case the bidder has not submitted PBG.
  - i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
    - i. To sign the Contract; or
    - ii. To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or
    - iii. to furnish Non-Disclosure Agreement (NDA) as per HLPPT's format (Annexure G)
- viii. The bidder who does not accept the Purchase Order issued by HLPPT or sign the Contract(s) within the time prescribed by HLPPT after conduct of ORA may be blacklisted.

#### **4. Scope of Work**

##### **4.1 Project Objective**

- a) **Enhance Incident Response:**
  - o Reduce response times and improve the effectiveness of incident management.
  - o Enable quick identification and classification of problems for faster resolution, enhancing road safety.

**b) Optimize Resource Utilization:**

- Achieve efficient use of personnel, equipment, and materials.
- Maximize operational efficiency and cost-effectiveness through better resource allocation.

**c) Improve Road User Satisfaction:**

- Facilitate swift incident detection, effective communication, and coordinated response.
- Provide a smoother travel experience with minimal disruptions and timely incident resolution.

**d) Ensure Compliance:**

- Adhere to Standard Operating Procedures (SOPs) and regulatory requirements.
- Maintain high operational standards with thorough reporting for internal and external audits, ensuring transparency and building stakeholder trust.

## **4.2 System Architecture And Modules**

The Incident Management System (IMS) involves four key types of users activated upon incident reporting: ambulances, crane operators, patrolling vehicles, and dashboard users. Ambulances play a critical role in medical emergencies, providing not just transportation but also medical care, support, and coordination, including updating incident details and hospital status. Crane operators are essential in handling large-scale physical damage, performing road clearing, rescue operations, and safety checks. Patrolling vehicles act as the eyes and ears on the ground, responsible for early detection, reporting, traffic management, and emergency assistance, with activities tracked via geo-location and route mapping.

Dashboard users monitor real-time activities and generate comprehensive reports, with access provided to various command units and health officers. Health care facilities update patient details, treatment specifics, and costs, maintaining a complete patient history and OPD/IPD details through system access. Capacity building aims to equip officials, stakeholders, and the community to handle crises better, fostering a culture of safety and resilience through continuous training and development. The Technical Support Unit (TSU) oversees system monitoring, providing regular suggestions for improvement and optimization to stakeholders, Technical Requirements and Specifications for the Highway Incident Management System (IMS). IMS shall be comprised of various integrated modules to support incident management effectively.

## **4.3 Incident Management System**

The Incident Management System (IMS) will provide real-time incident detection, response coordination, and resolution tracking. The key components of this system include:

#### a. Ambulance Module

- **Real-time Tracking:** GPS-enabled tracking of ambulances for real-time location updates. Supported by geo mapping, geo fencing and geo tagging.
- **Incident Reporting:** Automated incident reporting with incident details, including location, type, and severity.
- **Emergency Coordination:** Integration with emergency services for immediate medical support and coordination.
- **Communication System:** Two-way communication system for continuous updates between ambulance staff and control center.
- **Medical Records:** Access to patient medical records for better emergency care.

#### b. Crane Operator Module

- **Incident Notification:** Immediate notifications to crane operators in case of large-scale physical damage.
- **Real-time Location Tracking:** GPS-enabled tracking of crane vehicles.
- **Coordination System:** Integration with emergency services for coordination during rescue operations.
- **Incident Reporting:** Automated reporting of crane operation details, including photos and work status.
- **Safety Features:** Safety and stability monitoring to ensure secure operations.

#### c. Patrolling Vehicle Module

- **Incident Detection:** Early detection and reporting of incidents through patrol vehicles.
- **Real-time Tracking:** GPS-enabled tracking of patrolling vehicles.
- **Communication System:** Two-way communication for real-time updates and coordination.
- **Traffic Management:** Tools for traffic control and management during incidents.
- **Incident Reporting:** Automated reporting with geo-location, route mapping, and detailed incident data.

#### e. Dashboard Users

- **Real-time Monitoring:** Comprehensive dashboards for monitoring real-time activities of all modules.
- **Reporting Tools:** Tools for generating detailed incident reports and performance metrics.
- **User Access Levels:** Role-based access for different users, including Program Implementation Unit, Regional Office, Zonal Office, and Central Command.
- **Data Visualization:** Advanced visualization tools for better decision-making and analysis.

#### 4.4 Post-Incident Analysis Module

- **Data Collection:** Automated collection of incident data for post-incident analysis.
- **Analytics Tools:** Advanced analytics tools for root cause analysis, trend analysis, and performance evaluation.
- **Reporting System:** Generation of detailed reports for continuous improvement.
- **Feedback Mechanism:** Integration of feedback from responders and stakeholders for system enhancement.
- **Incident Review Meetings:** Support for conducting post-incident review meetings with visual aids and detailed reports.

#### 4.5 Asset Management Module

- **Asset Tracking:** Real-time tracking of all response assets, including vehicles, equipment, and personnel.
- **Inventory Management:** Tools for managing inventory, including allocation, utilization, and maintenance schedules.
- **Maintenance Alerts:** Automated alerts for scheduled maintenance and asset downtime.
- **Resource Allocation:** Optimization tools for allocating resources based on incident severity and requirements.
- **Audit Trails:** Detailed audit trails for all asset-related activities.

#### 4.6 Business Intelligence Module

- **Dashboards:** Customizable dashboards for monitoring key performance indicators (KPIs).
- **Performance Scorecards:** Tools for creating and monitoring performance scorecards.
- **Analytics:** Advanced analytics tools for data-driven decision-making.
- **Reporting:** Automated and ad-hoc reporting capabilities.
- **Data Integration:** Integration with other modules for comprehensive data analysis.

