

Centralised Accident & Trauma Services (CATS)
(An Autonomous Body of Govt. of NCT of Delhi)
Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi – 110006
(Tele-Fax No. 01123860071, Email – catsambulance@yahoo.com)

No.I/48/CATS/NRHM/2014

Dated: 31.07.2014

AMENDMENT No. 2

Subject: Amendment to the Expression of Interest for short-listing of System Integrators for Setting up of modern CATS Control Room

The pre-bid meeting for the referred EOI was held on 10/07/2014. Based on the written queries received from prospective bidders, following amendments are being incorporated in the referred Expression of Interest document.

EOI Clause No.	Existing Clause	Amended Clause
3.1 (11), Page - 8	<p>Respondents are requested to submit their responses in the format given below.</p> <p>i. Covering Letter as per the format provided in Appendix I</p> <p>ii. Requested information in the suggested formats along with the mandatory supporting documents for each of the criteria as provided in Appendix II & III</p> <p>iii. For any queries related to this notice on Expression of Interest, an email may be sent to catsambulance@yahoo.com on or before the pre-bid meeting . “[Eoi Query]-Specialized solutions for CATS Control Room” should be included in the subject line.</p>	<p>Respondents are requested to submit their responses in the format given below.</p> <p>i. Covering Letter as per the format provided in Appendix I</p> <p>ii. Requested information in the suggested formats along with the mandatory supporting documents for each of the criteria as provided in Appendix II & III</p> <p>iii. For any queries related to this notice on Expression of Interest, an email may be sent to catsambulance@yahoo.com on or before the pre-bid meeting . “[Eoi Query]-Specialized solutions for CATS Control Room” should be included in the subject line.</p> <p><u>iv. A brief solution write up is to be submitted by the bidders with EOI. RFP will contain detailed solution analysis.</u></p>
3.2 (1), Page - 9	<p>The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies and all consortium partners shall be registered under the Indian Company Act, 1956.</p>	<p>The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies wherein Prime Bidder shall be registered under the Indian Company Act, 1956</p>

<p>3.2 (4), Page – 9</p>	<p>The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the Consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EOI.</p>	<p>The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have Positive Net Worth for at least three financial years. Proof of the same should be submitted as a part of the Eoi.</p>
<p>3.2 (5), Page – 9</p>	<p>The bidder (Company/ Consortium-all members of consortium) must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator.</p>	<p>The bidder (Company/ any member of Consortium) must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator. This should be read with clause 3.2 (6) page 9.</p>

All other terms and conditions of the above Tender Enquiry shall remain unaltered.

Sd/-
Director, CATS

Response to the representations/queries received from prospective bidders
(Expression of Interest for Short-listing of System Integrators for Setting up of Modern CATS Control Room)

Name of Firm	EOI Clause No.	Existing Clause	Query	Response to query
3i Infotech Limited	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	We Request CATS to consider 3 years positive net worth clause as this is critical for any long term projects, rather than a 3 years profit clause.	Please see amendment.
3i Infotech Limited	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid <u>CMMI (Capability Maturity Model Integration) level 3</u> or above with certification for the enterprise-wide business solutions and for Software Development Division.	We insist on CATS considering CMMI Level 3 certification, if not from prime bidder, than at least from consortium partner.	No change. As per EOI.
Bharti Airtel Limited	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	Since the Prime Bidder is taking up the complete responsibility of executing the Project, we request you to kindly allow that the Prime Bidder / Parent Organization should have been profitable for at least three financial years.	Please see amendment.

Bharti Airtel Limited	2.1 (iv), Page - 5	Integration of all CATS ambulances through computer aided software based GIS/GPS automated vehicle locating and tracking system with colour coded difference between engaged and free ambulances. (GIS map of Geo Spatial Delhi Limited and application developed by GSDL will be provided to the system integrator)	Please provide details of the application that is developed by GSDL which is proposed to be provided to us for integration to our CAD Application.	The details of applications will be shared with shortlisted bidders at RFP stage.
Bharti Airtel Limited	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	Please confirm that can the MDT be a Tab based or should it be a Device based MDT	The details will be shared with shortlisted bidders at RFP stage.
Bharti Airtel Limited	2.1 (ix), Page - 5	Device based information about kilometres travelled by the vehicle, route taken, over speeding, keeping the engine on idle mode etc to be monitored.	Please Confirm Is the MDT required to be integrated to the Vehicle Ignition to monitor Engine ON/ OFF, Idle Mode..etc.	The real time data regarding vehicle ignition to monitor engine on/off, idel mode, etc. should be made available at Control Room by the selected bidder.

