



## EMRI Green Health Services

DMS Campus, Anna Salai, Teynampet, Chennai – 600 006.

Telephones: 044 – 2888 8060

Supply and Maintenance of GPS (Global Position Systems) for Ambulances on rental base (Opex Model) – Online Tender Fixing 2 Years Rate Contract.

Tender Reference: TNHSP/EMRIGHS/TN/SCM/003/2025-26 Date: 02.03.2026

Date of Commencement of Sale of Tender	:	02.03.2026
Pre-Bid Meeting	:	10.03.2026 @ 3.00 PM
Last Date and Time for Uploading the Bids	:	25.03.2026 @ 2.00 PM
Time and Date of Technical Bid Opening	:	25.03.2026 @ 3.00 PM
Place of Opening of Tender and Communication address	:	EMRI Green Health Services, DMS Campus, Teynampet, Chennai-6.

eTender Document can be downloaded from <https://tntenders.gov.in/> and EMRI GHS website [www.emri.in](http://www.emri.in) at free of cost.

eTender should be submitted with required details in <https://tntenders.gov.in/>

It will be the sole responsibility of the vendor to ensure that their bid is submitted at specified above on or before the specified date & time mentioned. The completed bids must be submitting through Online only.

**State Head, Tamil Nadu  
EMRI Green Health Services**



## BRIEF NOTE ON THE GPS REQUIREMENT

This document contains General Terms and Conditions, including desired and Mandatory features, qualification criterion, Commercial terms and conditions that are followed by EMRI Green Health Services for supply of GPS devices. However, the terms and conditions are not binding on EMRI GHS, TN and liable for change without any notice.

For and on the behalf of Health Department, EMRI GHS, TN floats this Online eTender for fixing the rate contract for GPS devices. The contract for the requirement pertaining to TN-EMRI will be entered into by TN EMRI directly. For the requirement pertaining to other departments, the respective departments will enter into contract as per the Terms & Conditions of the Tender.

This tender is called for, for fixing the unit rate for providing GPS facility for a period of **2 years** on rate contract basis. The tentative quantity for the rate contract period is expected to be around 2971 units. However, the actual quantity will be based on the request of the individual departments and the quantity is only tentative. The bidder will not have any right on the increase and decrease of the actual quantity and should execute the contract at the rates and terms and conditions irrespective of the actual quantity.

These GPS will be installed in vehicles which are assigned specifically for Health Care Programs such as Emergency Service, Mobile Medical Units/ Hospital on Wheels, Vaccine Carriers, Inspection Vehicles etc., as per the needs of respective Department.



## **General brief about EMRI Green Health Services 1-0-8 operations:**

EMRI Green Health Services (formerly GVK EMRI) is a pioneer in Emergency Management Services in India. As a not – for – profit professional organization operating in the Public-Private Partnership (PPP) mode, EMRI Green Health Services is the largest professional Emergency Service Provider in India

EMRI Green Health Services operates 1-0-8 ambulances through a Emergency Response Centre at head office (currently 108 operations in 12 states & 1 Union Territory). Victim in Emergency dials toll free 108 number and upon receipt of call, the call center employee dispatches the nearest available ambulance to the scene/location of emergency. The Emergency Medical Technician (EMT) provides pre-hospital care to the victim at the scene followed by shifting of the emergency victim to nearest hospital. The ambulance is equipped with a variety of medical equipment, medical consumables and disposables to ensure the victim is stabilized (pre-hospital care) by the time the ambulance reaches the hospital for further treatment. Once the patient is handed over to the hospital, the ambulance returns to its pre-designated base location and is ready for attending next emergency.

### **Objectives of GPS:**

To track ambulance on real time basis to ensure visibility and GPS Tracking.

### **Definition:**

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

### **Bid Process:**

- EMRI GHS, TN calls for bids from all reputed Global Position Systems (GPS) systems solution-providers/manufacturers/their authorized dealers for supply, installation, commissioning and maintenance of GPS devices in 108 Emergency Service Ambulances, 155377 FHS, 102 JSSK, RBSK, Tribal, NCD and MMU across Tamil Nadu.
- All the prospective bidders are requested to kindly go through the “terms and conditions” of the “TENDER” document and submit their bids in e-Tender accordingly.



- The tender document is available for free download in the website of <https://tntenders.gov.in/> and EMRI Green Health Services (www.emri.in) at a free of cost.
- Any noncompliance of TENDER terms and conditions by the bidder shall automatically result in the forfeiture of EMD/PBG.

### General Terms and Conditions

#### **1. Eligibility criteria of the Vendor:**

- i. Any reputed Automatic Vehicle Location and Tracking (GPS) systems solution-providers/manufacturers/their authorized dealers are eligible to participate in the TENDER.
- ii. The GPS unit and Solutions offered by the Bidder should comply with existing Motor Vehicles Act and Rules and should be adaptable for modification in case of amends in the rules during the contract period. The unit should comply and satisfy relevant IS specifications, if any issued.
- iii. The participating bidder must have cumulative average annual turnover of at least Rs.2 Crore during last three years from activities related to GPS.
- iv. Only those bidders who can provide support in Tamil Nadu, with service network across Tamil Nadu need to participate.
- v. Bidder/OEM manufacturers should have the operational experience since last three years in GPS business.
- vi. Proof to be submitted at the time of preliminary bid evaluation on the presence of field service network or an undertaking needs to be given as per Annexure-9 attached.
- vii. Bidder/OEM manufacturers having installed at least 300+devices and running as on date within the last three years of TENDER evaluation only need to participate. Purchase order copies should be submitted as proof.
- viii. Experience in Government projects /a reputed organization and approval by Transport Authorities of any State in India are preferable.



**ix.** A firm/Group are allowed to submit only one proposal. In case they submit or participate in more than one proposal by any group all the proposal submitted shall be disqualified.