#### 4.7 Audit and Accreditation Module (Optional)

- **Regular Audits:** Tools for conducting regular audits of highways, on-road units, trauma care centers, staff, and processes.
- **Compliance Tracking:** Automated tracking of compliance with SOPs and regulatory requirements.
- **Audit Reports:** Generation of detailed audit reports for internal and external stakeholders.
- **Accreditation Management:** Tools for managing and tracking accreditation status and requirements.
- **Non-compliance Alerts:** Automated alerts for non-compliance issues.

#### 4.8 Support Agencies Coordination Module (Optional)

- **Integration:** Seamless integration with police, hospitals, fire services, and other agencies.
- **Communication Platform:** Unified communication platform for coordination among different agencies.
- **Incident Sharing:** Tools for sharing incident data and status updates with support agencies.
- **Resource Management:** Coordination tools for managing resources from different agencies during incidents.
- **Collaboration Tools:** Advanced collaboration tools for joint response efforts and coordination meetings.

#### 4.9 System Administration and Configuration Module

- **System Configuration Module:** Comprehensive admin module to dynamically create system configuration for creating a DIY system for users/administrators.
- **System ACL and Setting Management :** Data Driven dynamic ACL creation for robust system operations.
- **System Job management Module :** Create various backend jobs and manage them using System Job Management Module.
- **System Health and Operations Reports :** System Health and operations reporting module for better decision making regarding system.

#### 4.10 General Specifications

- **Scalability:** The system should be scalable to handle increasing data and user load.
- **Security:** Robust security measures, including encryption, authentication, and access control.
- **User Interface:** Intuitive and user-friendly interfaces for different user groups.
- **Data Integration:** Capability to integrate with existing systems and third-party applications.
- **Mobile Access:** Mobile-friendly interfaces for on-field responders.
- **Reliability:** High availability and reliability with minimal downtime.
- **Support:** Comprehensive technical support and maintenance services.

#### 5. Detailed scope of work:

The selected vendor will be responsible for the following tasks:

##### 5.1 Supply:

The supply phase involves the procurement and provision of all necessary hardware and software components required for the effective functioning of the Incident Management System (IMS). This includes:

a) **Hardware Components:**

- **Servers:** High-performance servers for data processing and storage.
- **Workstations:** Workstations for control rooms, monitoring stations, and administrative offices.
- **Networking Equipment:** Routers, switches, and other networking gear for establishing a robust communication network.
- **GPS Devices:** For real-time tracking of ambulances, crane operators, and patrolling vehicles.
- **Mobile Devices:** Smartphones or tablets for field personnel to access the IMS.
- **Communication Systems:** Radios, intercoms, and other communication devices for coordination among response teams.

b) **Software Components:**

- **IMS Core Software:** The central software platform that integrates all modules of the IMS.
- **Database Management System (DBMS):** For managing and storing all incident-related data.
- **Analytics and Reporting Tools:** Software for data analysis, reporting, and generating performance metrics.
- **Integration Middleware:** Tools for integrating the IMS with existing systems and third-party applications.
- **Security Software:** Antivirus, firewall, and encryption tools to secure the IMS infrastructure.

## 5.2 Integration:

Integration ensures that the IMS seamlessly works with existing systems and third-party applications, enabling smooth data flow and interoperability. This includes:

a) **System Interfaces:**

- **API Development:** Creating APIs to connect the IMS with existing systems such as ATMS, 1033 call centers, RIS, VAHAN, SARATHI, iRAD.
- **Middleware Configuration:** Setting up middleware to facilitate communication between different software components.

**b) Data Integration:**

- **Data Mapping:** Mapping data fields between the IMS and external systems to ensure consistency and accuracy.
- **Real-time Data Sync:** Establishing real-time data synchronization for instant updates across all integrated systems.

**c) Testing and Validation:**

- **Integration Testing:** Conducting tests to ensure that all integrated components communicate correctly and data flows seamlessly.
- **Validation:** Validating integration processes to ensure data integrity and system reliability.

**5.3 configuration:**

Configuration involves setting up the IMS modules and components to meet specific project requirements. This includes:

**a) Module Setup and Management:**

- **Incident Management Module:** Configuring settings for real-time incident detection, response coordination, and resolution tracking.
- **Post-Incident Analysis Module:** Setting up tools for detailed incident analysis and reporting.
- **Asset Management Module:** Configuring asset tracking, inventory management, and maintenance schedules.
- **Business Intelligence Module:** Setting up dashboards, performance scorecards, and analytics tools.
- **Audit and Accreditation Module (Optional) :** Configuring tools for regular audits and compliance tracking.
- **Support Agencies Coordination Module (Optional):** Setting up integration and communication tools for coordination with external agencies.
- **System Configuration and administration Module:** Setting up System configuration and administration module to control and manage modules.

**b) User Configuration:**

- **Role-Based Access:** Defining user roles and access permissions for different modules.
- **User Profiles:** Creating user profiles and assigning appropriate access rights.



### c) **System Parameters:**

- **Thresholds and Alerts:** Setting thresholds for incident severity and configuring alert systems.
- **Performance and Scalability:** IMS Application should qualify for high availability, low latency and high scalability. Response Time - 200-800ms
- **Reporting Templates:** Customizing templates for incident reports, performance reports, and audit reports.

## 5.4 **Deployment:**

The deployment phase involves rolling out the IMS platform and making it operational. This includes:

### a) **Cloud Deployment:**

- **Cloud Setup:** Setting up the IMS on a cloud infrastructure to ensure scalability and high availability.
- **Data Migration:** Migrating existing data to the new IMS platform.
- **Network Configuration:** Configuring network settings for secure and reliable communication.