Bharti Airtel Limited	2.1 (xv), Page - 6	<p>The Application Software would either directly or indirectly enable in performing various downstream operations like analytics, integrated data management, generating timely alerts to help serve among others the following objectives:</p> <ul style="list-style-type: none"> Present an integrated view of information as required by various end users through providing intelligent analytics tools Providing historical, present and predictive analysis of data to generate timely alerts and identification of modus operandi patterns for enabling lower response times to respond the call. Provision of geographic, situational and location context to the site of incidents/accident, etc. Providing for solutions for creation of a unified command and control structure for effective operation and management of CATS ambulances. Basic analytics function for ambulance management including case management, resource management, day to day functioning, Accident/Incident hotspots, call trends, etc., for strategic and tactical planning. Provide for multi-modal biometric solutions in combination with information generated through Application Software for establishing unique identities of each ambulance staff and other individuals as per requirement. 	Please confirm Biometric solution to be integrated to the MDT through an external Interface or is it to be housed inside the MDT.	The bidders may opt for any option.
Bharti Airtel Limited	2.1 (xvi), Page - 6	System should be capable to provide pre hospital notification by ambulance staff to the appropriate hospitals	Please Provide the Hospital list,contact number with their geocoded location should be provided by Customer	The hospital list will be shared with the shortlisted bidders at RFP stage.

Bharti Airtel Limited		General	We request that connectivity to the POS device installed on the Private Secured Network . Private network will ensure solicited use of SIM. Bidder Need to have Authorization for the same from respective Service Provider.	Will be specified if necessary in RFP.
Atos India	2, Page - 4	Presently, CATS Control Room has dedicated servers, Internet Protocol Private Branch Exchange (IPPBX) having facility to receive calls from analog/digital/IP phones, automatic call distribution system with voice recording facility through voice logger.	Could we know the make and model of the IP PBX and Voice logger?	Selected bidder have to setup a separate CATS Control Room and existing hardwares will not be used for this purpose. Selected bidder shall procure new hardware.
Atos India	2, Page - 4	Each CATS ambulance is equipped with Digital Wireless TETRA Communication System for secure communication which also has GIS/GPS tracking facility.	Could we know the make and model of the wireless TETRA terminals?	Presently, CATS using Motorola make wireless TETRA sets having model - MTP850 (Handheld), MTM800E (static/vehicular). In the proposed Control Room, TETRA wireless will be the backup communication system .
Atos India	2, Page - 4	On receipt of call at "102", the Call Taker puts requisite inputs in the challan form based on information furnished by the Caller and forwards the challan to the Call Dispatcher.	Could we have an example of a currently used Challan?	The call centre application will be developed by the selected bidder and different challans will be developed for different activities in consultation with CATS. Detailed requirements will be shared with shortlisted bidders at RFP stage.

Atos India	2.1 (ii), Page - 5	Caller Location Identification System (to be developed by the bidder) with GIS map available on screen	Do local telecom networks provide mobile call location info to the PSAP? Is there any available subscribers DB for fixed lines and domestic internet boxes?	Presently, local telecom network providers are not giving caller location information to the PSAP. As per scope of work caller location identification system application based on GPS location of mobile sets are to be developed by the selected bidder. The mobile tower based CLIS requires coordination with mobile service providers which will be made by CATS. Landline based CLIS will be provided by GSDL which needs to be integrated by the SI. Further details will be provided in the RFP.
Atos India	2.1 (vi), Page - 5	Audio-visual alarm on ambulance to alert ambulance staff for assigned call which will only stop on a device based signal.	Does the client expect to have such alarm on a MDT or on the existing TETRA devices?	The audio-visual alarm must be on Mobile Data Terminal/ Tablet. Details will be shared at RFP stage.
Atos India	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	Is the provision of MDTs included in the scope?	The scope of work includes procurement, installation, commissioning and maintenance of Mobile Data Terminals/ Tablets of around 260 numbers. Further details will be provided in the RFP.
Atos India	2.1 (viii), Page - 5	Device based information about time of reaching the spot, time of reaching the hospital, time when the ambulance becomes free etc. instead of voice based information transfer.	Shall the information exchange be done through MDT or TETRA device?	The requisite information shall be captured and transferred to the Control Room/hospitals through Mobile Data Terminal/ Tablet.