2. GPS specifications, Features, Operational Requirements-Annexures-7 & 8

3. **Scope of delivery:**

I. The delivery scope for the selected vendor would include the following: -

- i. All supplied hardware to be installed on ambulances. Power outputs and location for fitting the device etc will be indicated by EMRI GHS / other departments in health.
- ii. Server-side configuration at TN-EMRI.
- iii. Commissioning of the device and assisting TNEMRI team in getting the data from the ambulances onto the server
- iv. On field after sales support.

4. **Service Terms:**

- I. The service provider should always keep 10% of buffer stocks ready to replace the faulty devices without loss of time.
- II. Future software upgradation: Any upgradation in the software in the GPS devices supplied by the supplier/vendor must be provided free of cost during contract period and should comply with any amendments in Motor vehicles act, rules and regulations.

5. **Service Level Agreement/SLA:**

- I. After service support: All calls for support will have to be attended by the selected vendor within 3 hours of registering of the complaint by TN EMRI either through phone or e-mail.
- II. Escalation Matrix: for attending the service related/any other issues needs to be provided by the vendor at the time of bid submission.
- III. Resolution & Replacement of faulty devices: Reported issues would need to be resolved by the selected vendor ONSITE within 24 hours of registering of the complaint. Resolution in this context means "replacement with a new device" or repair to the satisfaction of TNEMRI, whichever is earlier.
- IV. Date and Timing of installation would be informed by TNEMRI and vendor has to strictly adhere to the schedules as installation of devices in the ambulances/Vehicles has be done only when emergency transportation



of cases/field activity are relatively low (preferably during night time or early morning hours).

V. Penalty: Replacement / troubleshooting of faulty devices should be replaced / rectified within 24 Hours, else penalty of Rs.1000/- per device per day will be applied from 2<sup>nd</sup> day onwards.

## 6. **Evaluation Process:**

Tender will be evaluated in three stages:

### a. **Preliminary evaluation:**

❖ All bidder are requested to strictly submit the documents in sequence as per preliminary evaluation criteria.

### b. **Technical evaluation**

- ❖ A procurement committee comprising members form TNHSP/TN-EMRI/ other assigned Technical Consultants will evaluate.
- ❖ TN-EMRI may at its sole discretion add/delete/revise any of features at any stage of tender evaluation due to administrative reasons.
- ❖ All bidder who meet the preliminary criterion, and submit technical bids conforming to the technical evaluation criterion only will be eligible for commercial evaluation.
- ❖ TN-EMRI shall consider the information furnished by vendor on technical requirements as sufficient and qualify the vendor for price bid opening. If, at any stage of pre-supply and post supply period, it is found that any information furnished by the vendor is either false or hidden or fabricated, such vendor may be blacklisted by the Government and prohibited from participating in any of future tenders.
- ❖ Field Testing: In the process of technical evaluation 10 devices of each technically qualified vendor will be installed in 10 different vehicles related to TN EMRI for 15 days and the performance of the device will be validated by monitoring the performance in dashboard.
- ❖ The bidder should submit GPS Device should work with 4G network. Primary device should be in 4G network. If there is no 4G, the device should auto fall back to 2G network and work on 2G. For technical evaluation the participating bidders should submit 10 GPS devices for 10 Vehicles with 4G network. AIS140 Device.

### C. **Commercial evaluation:**

- ❖ Commercial Bids of the bidder, who qualify in the Technical Bid Evaluation, will be opened in the presence of Bidder / representatives. L-2 and other qualified bidder will be contacted only if L-1 vendor fails



in the delivery schedules, installation, maintenance and any other tender terms and conditions.

- ❖ Price bid will be opened for those bidders who have technically cleared the field testing. Price bid will be opened only after technical evaluation.

#### **7. Pre bid meeting:**

- ❖ Only two persons per company will be permitted for the pre bid meeting and evaluation.
- ❖ All the bidder may seek clarifications only from the procurement committee on any of the TENDER terms and conditions either before or at the time of pre-bid meeting.
- ❖ All clarifications have to be taken at the time of pre-bid meeting only. No enquiries/clarifications will be entertained at the time of TENDER opening.
- ❖ All the minutes of the pre-bid will be documented and will become part of TENDER evaluation process. Decisions taken in the pre bid meeting shall supersede the relevant terms and conditions in the tender document.

#### **8. SUBMISSION OF BID**

The Bid should be uploaded in E-Tender online with the required documents.

9. TENDER documents that do not provide complete information and documents sought for and that are submitted after the specified time will not be considered and will be summarily rejected. Bidder should quote their prices in the prescribed format given in this tender document.

10. TENDERS received in any other form will not be entertained and liable to be rejected.

11. Vendor should sign the "Declaration certificate" (as per Annexure-1) in their company letter head stating that they have read and understood, all the Terms and Conditions stipulated for in the TENDER, and are willing to abide by these TENDER terms and conditions", before submitting the TENDER document. TENDERS submitted without the Signed declaration certificate will be considered incomplete and will not be considered.

12. The Bid should be properly page numbered, signed on each and every page and should be complete in all aspects

13. Place of inspection – All the evaluation and inspection will be done at the venue of TENDER opening i.e. TNEMRI at DMS Campus, Anna Salai,



Teynampet, Chennai or at any other place that would be informed in advance to the bidder.

**14. Validity of the TENDER:**

All bids/prices submitted shall remain valid for a period of two years from the date of opening of TENDER or until finalization of next tender whichever occurs later

**15. EMD Amount:**

The bidders shall make the payment of EMD online through the payment gateway provided in the TN-tender procurement portal. <https://tntenders.gov.in/> i.e., through State Bank of India Multi Option Payment System (SBI MOPS Gateway). The non-responsive / non-selected bidder, EMD will be returned back.