### b) **Standard Operating Procedures (SOPs):**

- **Alignment:** Aligning existing SOPs with the new IMS processes and workflows.
- **Documentation:** Documenting all SOPs and ensuring they are accessible to all relevant personnel.

### c) **Staff Training:**

- **Training Programs:** Conducting comprehensive training programs for staff and stakeholders on the use of the IMS.
- **Training Materials:** Providing training materials, including manuals, videos, and online resources.
- **Hands-on Training:** Offering practical, hands-on training sessions to ensure users are comfortable with the system.

## 5.5 **Testing:**

Testing ensures that all modules and components of the IMS function correctly and meet the required specifications. This includes:

**a) Functional Testing:**

- **Module Testing:** Testing each module to ensure it performs its intended functions.
- **Integration Testing:** Ensuring all modules work together seamlessly and data flows correctly across the system.

**b) Performance Testing:**

- **Load Testing:** Evaluating the system's performance under various load conditions to ensure it can handle high volumes of data and users.
- **Stress Testing:** Testing the system's stability and robustness under extreme conditions.

**c) User Acceptance Testing (UAT):**

- **UAT Sessions:** Conducting UAT sessions with end-users to ensure the system meets their requirements and expectations.
- **Feedback Collection:** Collecting feedback from users and making necessary adjustments to the system.

**5.6 Commissioning:**

Commissioning involves the final steps to bring the IMS into full operational use after successful testing. This includes:

**a) System Go-Live:**

- **Final Preparations:** Ensuring all components are configured, tested, and ready for full deployment.
- **Data Validation:** Validating that all data has been correctly migrated and is accessible in the new system.

**b) Operational Handover:**

- **Handover Documentation:** Providing detailed documentation on system operations, maintenance procedures, and support contacts.
- **Support Transition:** Transitioning from implementation to operational support, ensuring that the support team is fully equipped to handle any issues.

**c) Post-Implementation Review:**

- **Review Meetings:** Conducting post-implementation review meetings to assess the system's performance and identify any areas for improvement.
- **Continuous Improvement:** Establishing a feedback loop for continuous system improvement based on user feedback and performance data.

**5.7 Documentation**

- a) System Design Document:** Detailed design of the IMS including architecture, modules, and integration points.

- b) **Implementation Plan:** Comprehensive plan outlining phases, timelines, and key milestones.
- c) **User Manuals:** Detailed user manuals for all system components.
- d) **Technical Support Plan:** Ongoing technical support and maintenance services.
- e) **Regular Reports:** Progress reports during implementation and periodic performance reports post-implementation.

## 5.8 Training and Capacity Building

- a) **Training Programs:** Provide training programs for staff and stakeholders.
- b) **Training Materials:** Develop and distribute training materials, videos, and conduct live online training sessions.
- c) **Capacity Building:** Continuous training to equip officials, stakeholders, and the community to perform better during crises.

## 5.9 Maintenance Support

- a) **Technical Support:** Provide ongoing technical support and maintenance services post-implementation.
- b) **System Optimization:** Enhance the system for efficient incident capture, audit management, multi-agency collaboration, root cause analysis, and enforcement management.

## 6. Project Milestones

The deployment of the Incident Management System (IMS) will be executed in a phased manner to ensure a smooth transition and scalability from an initial select 3 sites to 200 sites over a period of time. Each phase is designed to build on the previous one, ensuring that the system is robust, efficient, and fully optimized before scaling up.

### 6.1 Phase 1: Manual Operation (0-2 Months)

**Objective:** Streamline existing operations and fill gaps in the current structure.

- **Site Selection:** Choose 3 initial sites that represent different operational challenges and requirements.
- **Operational Assessment:** Conduct a thorough assessment of current incident management operations at these sites.
- **Process Documentation:** Document existing processes and identify gaps in the current structure.

- **Staff Engagement:** Engage with on-ground staff to understand their workflow, challenges, and areas for improvement.
- **Manual Process Implementation:** Implement streamlined manual processes to address identified gaps and improve efficiency.
- **Monitoring and Feedback:** Continuously monitor the manual operations and collect feedback from staff to refine processes.

## 6.2 Phase 2: Core System Deployment (1-3 Months)

**Objective:** Set up the IMS platform on the cloud, deploy the system, align SOPs, and conduct staff training.

- **Cloud Infrastructure Setup:** Deploy the IMS platform on a scalable cloud infrastructure to ensure flexibility and high availability.
- **System Installation:** Install and configure the IMS software and hardware components at the initial 3 sites.
- **SOP Alignment:** Align existing Standard Operating Procedures (SOPs) with the new IMS processes and workflows.
- **Staff Training:** Conduct comprehensive training programs for staff at the 3 sites, focusing on system usage, incident reporting, and response coordination.
- **Pilot Testing:** Run the system in parallel with manual processes to ensure smooth transition and identify any issues.
- **Initial Go-Live:** Transition from manual operations to the IMS at the 3 sites after successful pilot testing.

## 6.3 Phase 3: Integrated Operations (2-4 Months)

**Objective:** Integrate IMS with existing systems for effective monitoring and response management.

- **System Integration:** Integrate the IMS with existing systems such as ATMS, 1033 call centers, RIS, VAHAN, SARATHI, iRAD, and other relevant systems.
- **Data Synchronization:** Ensure real-time data synchronization between the IMS and integrated systems for seamless operation.
- **Enhanced Monitoring:** Use the integrated system to monitor incidents, track responses, and manage resources more effectively.
- **Feedback and Adjustment:** Collect feedback from the initial sites and make necessary adjustments to the system and processes.
- **Expansion Planning:** Develop a detailed plan for scaling the IMS to additional sites, considering lessons learned from the initial deployment.