Atos India	2.1 (xvi), Page - 6	System should be capable to provide pre hospital notification by ambulance staff to the appropriate hospitals	What is the expected level of integration between ambulances and hospital systems?	As per the scope of work, under pre-hospital notification, CATS ambulances can transfer vitals of the victim/patient to the hospital(s) with Estimated Time Arrival(ETA) time. It will be further elaborated in the RFP.
Atos India	3.2 (5/6), Page - 9	<p>The bidder must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator.</p> <p>The bidder must submit three citations for projects undertaken specifically mentioning, a) Client name b) Contact name currently using proposed equipment, c) No. of users using the solution, d) Technologies used, e) Help desk, Service personnel and operations and maintenance mechanism, f) Warranty details, g) Cost of the project and h) Implementation period.</p>	Do the references need to be signed by the client or can be signed by an authorised Atos representative?	Form - V to be signed by the authorised signatory of the bidder with documents in support of their claim.

<p>Bafna Healthcare Pvt. Ltd.</p>	<p>3.2 (1), Page - 9</p>	<p>The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies and all consortium partners shall be registered under the Indian Company Act, 1956.</p>	<p>We would like to submit that if we are having a JV or we are authorized agent/ Distributor of company situated outside INDIA, In that case our principal company is not registered under the Indian Company act, 1956 Hence please clarify that we are entitled to participate or our offer will be rejected. However we hereby request you to amend This to :</p> <p>The Prime bidder must be a single legal entity registered in India under the Company Act, 1956 and must have a registered office in India. The prime bidder shall be responsible as the single point of contact for implementing and delivering a turnkey solution based on the detailed scope to be outlined in the RFP.</p>	<p>Please see amendment.</p>
<p>Bafna Healthcare Pvt. Ltd.</p>	<p>3.2 (4), Page - 9</p>	<p>The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the Consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EOI.</p>	<p>The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to five. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EOI.</p>	<p>Please see amendment.</p>

Bafna Healthcare Pvt. Ltd.	3.2 (5), Page - 9	The bidder (Company/ Consortium-all members of consortium) must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator.	We request you to amend this to: The bidder (Company/ any one member of Consortium) must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator.	Accepted. Please see amendment. This should be read with clause 3.2 (6) page 9.
Bafna Healthcare Pvt. Ltd.	3.2 (7), Page - 10	The bidder should have a minimum annual turnover of Rs.100 crores during each of the last three financial years (2011-12, 2012-13 & 2013-14, however, if audited financial report for the year 2013-14 is not available, unaudited report certified by the Chartered Accountant may be considered) from System integration services. In case of Consortium the prime bidder shall have to meet out the minimum annual turnover criteria defined above.	We recommend this to be amended as: The bidder should have a annual turnover of (Either equivalent to the budget allocated for the project OR double than the budget allocated for the project)during each of the last three financial years (2011-12, 2012-13 & 2013-14, however, if audited financial report for the year 2013-14 is not available, unaudited report Certified by the Chartered Accountant may be considered) from System integration services. In case of Consortium the prime bidder shall have to meet out the minimum annual turnover criteria defined above.	No change. As per EOI.
Bafna Healthcare Pvt. Ltd.	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division.	You are requested to amend: Any one company of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or above with certification for the enterprise wide business solutions and for Software Development Division.	No change. As per EOI.

GMV Innovating Solutions	3.2 (3), Page - 9	The bidder (Single agency/ Prime bidder of Consortium) should be incorporated under the Company Act 1956 on or before 2009 and operational in India Copies of Memorandum of Association and Article of Association shall be submitted as a part of response to the EoI.	we hereby request you to allow foreign companies to bid as lead bidder or you may also consider to allow the companies which are registered in India, but are subsidiaries of foreign groups/companies to use financial and technical credentials of their parent or sister companies in order to ensure a healthy competition among established players in the industry worldwide. This will also avoid the extra efforts required to reinvent the existing solution by selecting companies merely based on their system integration capabilities.	No change. As per EOI.
Locuz Enterprise Solutions Ltd.	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	we suggest looking at net worth of a prime bidder to refer the capability, continued strength and sustainability of a company is more appropriate. So, we suggest looking at net worth of a prime bidder to refer the capability, continued strength and sustainability of a company is more appropriate. We therefore request CATS to rephrase the 3 years profitability to 3 years Positive net worth and have the same accepted. These terms are generally mentioned in mission critical and long term projects.	Please see amendment.