**16. Performance Bank Guarantee:**

The successful Bidder shall submit within 15 days of release of Purchase order, a Performance Bank Guarantee value equivalent to 3% of value of order for 2 years calculation and valid for a period of two years. PBG has to be submitted within 15days of release of Purchase order from the concerned department.

**17. Price:**

- 1.The price offered in the TENDER should be as per the structure requested in the BOQ and should be inclusive of all costs and taxes for delivery and installation, commissioning and maintenance (OPEX Cost) of GPS.
- 2.The price quoted shall remain "FIRM" for the entire validity period and without any escalation whatsoever.
- 3.The procurement Committee may at its sole discretion negotiate with the L-1 vendor to further reduce the prices; in case it is felt that L-1 prices are more than prevalent market prices or any other reason in the interest of public in general.

**18. Installation, commissioning & maintenance:**

- a) Where ever required the vendor shall be responsible for shipping and commissioning the items to vehicles of TN-EMRI spread over the entire state of Tamil Nadu within 45 days.
- B) Successful vendor is also responsible for swapping between vehicles as per discretion of TN-EMRI during the contract period.



**19. Quantity allocation:**

- I. In an event of L-1 vendor unable to meet delivery deadlines due to any reason, TN EMRI will go to the next bidder strictly in the order of their original position of the price bid to match the original price.
- II. Successful bidder has to undergo Prototype evaluation process before release of purchase orders.
- III. All the quantity requirements shown herein are tentative and release of Purchase order will be as per the actual requirement of TN-EMRI according to needs.
- IV. During the period of the contract, if the price of any item is reduced due to any reason including any Law or Act of the Central/State Government, the vendor shall be statutorily bound to intimate the reduced rates immediately to the purchaser and shall charge the reduced rates. The purchaser is empowered to unilaterally effect such reduction as is necessary in rates, in case the vendor fails to notify or fail to agree to such reduction of rates. In case of sole vendor for any schedule, EMRI Green Health Services can either compare the quotes by the sole vendor with market prices and may negotiate further or scrap the TENDER and go for re-TENDER.

**20. Delivery / Supply schedule:**

- I. The successful vendor has to supply, install and commission and maintain the GPS as per delivery schedules to be given from time to time.
- II. Delivery & installation of devices: within 45 days from the date of PO release by TN EMRI and acknowledgment.

**21. Ethics**

- I. Any attempt by a Vendor to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the Contracting Authority during the process of examining, clarifying, evaluating and comparing TENDERS shall make the TENDER submitted by those Bidder liable for rejection/disqualification.

**22. Indemnity**

- I. The Supplier shall at all times indemnify the Purchaser against all claims which may be made in respect of the items, for infringement of any right protected by Patent, Registration of design or Trade Mark and shall take all



risk of accidents or damage which may occur or failure of the supply from whatever cause arising. The Supplier shall be entirely responsible for the sufficiency of all the means used by them for the fulfillment of the contract.

II. Supplier agrees to indemnify, defend and hold TNEMRI in health and its officers, directors, employees, agents, its parent, partially or wholly owned subsidiaries, franchisees, successors and assigns harmless from and against any and all liability, losses, damages, claims, liens, expenses or causes of action including, but not limited to reasonable legal fees and expenses that may be incurred by EMRI Green Health Services, arising directly or indirectly out of, or in connection with, Supplier's violation or breach of any of the terms of this Agreement or any act or omission to act by Supplier in violation of this Agreement. TNEMRI shall provide Supplier with prompt written notice of any claim for which indemnification is sought and shall have the right to participate in the defense of any such claim.

III. TNEMRI agrees to indemnify, defend and hold Supplier and its officers, directors, employees, agents, its parent, partially or wholly owned subsidiaries, franchisees, successors and assigns harmless from and against any and all liability, losses, damages, claims, liens, expenses or causes of action including, but not limited to reasonable legal fees and expenses that may be incurred by Supplier, arising directly or indirectly out of, or in connection with, TN EMRI's violation or breach of any of the terms of this Agreement or any act or omission to act by TN EMRI in violation of this Agreement. Supplier shall provide TN EMRI with prompt written notice of any claim for which indemnification is sought and shall have the right to participate in the defense of any such claim.

**23. Familiarity with the terrain and supplier performance:**

I. It is expressly understood that all the bidder/OEM are familiar with the geography/topography of the ambulance locations across Tamil Nadu and are satisfied that the devices and service that they are offering to TNEMRI shall work satisfactorily as prescribed in the SLA. No claim from any of successful bidder shall be accepted on account of nonperformance citing reasons of bad connectivity or terrain related issues or any other issue,



external or internal. Connectivity is poor or not available in some areas, it will be treated as exempted.

- II. It would be single responsibility of the vendor to provide the data in the desired format of TNEMRI for all the mandatory features. TNEMRI may extend any application support at its sole discretion, without any additional cost

**24. QUALITY ASSURANCE:**

Supplier represents and warrants that it shall fully comply with all written quality assurance requirements or instructions of TNEMRI, and as they may be amended from time to time in the sole discretion of TN EMRI. Supplier further represents and warrants that the Product shall be produced, manufactured, stored and shipped by Supplier in strict compliance with all applicable central, state and local laws.

