



Corrigendum-II

Date: 20th February 2019

GVK Emergency Management and Research Institute
DMS Campus, Anna Salai, Teynampet, Chennai – 600 006
Website: www.emri.in Email id: tn_scm@emri.in

Tender Description: Supply and Maintenance of AVL T (Global Position Systems)

Tender Reference: TNHSP/TN -EMRI/TN/02/SCM/2018- 19 Dt: 02.02.2019

Response to Tender Queries raised in Pre-bid meeting

S.no	Page no	Item No	Queries	Tender Committee Response
1	Page no 6	5. III	If vehicle goes into a dark zone / no-network area, there will be no events from the tracker. However, when the vehicle comes into the network area, all the events were stored will be forwarded. It takes about 12 to 24 hours to determine the non-network area. Meanwhile SMS and call to EMT will be made to determine the cause. We request to consider SLA to be triggered after determination of the offline condition and then 48 hours for making the technician trip for repair/replacement.	Clause changed to 48 hrs instead of 24 hrs.
2	Page no 6	5. IV	Kindly confirm the penalty amount. Is it Rs. 500 or Rs. 1000	Penalty clause should be read as Rs 1000 per devices
3	Page no 34	Annexure 9, S.no 1	Kindly consider 95% - 97% uptime.	All the devices should have an uptime 95% and above.
4	Page no 32	Annexure 7, S.no 13 b	We will provide "Made In India" products. These do not have international certification such as CE,FCC etc. Kindly waive this requirement for "Made In India" products.	As per tender norms and also considered Indian government standards



5	Page no 29	Annexure 7, 1 j	Whether successful vendor needs to setup physical server in GVK EMRI Premises.	Pre defined Tables structure provided by GVK EMRI and GVK EMRI premises only.
6	Page no 33	Annexure 8, S.no 12	Need Clarification. What is expected out of this functionality.	Bidder should be provided portal as per GOVT of Tamilnadu requirements
7	Page no 28	Annexure 7, S.no 1 g	As per standard industry requirement and also AIS-140 Standard the operating temperature should be -10C to +70C. Hence we request to amend the Operating temperature requirement as per standard industry requirement and AIS-140 Standard i.e -10C to +70C.	Operating temperature should be considered between -10 C to + 70 C
8	Page no 29	Annexure 7, S.no 1 k	As per Standard Industry requirements and AIS-140 Standard the internal battery backup is upto 4 Hours and the device is tested accordingly from the Government recognized Testing Agency. Hence requesting you kindly modify the clause as: "4 Hours internal Battery Backup may as per Test Report but device will be capable to provide upto 6 Hours backup"	As per the Tender norms.
9	Page no 31	Annexure 7, S.no 8	Whether the proposed AVLT application software by the bidder is cloud based or hosted in GVK EMRI Data Center? Request to clarify the following concerned:	Pre defined Tables structure provided by GVK EMRI.
10	Page no 31	Annexure 7, S.no 10 b	1. Is the proposed AVLT application software is hosted in EMRI/ other department in Health Data Center? 2. If Yes then please give clarity on a) Is GVK EMRI will provide only space in Data Center or with required infrastructure? b) Is GVK EMRI will provide the required compute infrastructure to host the application? c) Is other license required to run the application such as Data Base, OS, etc. is provided by GVK EMRI?	Pre defined Tables structure provided by GVK EMRI.