Locuz Enterprise Solutions Ltd.	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid <u>CMMI (Capability Maturity Model Integration) level 3</u> or above with certification for the enterprise-wide business solutions and for Software Development Division.	One of the Company/Consortium member should be CMM level 3 certified company or above and prime bidders should be minimum ISO certified.	No change. As per EOI.
Locuz Enterprise Solutions Ltd.	3.1 (11), Page - 8	Documents to be submitted with EOI	According to this referred point.. it is stated that we are only supposed to response to EOI with eligibility documents as required. We would like to reconfirm that no technical solution layout to be proposed along with EOI document. If we have to propose with brief solution write up, request CAT to bring out the same in response to this query.	A brief solution write up is also requested to be submitted by the bidders. RFP will contain detailed solution analysis. Please see amendment.
Mobile Communication (India) Pvt. Limited	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	Since the Prime Bidder is taking up the complete responsibility of executing the Project, we request that only the Prime Bidder should have been profitable for at least three financial years.OEM being R&D company takes time to become profitable.	Please see amendment.

Mobile Communication (India) Pvt. Limited	3.2 (6), Page - 9	The bidder (Single agency/Consortium) must submit three citations for projects undertaken with scope of work (defined in point-5 above) specifically mentioning, a) Client name b) Contact name currently using proposed equipment, c) No. of users using the solution, d) Technologies used, e) Help desk, Service personnel and operations and maintenance mechanism, f) Warranty details, g) Cost of the project and h) Implementation period. In case of consortium, the prime bidder should atleast submit one citation of prime bidder and maximum two citations of consortium partner(s) for implementation of similar scope of work.	OEM's EXPERIENCE SHOULD BE CONSIDERED.	No change. As per EOI
Mobile Communication (India) Pvt. Limited	3.2 (7), Page - 10	The bidder should have a minimum annual turnover of Rs.100 crores during each of the last three financial years (2011-12, 2012-13 & 2013-14, however, if audited financial report for the year 2013-14 is not available, unaudited report certified by the Chartered Accountant may be considered) from System integration services. In case of Consortium the prime bidder shall have to meet out the minimum annual turnover criteria defined above.	Since the value of the project is not too high,we request for turnover 30 crores in place of 100 crores. This will help to get more bids and fair competition.	No change. As per EOI.
Mobile Communication (India) Pvt. Limited	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division.	Request for cosidering ISO 2000-2001 certification.	No change. As per EOI.

Mobile Communication (India) Pvt. Limited	2.1 (iv), Page - 5	Integration of all CATS ambulances through computer aided software based GIS/GPS automated vehicle locating and tracking system with colour coded difference between engaged and free ambulances. (GIS map of Geo Spatial Delhi Limited and application developed by GSDL will be provided to the system integrator)	Can you provide details of the application that is developed by GSDL which is proposed to be provided to us for integration to our CAD Application.	The details of applications will be shared with shortlisted bidders at RFP stage.
Mobile Communication (India) Pvt. Limited	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	Can the MDT be a Tab based or should it be a Device based MDT	The details will be shared with shortlisted bidders at RFP stage.
Mobile Communication (India) Pvt. Limited	2.1 (ix), Page - 5	Device based information about kilometres travelled by the vehicle, route taken, over speeding, keeping the engine on idle mode etc to be monitored.	Is the MDT required to be integrated to the Vehicle Ignition to monitor Engine ON/ OFF, Idle Mode..etc.	The real time data regarding vehicle ignition to monitor engine on/off, idel mode, etc. should be made available at Control Room by the selected bidder.