**25. Trademarks**

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

**26. Intellectual Property, Proprietary Knowledge and Confidential Information (Excluding the information in the Public Domain)**

- a. Supplier acknowledges that in connection with this Agreement, TN EMRI may disclose to Supplier, or Supplier may otherwise obtain or develop knowledge of certain confidential and proprietary information of TN EMRI, including, but not limited to, trade secrets, intellectual property, future business plans and services, financial, sales, Supplier, customer, employee, investor, or other business information related to the business and activities of TN EMRI.
- b. All such information is hereby designated by TN EMRI to be Confidential and Proprietary Information. Supplier acknowledges and agrees that Confidential and Proprietary Information shall not be disclosed by Supplier or any of Supplier's employees, representatives, agents or contractor's without the



express written permission of TN EMRI. Notwithstanding the foregoing, Supplier, during the term of this Agreement, and in order to carry out its obligations under this Agreement may disclose Confidential and Proprietary Information to its EMPLOYEES solely for the purpose of performing its obligations under this Agreement, and only on a “need to know” basis. Supplier agrees that all of its employees receiving any Confidential and Proprietary Information shall enter into a separate written confidentiality agreement with Supplier that ensures the employee will comply with the confidentiality provisions of this Agreement. A copy of each such confidentiality agreement shall be provided to TN EMRI.

- c. All Confidential and Proprietary Information shall remain confidential until TN EMRI designates it as non-confidential or until the information becomes public through no fault of the Supplier.
- d. Supplier shall not be liable for the disclosure of Confidential and Proprietary Information if made in response to a valid order of a court or authorized agency of government; provided that fifteen (15) day’s notice first be given to the TN EMRI so a protective order, if appropriate, may be sought by TN EMRI.
- e. Supplier agrees that in the event Supplier or any of its employees, contractors, representatives, or agents breach the provisions of this Article, such breach or threatened breach would cause irreparable harm to TN EMRI, and in such instance, TN EMRI shall be entitled to injunctive and other equitable relief to prevent such breach or to remedy any actual breach.

## 27. **Miscellaneous**

- a. The parties to this Agreement are independent contractors. Nothing contained herein shall constitute this arrangement to be employment, a joint venture, a partnership, a franchise or an agency between the parties. Neither party has the authority to bind the other or to incur any obligation on its behalf.



- b. No waiver by either party of any default shall be deemed as a waiver of prior or subsequent default of the same or other provisions of this Agreement.
  
- c. If any term, clause or provision hereof is held invalid or unenforceable by a court of competent jurisdiction, such invalidity or unenforceability shall not affect the validity or operation of any other term, clause or provision, and such invalid or unenforceable term, clause or provision shall be deemed to be severed from the Agreement.
  
- d. This Agreement constitutes the entire understanding of the parties, and revokes and supersedes all prior agreements between the parties, and is intended as a final expression of their agreement. It shall not be modified or amended except in writing signed by the parties hereto and specifically referring to this Agreement.
  
- e. Bidder or employees of vendor cannot claim or construed as employees of TN EMRI.

**28. Compliance of the Laws of the land**

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

**29. Documentation requirements:**

Supplier has to send the following documents

- a. Invoice in original along with one additional copy, both duly signed and stamped by supplier
- b. A copy of Purchase order raised by TNEMRI.

**30. Product Withdrawal**

- a. If it is deemed necessary at any time by either TN EMRI or Supplier or any local, state, or central governmental agency or other authority to recall or withdraw the Product produced by Supplier and being supplied to TN EMRI, either as a result of failure of the Product or Supplier to strictly comply with TN EMRI's quality standards or any governmental health rule or



regulation, or shall fail to comply with any other governmental authority or agency having jurisdiction, supplier shall bear all costs and expenses incurred by it and/or in complying with the recall or withdrawal procedures, unless (attend only then to the extent) such recall or withdrawal is solely the result of the negligence or misuse by TN EMRI.

- b. If Supplier fails or refuses to promptly comply with the recall or withdrawal of the product upon request by the TNEMRI or any federal, state or local authority, TN EMRI shall take such action as it deems necessary to recall or withdraw the product from field (Ambulances in the field) and Supplier shall immediately reimburse for the costs and expenses incurred.

**31. Re-Allocation / Cancellation of TENDER:**

In case of failure on the part of the successful vendor to supply, install and commission the GPS within the stipulated date mentioned in the purchase order, TNEMRI at its sole discretion may cancel the purchase order in full, or part, and re-allot the same to next lowest vendor who otherwise fulfills all conditions or may go for retendering as per Tender Act.

**Penalties:**

- a. The penalty for late delivery & installation will be imposed at the rate of 0.5 per cent of the value of contract per week for maximum of 10% after which no delivery will be accepted and the Performance Bank Guarantee will be forfeited.
- b. Late delivery shall mean any day beyond 'firm' delivery date.
- c. Any violation of service support will automatically result in forfeiture of EMD/PBG.

**32. Payment terms:**

- a. 30 days credit from date of submission of monthly invoice against delivery, installation, inspection, commissioning, acceptance
- b. The vendor should submit the bills/invoices and order copy with satisfactory inspection report of the designated Technical Committee as indicated in purchase orders, duly signed and accepted should be submitted at TNEMRI, Chennai in original. Three copies of each document should be made and one copy handed over to the authority at delivery site.



#### **34. Fraud & Corruption:**

The bidder, suppliers & contractors shall observe the highest standard of ethics during bidding and during performance of the contract. For the purpose of this provision, the following acts shall be considered as corrupt and / or fraudulent practices-

- a) "Corrupt Practices" means offering, giving, receiving, or soliciting directly or indirectly, of anything of value to influence the action of an official in the procurement process or in contract execution.
- b) "Fraudulent Practice" means misrepresentation or omission of facts in order to execution of contract.
- c) "Collusive practice" means a scheme or arrangement between two or more bidder, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive level.
- d) "Coercive Practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or in execution of a contract.  
During the process of evaluation of a bid or proposal of an award of a contract, if it is detected that a vendor directly or through agent has engaged in corrupt, fraudulent, collusive or coercive practice in competing for the contract in question, then a) the bid shall be rejected and b) declare the firm ineligible for a specific period or indefinitely to participate in a bidding process.