## 6.4 Phase 4: System Go-Live & Scale-up (5-6 Months)

**Objective:** Share insights and data with stakeholders for research and development and begin scaling up to additional sites.

- **Stakeholder Engagement:** Share insights and data collected from the initial deployment with stakeholders to demonstrate the system's effectiveness and gather support for further scaling.
- **Data Analysis:** Conduct a comprehensive analysis of the data collected to identify trends, performance metrics, and areas for improvement.
- **System Enhancement:** Implement any necessary system enhancements based on feedback and data analysis.
- **Incremental Rollout:** Begin rolling out the IMS to additional sites in batches (e.g., 20 sites per batch) to manage the scaling process effectively.
- **Training Programs:** Conduct training programs for new sites, leveraging the experience and materials developed during the initial deployment.
- **Support Mechanisms:** Establish support mechanisms to assist new sites during the transition to the IMS.

## 6.5 Phase 5: System Optimization (3-5 Months)

**Objective:** Enhance the system for efficient incident capture, audit management, multi-agency collaboration, root cause analysis, and enforcement management.

- **System Performance Review:** Conduct a detailed review of system performance across all deployed sites.
- **Optimization Initiatives:** Implement optimization initiatives to enhance incident capture, audit management, multi-agency collaboration, and root cause analysis.
- **Enforcement Management:** Integrate enforcement management tools to ensure compliance with SOPs and regulatory requirements.
- **Continuous Improvement:** Establish a continuous improvement process to regularly update and optimize the IMS based on operational data and feedback.
- **Full-scale Deployment:** Continue scaling the IMS to remaining sites, ensuring each new deployment is fully optimized before proceeding to the next batch.
- **Long-term Support:** Provide ongoing technical support, system updates, and training to all sites to maintain optimal system performance.

## 7. Key Deliverables

- a) System Design Document:** Detailed design of the IMS including architecture, modules, and integration points.
- b) Implementation Plan:** Comprehensive plan outlining phases, timelines, and key milestones.

- c) **Training Plan:** Training programs for staff and stakeholders.
- d) **User Manuals:** Detailed user manuals for all system components.
- e) **Technical Support Plan:** Ongoing technical support and maintenance services.
- f) **Regular Reports:** Progress reports during implementation and periodic performance reports post-implementation.

## 8. Service Levels

### a) IMS Platform

- **Incident:** An unplanned interruption or reduction in the quality of a service.
- **Service Requests:** Requests from users for information, advice, or standard changes.
- **Priority Level:** Prioritization of incidents based on severity and impact on the business.
- **Response Time:** The time taken to acknowledge the incident after it has been reported.
- **Resolution Time:** The time taken to resolve the incident from the moment it is reported.

- **Responsibilities**

- Service Provider Responsibilities:**

- Provide adequate resources and support to manage incidents effectively.
    - Ensure timely communication with clients regarding incident status and updates.
    - Maintain a knowledge base for common incidents and resolutions.

- Client Responsibilities:**

- Report incidents promptly using the prescribed reporting channels.
    - Ensure users are trained on how to report incidents effectively.

- **Prioritization**

- Incidents shall be categorized and prioritized based on their severity and impact:
    - **Critical (Priority 1):** Major outage affecting all users; urgent resolution required.
    - **High (Priority 2):** Significant disruption for a group of users; needs quick resolution.
    - **Medium (Priority 3):** Minor issues that affect a limited number of users; resolution required but not urgent.
    - **Low (Priority 4):** General inquiries or minor issues with no significant impact.

- **Response and Resolution Targets** The following response and resolution times will be adhered to:

Priority Level	Response Time	Resolution Time
Critical (P1)	Within 1 hour	Within 4 hours
High (P2)	Within 2 hours	Within 8 hours
Medium (P3)	Within 4 hours	Within 24 hours
Low (P4)	Within 1 business day	Within 3 business days

- **Performance Metrics**

- The service provider will monitor the following key performance metrics:
  - Percentage of incidents resolved within SLA targets.
  - Average response and resolution times.
  - Customer satisfaction ratings post-resolution.

- **Review and Revision**

- This SLA will be reviewed [quarterly/annually] or as needed based on changes in service requirements or incidents.
- Any amendments to the SLA shall be agreed upon by both parties.

## 9. **Non-Disclosure Agreement (NDA)**

a) During the execution of the project, the successful bidder will have access to confidential information. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/ third party the information so received as per "Annexure – G". Also, the bidder may:

- use the information only for serving HLFPT's interest and restrict disclosure of information solely to their employees on a need-to-know basis to accomplish the purpose stated in this RFP,
- advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employees to honor these obligations.

c) Violation of NDA may lead to legal action and blacklisting.

d) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

## 10. Payment schedule

In consideration of services being rendered by the Service Provider under this Agreement, HLPPT shall pay during the term of this Agreement, in accordance with the payment schedule table as listed below:

S. No.	Project Milestones	Payment Schedule
1	Fixed fee	
a)	Mobilization	10%
b)	25% Plaza Unit Golive	22.50%
c)	50% Plaza Unit Golive	22.50%
d)	75% Plaza Unit Golive	22.50%
e)	100% Plaza Unit Golive	22.50%
2	Operations Support Fee	Will be paid quarterly as per the quotation; with 10% yearly escalation

## 11. Right to terminate the Process

- a. HLPPT may terminate the RFP process at any time without assigning any reasons whatsoever. HLPPT makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP document does not constitute an offer by HLPPT. The bidder's response to this RFP may/may not result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- c. HLPPT reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action. The decision of HLPPT will be final in this matter.
- d. Bid with insufficient information to permit a thorough analysis may be rejected.
- e. HLPPT reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in HLPPT's estimation.
- f. Bids not conforming to the requirements of the terms and conditions may not be considered by HLPPT. However, HLPPT reserves the right, to waive/ modify any of the requirements of the BID, in the best interests of HLPPT.
- g. HLPPT may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of HLPPT will be final in this matter



## **12. Disqualifications**

HLFPPT may, at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- a. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements.
- b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project.
- c. Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- d. Failed to provide clarifications related thereto, when sought.
- e. Submitted more than one Proposal.
- f. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- g. Submitted a Proposal with price adjustment/variation provision.