Mobile Communication (India) Pvt. Limited	2.1 (xv), Page - 6	<p>The Application Software would either directly or indirectly enable in performing various downstream operations like analytics, integrated data management, generating timely alerts to help serve among others the following objectives:</p> <ul style="list-style-type: none"> Present an integrated view of information as required by various end users through providing intelligent analytics tools Providing historical, present and predictive analysis of data to generate timely alerts and identification of modus operandi patterns for enabling lower response times to respond the call. Provision of geographic, situational and location context to the site of incidents/accident, etc. Providing for solutions for creation of a unified command and control structure for effective operation and management of CATS ambulances. Basic analytics function for ambulance management including case management, resource management, day to day functioning, Accident/Incident hotspots, call trends, etc., for strategic and tactical planning. Provide for multi-modal biometric solutions in combination with information generated through Application Software for establishing unique identities of each ambulance staff and other individuals as per requirement. 	Is Biometric solution to be integrated to the MDT through an external Interface or is it to be housed inside the MDT.	The bidders may opt for any option.
Mobile Communication (India) Pvt. Limited	2.1 (xvi), Page - 6	System should be capable to provide pre hospital notification by ambulance staff to the appropriate hospitals	Hospital list,contact number with their geocoded location should be provided by Customer	The hospital list will be shared with the shortlisted bidders at RFP stage.

<p>Motorola Solutions India Pvt. Ltd.</p>	<p>3.2 (1), Page - 9</p>	<p>The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies and all consortium partners shall be registered under the Indian Company Act, 1956.</p>	<p>The PreQualification Criteria defined is quite generic and does not provide complete technical solution and commercial details. There is a possibility that a system integrator may be able to meet the existing generic Pre Qualification criteria independently but may need partners to fulfill technical and commercial requirements based on the details provided in RFP. In such a scenario, kindly confirm that the independent system integrator shortlisted at end of EOI stage will be permitted to engage (if required) with other partners and form a consortium as a lead member to bid for the RFP requirements.</p>	<p>If a single entity submits proposal for the EOI, it will continue as a single entity for the purpose of RFP also. The same applies in the case of consortium partners and will remain as a group. The basis for evaluation of the RFP will be clearly defined with markings for each category of evaluation generally based on the model RFP document of Ministry of Information Technology, Govt. of India.</p>
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Motorola Solutions India Pvt. Ltd.	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid CMMI(Capability Maturity Model Integration) level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division.	While Pre Qualification Criteria states requirement for company/bidder to have valid CMMI Level 3, Appendix II-Form IV requires submission of ISO certificate. ISO 9001, 14001 and 18001 covers many processes like Manufacturing, System Integration, Risk and Resource management, Planning, Process control, Prototyping etc for all industries besides product design & development. Moreover, ISO 9001 system incorporates processes and activities equivalent to CMMI levels 3, 4, 5 and above. Since CAD solution is a standard solution widely deployed for similar emergency medical solution requirements, this requirement in this EOI is more relevant from system integration ISO certification perspective. Moreover leading and experienced control room CAD suppliers such as Motorola (and also as raised by Intergraph in the pre-bid meeting) will not be able to participate in the EOI and CATS will not have sufficient leading companies in competition for the RFP. Hence we request that ISO 9001, 14001 and 18001 be allowed for system integrators.	No change. As per EOI.
Motorola Solutions India Pvt. Ltd.	3.1 (12), Page - 8	Submission by 25/07/2014	We would request atleast 3 weeks time from issue of clarification response, for submission against the EOI	Please see amendment.

Pegasa Technology Solutions Pvt Ltd.	3.1 (12), Page - 8	Submission by 25/07/2014	We need this time frame to properly structure this response and have understanding established amongst the consortium members. However we would request a time extension of 2 weeks in the deadline for submission of the EOI response.	Please see amendment.
Procreate Techno Systems Pvt. Limited	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	Generally, profits alone do not reflect the financial strengths of a company. Many companies reinvest in various areas to build their strengths, according to their future plans. Typically, building strengths for future plans of a company would be a high priority than showing profits. So, profits may not show the real financial strength of a company. Please consider the net worth of a prime bidder as a measure of ability to lead and sustain the implementation of this kind of a project. It will be good if this point could be rephrased to consider the Net worth of a prime bidder.	Please see amendment.