#### **35. Jurisdiction:**

All disputes arising out of or in connection with this TENDER shall be referred to law courts within jurisdiction of State capital only.

#### **36. Ownership of TENDERS:**

All designs, drawings, specification sheets etc submitted shall remain property of TN-EMRI



### **37. Force Majeure:**

The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **38. Dispute Redressal Committee**

All disputes can be addressed by amicable settlement by committee constituted by SHO, EMRI Green Health Services, TN. / respective departmental ordering authority in Health.

### **39. Power of Cancellation:**

Procurement Committee constituted to evaluate this tender reserves the right to cancel the TENDER notification and reject all the TENDERS in part or full, at any time during the process of receipt, evaluation, and finalization of TENDERS and at any stage of supply of GPS, without assigning any reason what-so-ever.

### **40. Indemnity:**

The Supplier shall at all times indemnify the Purchaser against all claims which may be made in respect of the items, for infringement of any right protected by Patent, Registration of design or Trade Mark and shall take all risk of accidents or damage which may occur or failure of the supply



from whatever cause arising. The Supplier shall be entirely responsible for the sufficiency of all the means used by them for the fulfillment of the contract

**41. Termination at Purchaser's Discretion:**

TN EMRI may, at any time, terminate the contract for any reason by giving the Supplier notice of termination. Upon receipt of the notice of termination, the Supplier shall either immediately or upon the date specified in the notice of termination, cease all further work except for such as the Purchaser may specify in the notice of termination. In the event of termination of the Contract, the Purchaser shall only pay to the Supplier the Price for the device maintained by the Supplier as of the date of termination.

**42. Governing Law:**

The Contract entered into between the Company and the Supplier shall be governed by and interpreted in accordance with the Laws of India. The place of jurisdiction shall be the place where the Purchaser is located, unless otherwise specified.

**43. Local Conditions:**

It will be imperative on each vendor to fully acquaint himself of all local conditions and factors that would have any effect on performance of the Contract. The purchaser shall not entertain any request for clarifications from the vendor regarding such local conditions nor shall accept any offer conditional to the local factors. No request for any change of price or extension of time schedule of delivery of goods shall be entertained after purchaser accepts the items and services.

**44. Authority for Signing Documents:**

A person signing the TENDER Form or any document, forming part of the contract on behalf of the supplier, shall carry the authorization letter stating his / her authority to sign such documents from the respective organization. Any Agent who is participating on behalf of a manufacturer shall have the valid authorization letter on behalf of the manufacturer to



sell the goods in the area where the TENDER is meant for, without which the bid will not be considered as valid.

**45. Responsibility for Performance of Contract:**

The Supplier shall be entirely responsible for the performance of the contract in all respects in accordance with the terms and conditions as specified in the Contract.

State Head

For and on Behalf of EMRI Green Health Services



### **List of Annexures**

**All bidder are required to submit all the information requested in below Annexures**

Annexure – 1--DECLARATION FORM – ON BIDDER LETTER HEAD

Annexure – 2 --EVALUATION PROCESS

Annexure – 3--UNDERTAKING ON NOT BEING BLACK LISTED –  
ON LETTER HEAD

Annexure – 4--FORMAT FOR PRICE BID

Annexure – 5--FORMAT FOR PBG

Annexure – 6--QUANTITY REQUIREMENTS

Annexure - 7 --TECHNICAL SPECIFICATIONS for GPS

Annexure – 8--TECHNICAL FEATURES

Annexure - 9 --OPERATIONAL REQUIREMENTS

Annexure – 10 – SUPPLIER INFORMATION FORMS

Annexure – 11 – ANTI COLLUSION CERTIFICATE



**Annexure-1**

**DECLARATION FORM – ON VENDOR’S LETTER HEAD**

(For GPS FOR EMRI Green Health Services)

1. Name of the Organization:
2. Name of the Chief Executive Officer/MD& Address:
3. Address of the registered office:
4. Address of the Factory / Plant:
5. Number of employees:
6. Number of GPS installed and commissioned in, 2022-2023, 2023-2024 & 2024-2025 with proof
7. Total turnover in 2022-2023, 2023-2024 & 2024-2025

(Please submit company profile on separate sheet)

8. EMD details with TENDER form Rs. 50,000/- In words ( Rupees Fifty Thousand Only )

Name of the Bank and Issued branch:

9. Declaration by the TENDER:

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

SIGNATURE OF THE BIDDER WITH  
DESIGNATION & OFFICE SEAL



## **Annexure-2**

**Note:** In the process of technical evaluation 10 devices of each technically qualified vendor will be installed in 10 different vehicles related to TN EMRI for 15 days and the performance of the device will be validated by monitoring the performance in dashboard. Those bidders who qualify for the field test only will be technically qualified and those bids only will be eligible for commercial evaluation.



**Annexure-3**

**UNDERTAKING ON NOT BEING BLACK LISTED – ON LETTER HEAD**

We M/s ..... Do hereby

Undertake that, in competing for (and, if the award is made to us, in executing) the subject for supply of ..... Under CURRENT GPS TENDER PUBLISHED on 02.03.2026 we shall strictly observe the laws against fraud and corruption in force in the country. We further state that, we have not been debarred/blacklisted by any Government organization in India till date.

Sd/-

Signature of proprietor/ Partner/ Director

Designation:

Seal :



**Annexure-4**

**PRICE OF BID FORMAT**

Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST (If applicable in Percentage)	GST Amount in Rs. P	HSN / SAC Code	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT including taxes in Rs. P
1	2	3	4	5	7	8	9	10	11	12
1	Group 1: GPS (Global Position Systems)									
1.01	GPS Device - Rental Basis	item1	2971	Nos			0.00		0.00	0.00
<b>Total in Figures</b>									<b>0.00</b>	<b>0.00</b>



**Annexure-5**

**Performance Security Bank Guarantee**

..... (Insert: Bank's Name and Address of Issuing Branch or Office)

Beneficiary: ..... (Insert: name and Address of Purchaser)

Date: .....