## **13. Termination**

- 13.1 HLPPT without prejudice to any other remedy and rights, reserves the right to cancel / terminate the tender / Work Order / Service Level Agreement for Development & Implementation of Strengthening the Incident Management System for HLPPT (SLA) in whole or in part by giving at least seven days' prior written notice thereof in case Bidder / Vendor fails to honour his bid / Work Contract / SLA or found guilty for breach of condition /s of the tender documents / Work Order / Service Level Agreement (SLA) or negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by such Bidder / Vendor or by its employees, staff, agents, representatives etc. or by any other person directly or indirectly employed by him.
- 13.2 In such case of termination, the HLPPT will have the right to put in place any other agency for carrying out the remaining work. Any extra expenditure shall be adjusted from Bank Guarantee / Security Deposit and / or shall be recovered from the Bidder / Vendor.
- 13.3 HLPPT also cancel / terminate the tender / Work Order / Service Level Agreement (SLA) in whole or in part for its convenience at any time for any reasons, by giving the Bidder / Vendor at least seven days' prior written notice thereof. However, the notice period may be extended by mutual agreement till alternate arrangements are made.
- 13.4 Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by the parties during the period of termination notice and the same must be satisfied before the tender / Work Order / Service Level Agreement (SLA) is cancelled / terminated.
- 13.5 In such cancellation / termination the tender / Work Order / Service Level Agreement (SLA) / or curtailment of the work by the HLPPT, the Bidder / Vendor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would

have derived by it from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of cancellation / termination of the tender / Work Order / Service Level Agreement (SLA) and of any alterations having been made by the HLPPT in the original specification or the designs and instruction which shall involve any curtailment of the work contemplated. However, the HLPPT shall pay the Bidder / Vendor such portions of the Work as are due and properly invoiced under the provisions for final payment for Work performed prior to termination. In no event, shall the total payments made to the Contractor exceed the Contract Price.

## **14. Force Majeure**

### 14.1 Definition

- a) For the purposes of this RFP, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood, or other natural disaster or adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts, or other industrial actions of the Party are within the power of the Party invoking Force Majeure to prevent), or mechanical, electronic or communication failure, confiscation or any other action by Government Agencies.
- b) "Force Majeure" shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (a) take into account at the time of the conclusion of this RFP and (b) avoid or overcome in the carrying out of its obligations hereunder.
- c) "Force Majeure" shall not include insufficiency of funds or failure to make any payment required hereunder.
- d) Vendor shall not be in default in the performance of its obligation under this RFP to the extent that its performance of any such obligation is prevented or delayed by a force majeure event.

### 14.2 No Breach of RFP

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this RFP insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this RFP.

### 14.3 Measure to be taken

- a) A Party affected by an event of Force Majeure shall take all reasonable measures to ensure such Party's inability to fulfil its obligations hereunder with a minimum of delay.
- b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such

- event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

## **15. Arbitration**

- 15.1 If the parties file to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the service procuring agency or the service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided.
- 15.2 The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 as amended from time to time. In that event, the dispute or difference shall be referred to the sole arbitration of an officer as the arbitrator to be appointed with mutually consent from "SAROD" (Society for Affordable Redressal of Disputes) panel.
- 15.3 Work under the RFP shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Service Procuring Agency shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- 15.4 The venue of arbitration shall be the place from where the RFP has been issued.

## **16. Conflict of interest**

- 16.1 The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists nor is likely to arise in the performance of its obligations under the contract. A Bidder shall not have a conflict of interest that may affect the evaluation process. Any bidder found to have a conflict of Interest shall be disqualified. Bidder to require to provide undertaking to this effect as per "Annexure H" of this RFP.

**ANNEXURE-A: BIDDER PROFILE**

<b>Sl. No</b>	<b>Details</b>	<b>Bidder Response</b>
1	<b>Company Background</b>	
	Name of the Company	
	Year of Incorporation	
	Type of the Company (Govt./PSU/Pub. Ltd./Pvt Ltd./LLP)	
2	<b>Address</b>	
	Corporate Office (HQ)	
	Local Office in Delhi/NCR	
	GST Registration Number & Date of Registration	
	PAN Card Number	
3	<b>Authorized Contact Person</b>	
	Name	
	Designation	
	Telephone/Mobile Number	
	email	
4	<b>Financial Parameters</b>	
	Business Results in last three years	Annual Turnover in Crores
	2022-23	
	2021-22	
	2020-21	
	Only participant company figures to be mentioned. Not to include group/subsidiary company figures	Mention the above amount in INR only

**Note :**        **Enclose copy of audited Balance Sheet along with enclosures.**

Authorized Signatory of Bidder:

Name :

Designation :

Date :

Place :

Seal of the Company :