11	Page no 31	Annexure 7, S.no 11	<p>Requesting you to please provide the minimum resource requirement along with the qualification in central location as well as in other on site location by considering the uptime SLA requirement.</p> <p>As the cost of resource impact high in pricing and hence may some bidder will consider less resource and as the project is State wide it is difficult for the bidder to give the better service and maintain the SLA. And if the successful bidder fail to maintain the SLA it will impact the project and GVK EMRI will suffer.</p> <p>Hence we highly recommend to GVK EMRI to provide the minimum resource requirement in central location as well as in other on site location by considering the uptime SLA requirement so all the bidder in same platform.</p>	<p>Technical representative should be capable for execution of project evaluation and implementation phase as per the terms of the Purchase Order.</p>
12	Page no 33	Annexure 8, S.no 5	<p>Is Route Geo Fencing/ Geo Coding is under the successful bidder? If yes then please provide the no. of Geo Coding Point.</p>	<p>GVK EMRI will be provided Ambulance base locations and Hospitals with Latitude and Longitude values and vendor should be provided incoming and outgoing alerts with predefined radius.</p>
13	Page no 33	Annexure 8, S.no 8	<p>Is providing of Google Maps is under the successful bidder? If yes then please mention the requirement as Google Map License version so no bidder will use the open source Map.</p>	<p>Yes, GVK EMRI will be provided Google Maps license. Bidder should be provided portal as per GOVT of Tamilnadu requirements.</p>
14	Page no 33	Annexure 8, S.no 9	<p>Is providing of SoS / Panic button is under the successful bidder? If yes then please provide the detail requirement.</p>	<p>Yes, SOS/Panic button should be provided with the device . SOS button text like " Ambulance met an accident with time stamp, ambulance location and vehicle Registration.</p>
15	Page no 33	Annexure 8, S.no 18	<p>Providing of SMS Gateway and required sms pack is under whose scope? Whether the successful bidder need to provision or the GVK EMRI will provide to the successful bidder.</p>	<p>Successful bidder only.</p>



	Page no 2	2nd Paragraph	Whether the 2 year contract period is from signing the Agreement or from date of Go-Live?	From the date of Purchase Order
16	Page no 5	1 VI	Request to increase the experience requirement from 500+ devices to 1000+ devices.	As per Tender
17			Request to please provide clarity on the following concerned: 1. Whether the Ambulance/Vehicle will be available at one central location or Multiple Location? 2. If the Ambulance/Vehicle will be provided in multiple location then please provide the location details along with respective vehicle will be provided in particular Location.	1. Multiple Location 2. Will be provided to the successful bidder
18	Page no 6	5 IV	Request to increase the submission of Performance Bank Guarantee deadline to 30 Days from the release of Purchase order from the concerned department	As per tender
19	Page no 10	20	The deadline for Delivery & installation of devices within 45 days is practically very less.	As per tender
20	Page no 11	24	So requesting you to please increase it to 75 days as OEM required minimum 45 days time to manufacture and supply the device.	As per tender
21	Page no 16	37	Request amend as "15 days credit from date of submission of monthly invoice against delivery, installation, inspection, commissioning, acceptance" as the project is under OPEX Model and the bidder has to require proper Cash Flow to execute the project successfully.	As per tender
22	Page no 24	Annexure 4, S.no 1	Request to please mention Monthly per unit cost for better clarity. And may amend as "Basic Monthly Rental per Unit Cost of AVL (Year 1 & 2)"	Considered Per unit cost



23	Page no 27	Annexure 6	1. Please provide the location details where installation of devices will be done by the successful bidder. 2. Respective vehicle will be provided in particular Location	Will be provided to the successful bidder
24	Page no 32	Annexure 7, 13 a	Is Training is provided in one central Location or multiple location? If training is provided in multiple location then please provide in how many location training is to be provided. Also provide the location details.	Multiple locations, will be provided to successful bidder
25	Page no 30	Annexure 7, 6 d	The AVLT device should be capable of transmitting data with minimum time gap of 10-12 seconds	Agreed only for 10 Seconds
26	Page no 33	Annexure 8, 8	Google Map Support	Required navigation route like -- OLA or Uber through Google map tool
27			Request to implement the Embedded Sim for different service provider	As per tender
28			Request for EMD Exemption	1% EMD should be provided
29			Can we use the Cloud based Hosting or Bidder have to deploy Hardware Server at your Location	Pre defined Tables structure provided by GVK EMRI
30			Kindly Confirm, Bidder will provide the Panic Switch also	Yes, SOS/Panic button should be provided with the device . SOS button text like " Ambulance met an accident with time stamp, ambulance location and vehicle Registration

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For GVK Emergency Management & Research Institute