PERFORMANCE GUARANTEE No: .....

We have been informed that (insert: name of Supplier) has entered into Contract No. (Insert: reference no of the contract) dated ..... With you, for the supply of (insert: description of goods).

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we (insert: name of bank) hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of (insert: amount in figures) (.....) (insert: amount in words) upon receipt by us of your first demand in writing accompanied by a written statement stating that the supplier is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than the ..... Day of ....., 2..... , \*\*and any demand for payment under it must be received by us at this office on or before that date.

\*\* The guarantor agrees to extension of this guarantee for a further period of 4 years (One year extension on each request) in response to the purchaser's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.

**Annexure – 6**

<b>S. No</b>	<b>State</b>	<b>Projected requirements</b>
1	EMRI Green Health Services 108	1,353
2	EMRI Green Health Services FHS	220
3	EMRI Green Health Services JSSK	131
4	Other Department (Tribal & MMU)	425
5	Other Department (NCD)	37
6	Other Department (RBSK)	805
	<b>Total Count</b>	<b>2,971</b>

Note: Quantity mentioned above is tentative, however the actual quantity will be based on the request of TN EMRI. The bidder will not have any right on any increase or decrease in the actual quantity and should execute the contract at the rates, Terms & conditions as and when required.



## Annexure-7

### Technical Specifications for GPS

#### **AIS-140 4G GPS Tracker Specifications (Typical Features & Technical Details)**

AIS-140 is the regulatory standard mandated by MoRTH and ARAI for GPS trackers in Indian commercial vehicles. Specs vary among manufacturers, but here's an aggregated overview of what these devices typically offer:

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#### **General & Environmental**

- **Certification & Standards:** AIS-140 4G compliant, iCAT/ARAI certified, and government/RTO approved
- **Operating Temperature:** Ranges from  $-25^{\circ}\text{C}$  up to  $+85^{\circ}\text{C}$ , depending on model
- **Ingress Protection:** IP65 or IP67 ratings for dust and water resistance

#### **Physical Specs**

- **Dimensions:** Examples include  $102 \times 72 \times 32$  mm; other models:  $105 \times 55 \times 32$  mm
- **Weight:** Usually between 100 g and 250 g

#### **Power & Battery**

- **Voltage Range:** Typically supports 7–40 V or 9–36 V DC, with surge (load dump) protection
- **Backup Battery:** Ranges from approx. 800 mAh to 1,100 mAh, lasting several hours in vehicle power loss
- **Current Consumption:** Around 80–100 mA during transmission, less in idle/sleep modes

#### **Connectivity & Communication**

- **Cellular:** 4G LTE GSM 4G B1/B3/B5/B7/B8/B20/B28/B38/ B40 /B41 and Quad Band GSM  
**Sensitivity:** -109dBm. Auto fall back from 4G to 2G & 2G to 4G.
- **Internal/External Antennas:** Commonly have internal GPS/GSM antennas; external options may be available
- **Interfaces:** Include RS-232/RS-485 ports(Optional), multiple digital and analog I/Os, SOS button
- **GPS Connectivity:** The GPS shall operate on a 4G LTE network and shall feature automatic fallback (to 3G/2G networks) in case of 4G failure, as per AIS 140/IS 16833 standards



## GNSS Capabilities

- **Satellite Support:** GPS + IRNSS (NavIC) standard; many models support GLONASS, Galileo, BeiDou
- **Frequencies & Channels:** GPS L1 (1575 MHz), IRNSS L5 (1176 MHz); 22–99 tracking channels depending on variant
- **Position Accuracy:** Typically, <2.5 m Circular Error Probable (CEP); less precise models report < 10 m

## Data & Storage

- **Logging Capacity:** Around 40,000 to 100,000 location records stored; memory 8 MB flash (10-year retention) or expandable
- **Data Backup:** Retains logs during network outages and up to days of tracking history

## Alerts & Tracking Features

- **Safety/Alerts:** SOS/Panic button; over speed, geofencing, door status, theft, tamper, low battery, unplug detection
- **Other Sensors:** Accelerometer, gyroscope for driver behaviour monitoring; some include fuel/temperature sensors

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## Example Comparison Overview

Feature	Typical Specification
GNSS	GPS + IRNSS; GLONASS/BeiDou/Galileo
Accuracy	≤ 2.5 m CEP (some up to 10 m)
Cellular	Quad-band GSM; LTE/4G, eSIM supported
Power Input	7–40 V DC; backup battery ~800–1,100 mAh
Ingress Protection	IP65 or IP67
Logs Capacity	40,000–100,000 records; memory ~8 MB
Alerts & I/O	SOS, geofence, tamper, IO interfaces
Environmental Tolerance	–20 °C to +85 °C
Interfaces	RS-232, RS-485, CAN (optional)



S.N	Category	Requirements
1.a	GPS Hardware features	GPS should have Quad band GSM/GPRS Modem equivalent or better, with internal Flash Memory <u>of Minimum 4MB to store sufficient data.</u>
B		Built in Antennas for the GPS and GSM/GPRS connections are required.
C		GPS unit must support any GSM card in India (different geographies may require SIM cards from different service providers) and Should support all GSM networks anywhere in Tamil Nadu
D		The GPS receiver must have fast minimum 20 channels continuous tracking and the following re-acquisition functionality in terms: Cold start < 45 Sec, Warm start <=38 sec, Hot start <=12 sec, Signal re-acquisition = 100ms.
E		The device should have alerts on the following - low battery and power supply, disconnection of power supply, tampering with any input, speed limitations. Speed alert is necessary during the return trip/Back to base trip which is restricted to 50 kms/Hr. This alert is for safety measure only. Alert should reach the call centre. However, opinion should also be available to configure these setting according to needs of the user.
F		GPS equipment should not undergo 'sleep mode' or 'dead mode' in any situation and should have auto refresh/awake functionality due to movement or any other vibrations. Later if required, EMRI Green Health Services may ask the vendor to configure the devices with auto sleep mode (when the vehicle stationary for more than certain period, etc.). The device should restart immediately as and when there is loss of internet connectivity, which should be an inbuilt function. There should not be any time lag.
G		GPS should have the following features: Tamper proof/dustproof /water ingress resistant (Spill Proof). The device should perform reliably in mobile environment of ambulance. It must be certified to be operable and stored for -40C to +60C Over voltage and reverse connection protection should be available as a inbuilt function. GPS should confirms to IP-67 rating.