### **ANNEXURE-B: Eligibility Criteria**

<b>Sl. No.</b>	<b>Qualification Criteria</b>	<b>Documentary Evidence</b>
1	Bidder should be registered under Company's act 1956 or 2013	Copy of the Valid Registration Certificate
2	Bidder should have valid GST registration	Copy of Valid GST Registration and PAN Card
3	Bidder should have an average annual turnover of 50 Crore in the last 3 FY.	Turn over certificate from Chartered Accountant on the letterhead
4	Bidder should have ISO 9001:2015 & ISO 27001 Certificate	Copy of the valid certificate
5	Bidder should have experience in providing GIS Maps/GIS Application Services/Vehicle Tracking System to any emergency response system to any PSU/Central/State Government	Copy of the "Work order / Contract agreement clearly highlighting the Scope of Work/Letter from customer for phase completion/Work Order along with Letter for CA on payments received by customer for Capex/Capex Services (within last 7 years)
6	Bidder should have completed at least three projects for implementation Traffic Management System for Cities/Highways in India or Abroad	Copy of the work order, Completion/Partial Completion Letter (for projects under O & M)
7	Bidder should have at least 50 Trained/Experienced GIS resources	Letter from HR head of the company on Company's letterhead
8	Bidder should not be blacklisted by any Government/PSU organizations as on the date of submission of the Bid	Letter signed by Authorized Signatory of the company as per the "Annexure H" on Company Letterhead

**Note:**

- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. HLPPT reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

**Authorized Signatory of Bidder:**

Name :  
Designation :  
Date :  
Place :  
Seal of the Company :

**ANNEXURE-C: Technical**

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary
<b>T1</b>	<b>Turn-over</b>	<b>10</b>	
1	Average turnover of the bidder/lead bidder in last three financial years (2019-20, 2020-21 & 2021-22): a) >50 and <=100 Crore: 5 Marks b) > 100 Crore : 10 Marks	10	- Audited balance sheet for last 3 financial years - Certificate from CA with registration number/ seal clearly specifying the average annual turnover for the specified years.
<b>T2</b>	<b>Certifications</b>	<b>5</b>	
1	The Bidder should have with SEI CMM Level 3 or above and ISO 9001:2015 or better	5	Valid certificate to this effect to be submitted
<b>T3</b>	<b>Project Experience of Bidder</b>	<b>40</b>	
1	Bidder should have executed at project having GIS Maps/GIS Application Services to PSU/Central/State Government for emergency response system (Dial 112, Dial 108, Dial 100) One project of value Rs. 10 Cr – 15 Marks Two Projects of Rs. 6 Cr Each – 10 Marks Three Projects Rs. 5 Cr Each – 8Marks	15	Copy of the "Work order / Contract agreement clearly highlighting the Scope of Work/Letter from customer for full or partial completion or Work Order along with certificate from CA on payments received from customer (within last 7 years)
2	Bidder should have completed project for implementation /Vehicle Tracking to PSU/Central/State Government for emergency response system (Dial 112, Dial 108, Dial 100) in India Three projects of value Rs. 10 Cr – 25 Marks Four Projects of Rs. 6 Cr Each – 20 Marks Five Projects Rs. 5 Cr Each – 15 Marks	25	Completion Certificate, Work Order/Contract Document/Project Go-Live Certificate
<b>T4</b>	<b>Experience of Key Personnel</b>	<b>15</b>	
1	Project Manager Graduate/Post Graduate in Civil Engineering/Geo-Informatics/Computer Science/MBA with min 10 years' experience in handling GIS data collection, processing, quality control and assurance Graduate – 2 Marks Post Graduate – 4 Marks	4	CV to be submitted
2	Traffic Management cum Road Safety Expert Post Graduate in Transportation /Highway engineering in relevant experience in design, implementation of traffic /incident	4	

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary
	management systems, safety audits. 1) 7+ Years' Experience – 4 Marks 2) 5 Years' Experience – 2 Marks		
2	GIS Expert Graduate/Post Graduate in GIS/Geo-Informatics/Earth Sciences with 10+ years' experience in data modelling, Basemap preparation, Quality Control Graduate -2 Marks Post Graduate – 4 Marks	4	CV to be submitted
3	Software Engineer Graduate in Engineering (Computer Science/Electronics/Information Science)/MCA from reputed college/University with 5 years' experience in Implementation of GIS based solutions/products 1) 7+ Years' Experience – 3 Marks 2) 5 Years' Experience – 2 Marks	3	CV to be submitted
<b>T5</b>	<b>Approach-methodology, Presentation &amp; Proof of Concept</b>	<b>30</b>	
4.1	Approach and methodology Parameter: 1) Understanding of Scope of Work & suggestions to bring more clarity and assist in achieving the objective laid down in the scope of work: 4 Marks 2) Identification of major risk for the project and proposed suitable mitigation plan for each of the identified risks: 3 Marks 3) Work Plan, Approach and Methodology, Tools and Technology to monitor & maintain all the SLA and managing change reports : 3 Marks	10	RFP Technical Response
4.2	Presentation The presentation should demonstrate capabilities against all the parameters highlighted in Approach & Methodology section Parameter: 1) Understanding of Scope of Work & suggestions to bring more clarity and assist in achieving the objective laid down in the scope of work : 5 Marks 2) Experience & Capability demonstration on Enterprise GIS & : 10 Marks	20	To be submitted to UD one day prior the date scheduled for presentation. Date and time for presentation shall be notified by UD to the bidders.

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary
	3) Work Plan, Approach and Methodology, Tools and Technology to monitor & maintain all the SLA and managing change reports : 5 Marks		
	Total (T1+T2+T3+T4)	100	

Minimum Technical Score of 70 out of 100 is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered 'Qualified' and eligible for opening of financial bids.