Procreate Techno Systems Pvt. Limited	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid <u>CMMI (Capability Maturity Model Integration) level 3</u> or above with certification for the enterprise-wide business solutions and for Software Development Division.	CMM level 3: It may be good to insist on level 3 processes to be applied in implementing this project as it is a technology design, development and implementation project. So, consortium should have CMM level 3 certified company may be sufficient to ensure the level 3 processes are implemented for this project, so that you can insist on applying the CMM level 3 process. Kindly consider this point so that it ensures that the consortium possesses the necessary knowledge of CMM level 3, which is what your original intention is.	No change. As per EOI.
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Procreate Techno Systems Pvt. Limited	3.2 (5), Page - 9	The bidder (Company/ Consortium-all members of consortium) must have a proven and consistent track record for setting up of Data Centre or CAD based Control Room or AVLS based control room for fleet management or turnkey system integrator.	EOI would filter out the appropriate bidders if the prior experience of building the medical Emergency Response Centers, using the emergency grade equipment and systems is made necessary, to be part of the consortium. Consortium should establish the credentials of implementing the emergency response centers. Failing which some prime bidders (with financial strengths) may form consortiums with the taxi fleet management and call center systems without a proper domain knowledge and try to be bidders in the fray. Such a bidding process might dilute the futuristic intentions like “nothing should fail in the emergency response center even if everything fails in Delhi”. Many systems, like taxi fleet management centers, do not require using the emergency grade equipment, do not require any medical domain knowledge, do not require any emergency management knowledge, do not require such a robust system with 99.9% up time etc.	The EOI asks for turn over criteria as well as CMMI level 3 certification amongst other requirements. The detailed technical specifications with required redundancy will be mentioned in the RFP stage commensurate to the requirements.
Procreate Techno Systems Pvt. Limited			Software development experience should be part of the consortium.	No change. As per EOI. We need System Integrator for the project.

Securo India Pvt. Ltd.	3.2 (1), Page - 9	The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies and all consortium partners shall be registered under the Indian Company Act, 1956.	However, one of the pre-qualification condition that mentions that all consortium partners shall be registered under the Indian Company Act, 1956, in our opinion, is a restrictive clause in a competitive bid and debars experienced company like ours to participate in your Project. Therefore, we would request you to kindly amend it to make the lead bidder to be the Indian company and other consortium members who could be foreign companies may not be registered in India.	Please see amendment.
Steria (India) Limited	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	We suggest Mobile Data Terminals should be at least IP65 & MIL 810G to withstand harsh environmental conditions	Technical requirements wherever required will be spelt out in the RFP stage.
Steria (India) Limited	3.2 (3), Page No 9	The bidder (Single agency/ Prime bidder of Consortium) should be incorporated under the Company Act 1956 on or before 2009 and operational in India Copies of Memorandum of Association and Article of Association shall be submitted as a part of response to the EoI	We suggest not only Prime bidder but all the consortium partners should be a registered under the company act of 1956 as you have asked for profitability from all the consortium partners too	No change. As per EOI

Steria (India) Limited	3.2 (7), Page - 10	The bidder should have a minimum annual turnover of Rs.100 crores during each of the last three financial years (2011-12, 2012-13 & 2013-14, however, if audited financial report for the year 2013-14 is not available, unaudited report certified by the Chartered Accountant may be considered) from System integration services. In case of Consortium the prime bidder shall have to meet out the minimum annual turnover criteria defined above.	For such a Mission Critical project, the System Integrator should be of sound financial health. We suggest that annual turnover for Prime bidder should be more than Rs 300 Cr	No change. As per EOI.
Steria (India) Limited	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division.	Since this project is highly dependent on Application development, it is recommended that the SI practice the most advanced development practices & hence we suggest at least CMMI level 5 as qualifying criteria	No change. As per EOI.
TCIL	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid <u>CMMI (Capability Maturity Model Integration) level 3</u> or above with certification for the enterprise-wide business solutions and for Software Development Division.	<u>IS/ISO 9001:2008</u> may be considered in place of <u>CMMI level 3</u> Certification	No change. As per EOI.
Trinity Mobility Pvt. Ltd.	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	Since the Prime Bidder is taking up the complete responsibility of executing the Project, we request that only the Prime Bidder should have been profitable for at least three financial years.	Please see amendment.

