LETTER OF ENQUIRY

Dear Sir

Subject   : - Enquiry to engage the agency to provide IT solution for the Ambulances on hiring basis under NHAI Project.

HLFPPT, a 100% entity of HLL Lifecare Limited (a Government of India Enterprise), will be implementing various projects, including the operationalization of Basic Life Support (BLS), Advanced Life Support (ALS) ambulances and strengthening of Incident Management System under a five-year agreement between the National Highways Authority of India (NHAI) and HLL Lifecare Limited.

HLFPPT invites quotations from Agencies/firms (hereinafter Bidders) to **"Engage an agency to provide IT solution for the Ambulances on hiring basis" under NHAI Project"** as per SOW, details & specification mentioned in below with terms & conditions:

SCOPE OF WORK (SOW)

Key features of the system include:

- **Real-Time Location Tracking:** Monitor the exact location of ambulances to optimize deployment and minimize delays.

- **Live Status Updates:** Receive instant updates on availability, en route status, and service completion.

- **Performance Metrics:** Track key performance indicators such as response times, fuel consumption, and vehicle maintenance schedules.

- **Incident Management:** Quickly identify and resolve delays, route deviations, or emergencies.

- **Team Communication:** Enable seamless communication between dispatch centres and ambulance teams.

This innovative system empowers healthcare organizations to streamline ambulance operations, enhance service reliability, and deliver better healthcare outcomes through real-time tracking and supervision.

Proposal Table of Content:

1. **Physical Monitoring Services:**
   a. Physical Monitoring & supervision of NHAI Ambulances via inspection Team
   b. Inspection Report Shared with vendor and HLFPPT team
   c. Suggestion and Feedback to be submit to HLFPPT
   d. Devices Installation for EMT and Hospital
   e. Doctor Video Consultation System for Patient care during transportation

2. Online Digital Activities management
   a. Vehicle management System
   b. Contract Management
   c. Statutory compliances Management
   d. Consumable & Non-Consumable Inventory Management
   e. Ambulance Team HR management
   f. Ambulance Team members training management
   g. Ambulances daily Attendance management
   h. 24x7 Help Desk support
   i. Ambulance Real Time Tracking
   j. Incident Reporting System
   k. Feedback management system
   l. Vehicle Fuels, Average and services Management
   m. Equipment Management and calibration
   n. Notification and Alert system
   o. High Alert System hardware setup (Siren)
   p. Inspection reports management
   q. Closure reports
   r. Dashboards Setups
   s. User Management System

Key Features in Details of the Proposed Ambulance Management System

1. Physical Monitoring Services

a. Physical Monitoring & Supervision
- A dedicated inspection team will conduct on-ground monitoring and supervision of NHAI ambulances.

- Regular inspections ensure ambulances meet operational standards.

b. Inspection Reports
- Detailed inspection reports will be shared with vendors and HLFPPT for transparency and continuous improvement.

c. Suggestions and Feedback
- Recommendations for operational enhancements will be submitted to HLFPPT based on inspection findings.

d. Devices Installation
- Installation of necessary devices for Emergency Medical Technicians (EMTs) and hospitals to facilitate efficient communication and care.

e. Doctor Video Consultation System
- A video consultation system for real-time medical advice during patient transportation enhances care quality.

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2. Online Digital Activities Management

a. Vehicle Management System
- Centralized registration and tracking of ambulance vehicles, including insurance and service schedules.

b. Contract Management
- Efficient management of vendor contracts, ensuring accountability and compliance.

c. Statutory Compliances Management
- Automated tracking and alerts for compliance requirements like insurance, PUC, and RC renewals.

d. Consumable & Non-Consumable Inventory Management
- Streamlined tracking of medical supplies, equipment, and consumables for each ambulance.

e. Ambulance Team HR Management
- Comprehensive management of ambulance staff records, attendance, and training modules.

f. 24x7 Help Desk Support
- A round-the-clock support system for ambulance teams, ensuring uninterrupted operations.

g. Ambulance Real-Time Tracking
- Live GPS tracking for real-time location updates and optimized routing.

h. Incident Reporting System
- An integrated system for reporting and resolving operational incidents.

i. Feedback Management System
- A dedicated module for collecting and analysing feedback to improve service quality.