Note:

- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. HLPPT reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

Authorized Signatory of Bidder:

Name :  
 Designation :  
 Date :  
 Place :  
 Seal of the Company :



**ANNEXURE-D: Bidder's Experience**

Reference: RFP Ref. No. \_\_\_\_\_ Dated \_\_\_\_\_

<b>Financial Year (Based on Purchase Order)</b>	<b>Name of the Client</b>	<b>Project details</b>	<b>Name, designation and contact details of representing the client for the purpose of reference</b>	<b>Order Value in Crores</b>

I certify that the above-mentioned information and the relevant Annexures and enclosures are true and correct.

(Please attach documentary evidence like PO copy, certificate from the customers etc.)

Authorized Signatory of Bidder:

Name :

Designation :

Date :

Place :

Seal of the Company :

### **ANNEXURE-E: Performance Bank Guarantee**

Performance Bank Guarantee This Deed of Guarantee executed by the ----- (Bank name) a Nationalized/ Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at \_\_\_\_\_ and other places " having its head office at ----- (hereinafter referred to as "the Bank" ) in favor of Hindustan Latex Family Planning Promotion Trust (HLFPPT) having its office at B-14A, 2<sup>nd</sup> Floor, Noida Sector-62, Gautam Buddh Nagar-201307, Uttar Pradesh, (hereinafter referred to as HLPPT) for an amount not exceeding Rs. \_\_\_\_\_/- (10% of the Total Contract Value), at the request of (Vendor's Name & address) ----- (hereinafter referred to as the "Vendor").

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. \_\_\_\_\_/-(10% of the Total Contract Value) and the Guarantee shall remain in force for a period up to \_\_\_\_\_ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before \_\_\_\_\_ (date) by HLPPT.

And Whereas ----- (Vendor's Name) having its head office at -----  
--- ----- has participated in the bid dated \_\_\_\_\_ and subsequent modifications to the tender dated \_\_\_\_\_ and as per the terms and conditions mentioned in the Tender Document.

And whereas the \_\_\_\_\_ (name & address of the bank) has agreed to give on behalf of the Vendor a guarantee, therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. \_\_\_\_\_/- (10% of the Total Contract Value) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you within the limit of Rs. \_\_\_\_\_ (10% of the Total Contract Value) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOT WITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
2. Our liability under this guarantee is restricted to a sum of Rs. \_\_\_\_\_/- (10% of the Total Contract Value).
3. The Bank Guarantee will be valid for a period up to \_\_\_\_\_.
4. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/ full sum under the guarantee to HLPPT.
5. HLPPT need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

We hereby confirm that we have the power/s to issue this guarantee in your favor under the Constitution and business procedure of our bank and the undersigned is /are the recipient of authority by express delegation of power/s and has/ have full power/s to execute this performance bank guarantee.

DATED AT THIS DAY OF SEALED AND SIGNED BY THE BANK

**ANNEXURE-F: Bank Guarantee for EMD**

Ref: RFP Reference No. \_\_\_\_\_

Dated \_\_\_\_\_

This Deed of Guarantee executed by the \_\_\_\_\_ (Bank name) (hereinafter referred to as "the Bank") in favor Hindustan Latex Family Planning Promotion Trust (HLFPPT) having its office at B-14A, 2<sup>nd</sup> Floor, Noida Sector-62, Gautam Buddh Nagar-201307, Uttar Pradesh, (hereinafter referred to as HLFPPT) of for an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) at the request of (Supplier's Name & Address) \_\_\_\_\_

\_\_\_\_\_ (hereinafter referred to as the "Supplier").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

HLFPPT need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to \_\_\_\_\_ (for a period of 12 months from the date of submission)

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of 2024

## **ANNEXURE-G: Non-Disclosure Agreement (NDA)**

(no deviations in wordings permitted)

(To be executed in a Rs. 500 or more stamp Paper)

This Non-disclosure Agreement ("NDA") is made and entered into this \_\_ day of \_\_\_\_\_ in the year Two Thousand and twenty-four (2024)

BY AND BETWEEN,

Hindustan Latex Family Planning Promotion Trust (HLFPPT) having its office at B-14A, 2<sup>nd</sup> Floor, Noida Sector-62, Gautam Buddh Nagar-201307, Uttar Pradesh, (hereinafter referred to as HLFPPT)

AND a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at < Company Name & Address> shall be referred to herein as a "Respondent".

HLFPPT and the Respondent shall individually be referred to as "Party" and collectively referred to as "Parties".

WHEREAS, the Respondent is aware that during engagement with HLFPPTs 'RFP/Tender for on boarding for Strengthening the Incident Management System Project, the Respondent may be gathering information on HLFPPT's Business/ Project Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., ("Proprietary Information") indicated as confidential by HLFPPT and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of HLFPPT.

WHEREAS Respondent agrees to receive the Proprietary Information or other information from HLFPPT and treat all such information as confidential information and to safeguard HLFPPT's confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees to hold all Confidential Information received from HLFPPT in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said engagement; restrict disclosure of such Confidential Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of HLFPPT.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants' reports, trade secrets, pro-forma and other financial and trade/commercial information, computer models and programs, contracts, designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement

from the other party. It may be noted that all the information shared as a part of the HLPPT 'RFP/Tender for on boarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' in the form of project documents, discussions on system architecture, data shared etc. shall be the sole property of HLPPT and shall be treated with the same degree of confidentiality as that of the Respondent. Respondent will ensure that no breach of confidentiality occurs at its own premises as well as during and after the onsite engagement as a part of the HLPPT 'RFP/Tender for on boarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' project engagement.