H		Power input should support 8v to 28v The vehicle battery voltage range is between 12V-24V. Power unit input voltage should support 7V-36V.
I		Accessories as required by EMRI Green Health Services along with required software should be provided by vendor as and when required. The Accessories and Software provided to department in Health should be capable of delivering outputs as delivering outputs as desired by the department to
J		Vendor has to install the Server-side equipment at EMRI Green Health Service with required software ensuring the data is being captured from the vehicle device. Data can be transferred to EMRI Green Health Services and to assigned Disaster recovery data centre on real time basis.
K		Internal backup battery should be Li-ion providing 6 hours of backup- The GPS unit should be provided with internal back up Li-ion battery of minimum 1000 mAh capacity.
2	Sensitivity of GPS devices	GPS Should have high tracking sensitivity (least count less than 10 Meters for Lat and Long and 10 Deg for Orientation) with built in GPS Antenna.
3.a	Acquisition of data	In case of no coverage/Server maintenance/SIM issues the GPS should be able to log up to 20,000 logs (or 3 days of data whichever is more) on the inbuilt memory and these shall be transmitted when back into network coverage area. The store and forward mechanism in no case should result in loss of data packets. Per data packet acknowledgement is required to prevent the data loss.
b		The data packet received at the server end should have the following fields. Unit ID, Latitude, Longitude, Speed, Time Stamp, Distance travelled and Orientation (azimuth), all analog inputs or digital inputs, of the vehicle. GPS fix. The difference in distance travelled data between GPS and vehicle odometer should not exceed 7% at the times.
C		The GPS device should capture the movement in & out from GPRS covered zone to non -GPRS coverage and its return to GPRS coverage area with the location coordinates and date and time stamp.



d		All information coming from the GPS device shall be available with unit ID mapped to any of the vehicle parameters such as vehicle No, SIM NO, Unique ID predefined by EMRI Green Health Services.
e		All Way-out points and special event points out of GPS (Latitude, Longitude) should be of Decimal Degrees-WGS84 format and should contain minimum of 6 decimal places and should not contain any Null Lat or Null longs.
4	Capture of location data	When an Ambulance traverses the same point more than once, at different times, the coordinates that are sent by the GPS should not vary in their projection on any reference map data more than 10 Meters. This also applies to forward and backward passes (either X, or Y coordinates as appropriate) while passing or halting at the same landmark.
5.a	Data Transmission	GPS data need to be sent to server located at EMRI Green Health Services premises directly from the devices without an intermediate server. Data can be transferred to EMRI Green Health Services to assigned Disaster Recovery data Centre on real time basis
B		The system should support SMS based commands including SMS to clear the stored data packets, to reboot the device and to re-configure the server IP. The System should support command instructions (SMS based or other digital mode) to clear the stored data packets, to reboot the device and to re configure the server IP
6.a	Configuration parameters	GPS Vendor should have a Provision of a mapping table (master table) through software, to map GPS Ambulances with their Location IDs at the EMRI Green Health Services Server side. The Software should be capable for mapping GPS vehicles according to programme involved (108/ JSSK /FHS/Department) independently and also distinguish on road and off-road vehicles (if data packet is not received up to six hours continuously then it can be treated as off road)



B		Each GPS device should be able to store primary and backup IP Settings, the IP settings should be configurable from the server side. All alert parameters within the device and transmission intervals should be configurable from server side. Firmware upgrades should be possible from server side. It should also be compactable for 4G network auto fall back to 2G network.
C		Server-side application supplied by the vendor has to provide the functionality necessary for adding and deleting of units to the system, switching-off units within the system, update time interval for messaging, start-stop the updates and other GPS System maintenance Functions. The software should also have provisions to add inputs such as off road / on road details of vehicles, entering odometer reading of vehicles periodically, parked vehicles without GPS and other parameters assigned by the department.
D		The GPS device should be capable of transmitting data with minimum time gap of 10 seconds both running and idle state (this will be tested in Pilot) and should be configurable from the server side for higher time intervals. The captured data should come into the server in the designated M-SQL table/My-SQL/Postgres SQL table. Thereafter finalized the vendor, in production environment 10 secs for running and 1 minute for idle state. Event analysis tool required to analyse device event data in under 10 seconds. also need a tool to check the pushed data in AVL server within 10 seconds.
E		<p>Vehicle movement for a specified day must adhere strictly to the approved plan. Any deviations or violations should be recorded, displayed, and reported through the GPS portal, along with the necessary vehicle status metrics.</p> <p>The vendor is required to provide API support as per the specified requirements</p>