j. Vehicle Fuel, Average, and Services Management
- Automated fuel consumption tracking and performance reporting.

k. Equipment Management and Calibration
- Regular equipment inspections and calibration alerts ensure operational readiness.

l. Notification and Alert System
- Real-time notifications for emergencies, maintenance schedules, and compliance updates.

m. High Alert System Hardware Setup
- Cloud-integrated siren systems for emergencies with physical device installation.

n. Inspection Reports Management
- Digital repository for inspection reports, accessible to stakeholders.

o. Closure Reports
- Comprehensive reporting for incident closures, operational summaries, and analytics.

p. Dashboard Suggestions
1. Real-Time Overview: Live tracking of ambulances and patient cases.

2. Performance Metrics: Insights on fuel efficiency, response times, and staff attendance.

3. Incident Logs: Centralized records of incidents with resolution timelines.

4. Inventory Status: Alerts for low medical supply levels.

5. Compliance Tracker: Status of vehicle and staff compliance with regulations.

6. Training Progress: Visual representation of team training completions.

Technology Platform Required:
   1. Super Admin Console on web
   2. Monitor Console on Web
   3. Ambulance Supervisor Application (Android/iOS)
   4. Live Video Call Integration
   5. Third Party IVR Integration
   6. GPS integration to track Ambulances

Hard copy of the quotation should be made on your letterhead and shall submit to address given below latest by 4th November 2024 understanding & accepting all terms & conditions.

> **Procurement & Commercial Division**
> **Hindustan Latex Family Planning Promotion Trust (HLFPPT)**
> **B-14A, Second Floor, Sector-62**
> **Gautam Budh Nagar , Noida-201307**
> **T: +0120-4673600**

Terms & Conditions:

1. Agency to quote Rate inclusive of all Taxes and other charges etc. No escalation in the prices will be allowed once the prices are fixed and agreed to by the HLFPPT and the selected bidder.
2. The quoted rate should be valid minimum for a period of 5 years.
3. The bidder must have PAN (Permanent Account Number) & GST Registration Certificate.
4. The quoted rates should be strictly adhering to terms & conditions as mentioned in this document, no deviation at later stage shall be entertained.
5. HLFPPT reserves the right to cancel this LOE any time or at any stage without any reason / notice to the vendor or change/add any terms and conditions of the LOE by issuing addenda/corrigenda and communicating the same to vendors through email.
6. HLFPPT reserves the right to extend the dates for submission of any and all responses to this document.
7. The agency shall be able to design and develop of IT Solution for real time tracking, ALS & BLS as per above mentioned Scope of work.
8. All source Code created for development of Software solely to HLFPPT and cannot be used by anyone else in any way, shape & form.
9. The agency to discuss and show the progress of work during the development stage; the agency to provide the demo post development and shall incorporate/change as per HLFPPT recommendations.
10. The developed software should have provision of any amendments/additions at later stage.
11. Agency will be required to provide online support through Any Desk, Team viewer etc.
12. Prompt action to be taken towards support in case of any query raised/intimation by HLFPPT.

13. The agency will be responsible for compliance of all the applicable laws and obligations arising out from the action of providing the services. Then Agency shall undertake to indemnify the HLFPPT for any liability under any Law arising our while providing the service as per content.
14. HLFPPT reserves the right to reject conditional offers and expects compliance with all applicable laws.
15. **Documents required to release the payment:**
    a. Bill / Invoice mentioning Permanent Account Number and GST Registration No.
    b. Documentary proof of the deliverables as per Work order duly certified by authorized HLFPPT Representative.

Payment Terms
  i. TDS will be deducted as per applicable income tax law.
 ii. The payment will be done through Local Cheque / NEFT/ RTGS, Payment will be made in 45 days from the submission of invoice (On Completion of Work) .
iii. All the payment will be released after submission of certified invoice and verification of the work from the authorized representative of HLPPT.

Thanking You.
Regards,

Procurement & Commercial Division
Hindustan Latex Family Planning Promotion Trust
(A trust promoted by HLL Lifecare Ltd.)
B-14A, 2nd Floor, Sector 62, Noida, UP 201307
Ph: 0120-4673600
Website: www.hlfppt.org