Without the prior written consent of HLPPT or except as otherwise provided herein, the Respondent will not:

- distribute or disclose to any other person any of the Confidential Information.
- permit any other person to have access to the Confidential Information.
- use the Confidential Information for any purpose other than the Permitted Use;
- or disclose to any other person
- That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from HLPPT. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

Without the written consent of HLPPT the Respondent or any of his employees/partners should not make public announcements/comments on any website/or issue any media statements about the HLPPT, RFP or RFP process, the existence of this engagement and its scope.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from HLPPT with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform HLPPT of any unauthorized disclosure of HLPPT's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of HLPPT without permission from HLPPT.

The Respondent shall ensure that their employees will not disclose any information of HLPPT during their employment with the Respondent and will use reasonable efforts to ensure that its employees will not disclose any information of HLPPT even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder.
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party.
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information. Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of HLPPT.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give HLPPT prompt written notice of such request so that HLPPT may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives HLPPT written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in RFP or by HLPPT.

Respondents agree that Confidential Information is and shall at all times remain the property of HLPPT. Respondents acknowledge that the Confidential Information is confidential and material to the interests, business and affairs of HLPPT and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of HLPPT. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of HLPPT and shall be returned upon written request or upon the Respondent's determination that it no longer has a need for such information. Use of such property or licenses without the permission of HLPPT is strictly prohibited and the respondent will ensure that any of its employee or representative does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by HLPPT shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to HLPPT of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of HLPPT.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither HLPPT makes any representations nor extend any warranties, express or implied, as to the

adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from HLPPT to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by HLPPT or its affiliated companies or any commitment by HLPPT or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of HLPPT or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of HLPPT in any advertisement, press etc., without the prior written consent of HLPPT.

Upon the request of HLPPT, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to HLPPT. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agree and acknowledge that monetary damages would not be a sufficient remedy for a breach of this Agreement and that HLPPT shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to HLPPT in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by HLPPT or a commitment by HLPPT to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

The Respondent agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of HLPPT working in all wings of Central Office Information Technology department.

Respondent agree that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA or a period of one year, beyond the Contract period regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understand and agree that no failure or delay by HLPPT in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

The Respondent herein agrees and undertakes to indemnify and hold HLPPT harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to HLPPT in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.

This Agreement shall be governed and construed in accordance with the laws of India.

In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondents agree not to assign this Agreement or any interest herein without express prior written consent of HLPPT.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Noida, Uttar Pradesh, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of

Authorized Signatory

Name:

Designation:

Office Seal:

Place



**ANNEXURE-H: Undertaking from Vendor (On Company Letter Head)**

This has reference to the RFP dated .....In response to the RFP, we have submitted our technical & financial bids on\_\_\_\_\_

..... In connection with the above bids, we hereby declare as under: -

1. That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
2. That we have submitted the bids in the name of M/S..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
3. We undertake that:
  - a) All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
  - b) All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
4. We undertakes that:-
  - a) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
  - b) We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
5. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HLPPT has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

**Annexure-I**

Authorization to sign documents pertaining to bid submission against RFP no:

[To be given on agency/firm/company on Rs.10 stamp paper]

It is certified that we M/s ..... having  
registered ..... office ..... at  
.....

..... are submitting a bid proposal against RFP No.  
..... for empanelment for  
.....

In this connection Mr./Ms..... working with our  
company as ..... has been authorized to sign bid proposal documents or any  
other documents related to this bid submission. We, (name of  
company)..... are fully liable of the consequences arising by  
the act of signing bid documents by Mr./Ms.....

Signature .....

Name of Signatory .....

**ANNEXURE – J**  
**FINANCIAL QUOTE FORMAT**

With reference to RFP No. \_\_\_\_\_ dated \_\_\_\_\_, we are pleased to submit our best prices, as indicated below:

**Table-1**

<b>Sl. No.</b>	<b>Description</b>	<b>Financial offer (in Rs.)</b>
1	Fixed Fee Per Regional Office (RO)	
2	Operation Support Fee (Six Months)/per RO	

**Table-2**

Rates for optional items to be quoted as per below table. Agency may be required to make available the below items, as per indent/request raised by the Procuring Agency time to time during the currency of contract.

<b>Sl. No.</b>	<b>Description</b>	<b>Financial offer (in Rs.)</b>
1	GPS Device supply and installation	
2	GPS Device AMC	
3	Navigation Tab supply and installation	
4	Navigation App supply and installation	
5	Navigation Tab AMC	

**Terms & Conditions**

1. Applicable Tax will be paid extra.
2. Based on the rates quoted for the RO in consideration in the RFP, additional change orders for balance 24 number of RO's shall be issued and successful bidder will be required to deliver the solution and associated services for those additional RO's as well in line with the provision of contract. Payment terms shall also remain the same for the additional change orders issued against each of the RO(s).
3. **The contract will be on back-to-back basis. The rates offered by the agency should be valid for a period of Five Years. However, the contract would be initially for a period of 12 (twelve) months subject to successful performance/ review, this agreed contract period may be extended further on the same rates, terms and conditions depending upon the requirement and administrative convenience of Procuring agency and subject to project extension from NHAI.**
4. TDS as applicable will be deducted as per Income Tax Act, 1961,
5. Payment will be made through Cheque/NEFT/RTGS, as per payment clause mentioned in the document.
6. Duly certified bills to be submitted for the release of work, post completion of stages, as mentioned in payment clause in the RFP document.
7. Penalty clause will be applicable as per the Penalty clause mentioned in the RFP document
8. Payment shall be made within 45 days from the date of submission of invoice duly certified/verified by the authorized representative of Procuring Agency.