7.a	Installing Hardware and software components	GPS components must be capable of being installed and operational as specified on any of the EMRI Green Health Services ambulances. Arranging specific mounting accessories etc. at the places inside the vehicle and at server end with their configurations as specified by EMRI Green Health Services is the responsibility of the vendor.
B		During initial Installation, Configuration and Integration of the solution, vendor's experts have to physically available at respective EMRI Green Health Services campus.
8	Licensing	<u>Vendor need to accommodate Perpetual license for Server-side software and device usage. Updates and upgrades should be free during the operational period and the yearly maintenance cost should be borne by the vendor and needs to include in the Customization of Server-side Software in his scope (supplied by Vendor) as per the requirements of EMRI Green Health Services.</u>
9	Product Architecture	Vendor has to provide the Architecture of the product /Solution and all technical documents /help files
10.a	Server-side application	Server-side application should support MS SQL Server and, in the table, structure provided by EMRI Green Health Services –open source data base structure or Postgre SQL Server should be provided and must work ideally with any OS. Service side application should support any data base structure as per end user requirement such as MS SQL Server/ POSTGRE SQL Sever /My SQL Server any open source DB and Compactable to OS. Table structure will be provided by end user.
b		Vendor should install his web services or remote services at GPS server in EMRI, to pull the data into SQL Server/ Postgre SQL from the respective devices. The application has to provide an interface to monitor any GPS unit statistics such as average throughput, GSM, GPRs channel transmission and reception statistics and host activity statistics for monitoring the health and performance of the devices



11	Support	Vendor should make available a technical representative at EMRI Green Health Services state office for the Pilot evaluation and later during the Implementation phase as per the terms of the Purchase Order.
12.a	Documentation	Format of data from GPS to EMRI-GPS server, should be provided in the form of document.
b		Detail description should be provided with respect to the Key alerts and data tables and columns created in SQL table/ Postgre SQL/My SQL/Open source DB as per requirement of the end user.
13.a	Training	Training the EMT, Pilot & supervisory staff on installation, use & Troubleshooting of GPS (including related user / admin manuals)
b	Certifications	one or more of UL, CE, FCC, ARAI /iCAT certifications are required.

### Annexure-8

<u>Technical Features</u>
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S.no	Description
1	Live Tracking
2	Group Tracking
3	Navigation History Playback & Tracking
4	Speed alert- Available presently as same. On return / idle trip if it exceeds 50 Kms Configurable according to end user needs
5	Geo -fencing alert
6	Vehicle location alert
7	Trip Details-Provide as per requirements
8	Google Maps or equivalent Support- Map my India
9	SOS alerts- Yes
10	Low Battery alert
11	Easy Device, Vehicle & Driver mapping features
12	self-mapping with vehicles
13	Easy configuration settings by Admin
14	Role based user control
15	ignition on/off
16	Application for tracking on mobile
17	Mail alerts optional
18	Any additional customization based on requirement an etc

### Annexure-9

#### Service Level Agreement

<u>Operational requirements</u>	
S.no	Description
1	<i><u>ALL the devices should have an uptime of 99% and above on average. If any device is not working it needs to be rectified or replaced as per tender point no. 5 (III) else Rs.1000/- per day (24 hours) from 2<sup>nd</sup> day onwards. In case of Failure, the percentage of down time will be deducted from the total bill on day basis.</u></i>
2	Dedicated Manpower the HQ should be provided by the vendor and for issue related to on field support also need to be taken care by the vendor.
3	No extra charges will be paid for on field support or for buffer stock.
4	Sim need to be taken care by the vendor himself and EMRI Green Health Services is not responsible for any kind of network related issue and no excuses will be entertained.
5	Installation cost for device need to be taken care by the vendor and no extra charges will be paid for first time or later.
6	No extra charges will be paid for customization of report in contract period which were requested by EMRI Green Health Services.
7	Web portal access with real-time tracking, dash board and reports need to be provided as desired by EMRI Green Health Services.
8	Vendor needs to sign a Non-Disclosure agreement pertaining to the same
9	Integration of GPS Data with ERC application is must



### **Annexure-10**

#### **Supplier Information form (SIF)**

1. Name of the Organization : \_\_\_\_\_
2. Cheque Favoring Name : \_\_\_\_\_
3. Permanent Account Number (PAN) : \_\_\_\_\_ (Please enclose copy)
4. Name of the PAN card holder : \_\_\_\_\_ (Please enclose copy)
5. Good & Service Tax Registration (GST) : \_\_\_\_\_ (Please enclose copy)
6. TAN Number : \_\_\_\_\_ (Please enclose copy)
7. MSME/Udyam Regn. Certificate : \_\_\_\_\_ (Please enclose copy)
8. FSSAI Number (if applicable) : \_\_\_\_\_ (Please enclose copy)
9. Other Tax number : \_\_\_\_\_ (Please enclose copy)
10. Pan Aadhar Link status : yes  No  (Please enclose screen shot)
11. Constitution (Please tick Mark (√)) : Proprietor  HUF  Trust/Association  Firm   
Private Limited Company  Public Limited Company
12. Registered Address with PIN code :

#### **(Please tick mark (√) Enclosed Document)**

- Electricity Bill  Tax Bill  Telephone Bill  Shops & Establishment Certificate
13. Deals in kind of Products/Services :
  14. Payment Terms :
  15. Bank Account Details :
    - a. Name of Bank :
    - b. Bank Account Number :
    - c. Account type : Current  Savings

(Pls. enclose Cancel Cheque Copy / Bank Pass Book front Page)

    - d. Branch & Add. :
    - e. FISC code :
    - f. MICR code :
  16. Contact Details
    - a. Contact Person :
    - b. Telephone Number :
    - c. Mobile Number :
    - d. E-mail ID :
    - e. URL / website :
  17. Name of Sister concern or any :  
Interdependent Entity (if any)  
(Signature of Authorized Person)  
Designation:  
Date.



**ANNEXURE - 11**

**Anti-Collusion Certificate**

I/ We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We further confirm that we have not proposed nor will proposal any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Dated this .....Day of ....., 2026

.....

(Name of the Bidder)

.....

(Signature of the Bidder / Authorized Person)

.....