Trinity Mobility Pvt. Ltd.	2.1 (iv), Page - 5	Integration of all CATS through computer aided software based GIS/GPS automated vehicle locating and tracking system with with colour coded difference between engaged and free ambulances. (GIS map of Geo Spatial Delhi Limited application developed by GSDL will be provided to the system integrator)	Can you provide details of the application that is developed by GSDL which is proposed to be provided to us for integration to our CAD Application.	The details of applications will be shared with shortlisted bidders at RFP stage.
Trinity Mobility Pvt. Ltd.	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	Can the MDT be a Tab based or should it be a Device based MDT	The details will be shared with shortlisted bidders at RFP stage.
Trinity Mobility Pvt. Ltd.	2.1 (ix), Page - 5	Device based information about kilometres travelled by the vehicle, route taken, over speeding, keeping the engine on idle mode etc to be monitored.	Is the MDT required to be integrated to the Vehicle Ignition to monitor Engine ON/ OFF, Idle Mode..etc.	The real time data regarding vehicle ignition to monitor engine on/off, idel mode, etc. should be made available at Control Room by the selected bidder.
Trinity Mobility Pvt. Ltd.	2.1 (xv), Page - 6	Provide for multi-modal biometric solutions in combination with information generated through Application Software for establishing unique identities of each ambulance staff and other individuals as per requirement.	Is Biometric solution to be integrated to the MDT through an external Interface or is it to be housed inside the MDT.	The bidders may opt for any option.
Trinity Mobility Pvt. Ltd.	2.1 (xvi), Page - 6	System should be capable to provide pre hospital notification by ambulance staff to the appropriate hospitals	Hospital list,contact number with their geocoded location should be provided by Customer	The hospital list will be shared with the shortlisted bidders at RFP stage.

<p>UK Specialist Ambulance Service</p>	<p>3.2 (4), Page - 9</p>	<p>The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.</p>	<p>To judge the financial health of companies, a 'positive networth' is a much adopted financial criteria, than the profit shown on the P/L. All the EMS projects of other states, who have chosen to adopt the tender methodology, have insisted on 'turnover' criteria and 'networth' criteria, never the 'profitability' criteria, since that is mis-leading. Your insistence on 'profitability' would restrict the participation of companies like us, who have the right domain knowledge, to set up and operate ambulance control rooms, for medical emergencies. Hence, we request you to kindly modify the 'profitability' criteria to a more scientific and meaningful 'positive networth' criteria, so that you have a wider choice of companies of the right domain knowledge, to choose from.</p>	<p>Please see amendment.</p>
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Vayam Technologies Limited	2.1 (ii), Page - 5	As per the scope of the work, caller location identification system also needs to be developed	kindly clarify whether this location identification system will be for landline caller or the mobile caller also	Presently, local telecom network providers are not giving caller location information to the PSAP. As per scope of work caller location identification system application based on GPS location of mobile sets are to be developed by the selected bidder. The mobile tower based CLIS requires coordination with mobile service providers which will be made by CATS. Landline based CLIS will be provided by GSDL which needs to be integrated by the SI. Further details will be provided in the RFP.
Wipro Limited	3.2 (4), Page - 9	The prime bidder would be responsible for all the activities under the scope of work and shall act as the turnkey solution provider for the project. The prime bidder can associate with not more than two other entities and the total number of members of a consortium is limited to three. All the members of the consortium should have been profitable for at least three financial years. Proof of the same should be submitted as a part of the EoI.	The Prime Bidder should have been profitable for at least three financial years. Request to exempt consortium members to be profitable for 3 financial years.	Please see amendment.

Wipro Limited	2.1 (iv), Page - 5	Integration of all CATS ambulances through computer aided software based GIS/GPS automated vehicle locating and tracking system with colour coded difference between engaged and free ambulances. (GIS map of Geo Spatial Delhi Limited and application developed by GSDL will be provided to the system integrator)	Can you provide details of the application that is developed by GSDL which is proposed to be provided to us for integration to our CAD Application.	The details of applications will be shared with shortlisted bidders at RFP stage.
Wipro Limited	2.1 (vii), Page - 5	Call details, GIS based automated route information which would be accessed through the Mobile Data Terminals in CATS Ambulances and other CATS vehicles and Hand –held devices of field personnel for updating the status of dispatches and for other relevant communication requirements.	Can the MDT be a Tab based or should it be a Device based MDT	The details will be shared with shortlisted bidders at RFP stage.
Wipro Limited	2.1 (ix), Page - 5	Device based information about kilometres travelled by the vehicle, route taken, over speeding, keeping the engine on idle mode etc to be monitored.	Is the MDT required to be integrated to the Vehicle Ignition to monitor Engine ON/ OFF, Idle Mode..etc.	The real time data regarding vehicle ignition to monitor engine on/off, idel mode, etc. should be made available at Control Room by the selected bidder.

Wipro Limited	2.1 (xv), Page - 6	<p>The Application Software would either directly or indirectly enable in performing various downstream operations like analytics, integrated data management, generating timely alerts to help serve among others the following objectives:</p> <ul style="list-style-type: none"> Present an integrated view of information as required by various end users through providing intelligent analytics tools Providing historical, present and predictive analysis of data to generate timely alerts and identification of modus operandi patterns for enabling lower response times to respond the call. Provision of geographic, situational and location context to the site of incidents/accident, etc. Providing for solutions for creation of a unified command and control structure for effective operation and management of CATS ambulances. Basic analytics function for ambulance management including case management, resource management, day to day functioning, Accident/Incident hotspots, call trends, etc., for strategic and tactical planning. Provide for multi-modal biometric solutions in combination with information generated through Application Software for establishing unique identities of each ambulance staff and other individuals as per requirement. 	Is Biometric solution to be integrated to the MDT through an external Interface or is it to be housed inside the MDT.	The bidders may opt for any option.
Wipro Limited	2.1 (xvi), Page - 6	System should be capable to provide pre hospital notification by ambulance staff to the appropriate hospitals	Hospital list,contact number with their geocoded location should be provided by Customer	The hospital list will be shared with the shortlisted bidders at RFP stage.

CCS Computers Pvt. Ltd.	3.2 (1), Page - 9	The participating system integrator shall be a company registered under the Indian Company Act, 1956 or consortium of companies and all consortium partners shall be registered under the Indian Company Act, 1956.	We request to amend/relax the clause description as below: The participating system integrator shall be a company registered under the Indian Company Act 1956 or In case of consortium bidding lead bidder should be registered under the Indian Company Act 1956 or lead bidder/consortium (either one of them) bidder registered under the Indian Company Act, 1956.	Please see amendment.
Nucleus Microsystems Pvt. Ltd.	2.1 (vi), Page - 5	Audio-visual alarm on ambulance to alert ambulance staff for assigned call which will only stop on a device based signal.	Point not clear	For assigning call to ambulances, a message/challan having call details need to be sent at identified ambulance. For alerting ambulance staff to accept the call, there is requirement of audio-visual alarm, so that staff will be able to respond.
Nucleus Microsystems Pvt. Ltd.	2.1 (xi), Page - 5	Setting up of Data Centre as per scope of work	Nothing has been mentioned regarding for data communication lines in the document.	Will be specified in RFP.
Nucleus Microsystems Pvt. Ltd.	2.1 (xii), Page - 6	The CATS will only provide the space with electricity connection and all other additional requirements such as internal designing of control room, its furniture, additional electricity cabling, networking, etc will be sole responsibility of the system integrator.	There is no point mentioning the internet bandwidth.	Will be specified in RFP.

Nucleus Microsystems Pvt. Ltd.	2.1 (xiii), Page - 6	The system integrator shall maintain the Control Room including Data Centre for next 6 years (one year comprehensive warranty and next five years comprehensive maintenance) which may be extended for further 5 years on mutually agreed terms.	A technical expert has to be located in your premises who is going to provide you 24*7*365 support and nothing has been mentioned of this in the document.	In principle yes. Will be specified in RFP.
Nucleus Microsystems Pvt. Ltd.	3.2 (7), Page - 10	The bidder should have a minimum annual turnover of Rs.100 crores during each of the last three financial years (2011-12, 2012-13 & 2013-14, however, if audited financial report for the year 2013-14 is not available, unaudited report certified by the Chartered Accountant may be considered) from System integration services. In case of Consortium the prime bidder shall have to meet out the minimum annual turnover criteria defined above.	As far as turnover is concerned the bidder or the consortium should have a turnover of atleast one crore.	No change. As per EOI.
Nucleus Microsystems Pvt. Ltd.	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid <u>CMMI (Capability Maturity Model Integration) level 3</u> or above with certification for the enterprise-wide business solutions and for Software Development Division.	CMMI level should not be applicable only ISO should be applicable.	No change. As per EOI.

Bharti Airtel Limited	3.2 (8), Page - 10	The company/prime bidder in case of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or above with certification for the enterprise-wide business solutions and for Software Development Division.	<p>We would like to submit that we intend to participate directly & have requisite experience & expertise to execute the project. Since CMMI certification is primarily required by hardcore software development organisations. we request you to kindly amend the clause as below:</p> <p>The company/prime bidder in case of Consortium should have a valid CMMI (Capability Maturity Model Integration) level 3 or TL9000 or above certification.</p> <p>Alternatively, we request you to kindly allow CMMI certification with any of the consortium partners.</p>	No change. As per EOI.
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