Pre-bid meeting minutes For E-17/NHM/SHS/Implementations of GPS & GPRS on RT Ambulance & MMU vehicles/16-17
For Implementation & maintenance of GPS/GPRS devices and Centralized call center on Referral Transport Ambulances and Mobile Medical Unit vehicles.

Following officers were present for the pre-Bid Meeting:
1. **Shri. Dilip Jadhav, Project Director, EMS, NHM, Mumbai**
2. **Shri. Ravindra Shelke , Director, NHM Mumbai**
3. **Dr. Sunil Patil, Joint Director, NHM, Mumbai**
4. **Shri. Yogesh Yeole, Procurment Officer, Procurement Cell, NHM, Mumbai**
5. **Dr. Sameer Agalave, Programme Officer, RT, NHM, Mumbai**
6. **Shri. Amit Jaiswal, IT- Programme Officer, EMS, NHM, Mumbai**

In the following Bidder present in the meeting
1. **Micropro Software Solutions Pvt. Ltd, Nagpur**
2. **Harman International Pvt. Ltd. Bengaluru, India.**
3. **Topsgrup Pvt. Ltd, Goregaon (E), Mumbai.**
4. **Glovision Techno Services Pvt. Ltd., Hyderabad, India.**
5. **GVK Emergency Management and Research Institute, Andhra Pradesh, India.**
6. **AC Tech, Pvt. Ltd, Ahmedabad, Gujrat.**

Sr. No.	Name of Bidder	Tender Specification	Queries Raised By Bidder	Expert Remarks
1	**ARS Traffic & Transport Technology (India) Pvt. Ltd.**	Page No. 12 Section 1.5; Key Details	<table><tr><td>Last Date and time for receipt of Bids</td><td>30.01.2017 up to 14.00hrs</td></tr></table> The pre scheduled time for bid submission is too short to correctly assess the scope of supply and to prepare an exact estimation to bring out the best competitive offer. Also we require time to get necessary documents from respective OEM's. Considering the above factors we request the authority to give three more weeks from the current date of submission of bid.	**As per tender new corrigendum last date of submission of tender document is 22.02.2017.**
2	**ARS Traffic & Transport Technology (India) Pvt. Ltd.**	Page No. 9 Section 1.2; Eligibility Criteria	The Bidder should have experience in public health care systems and first responder service operations for at least last 3 years. We request the authority to consider the past experience in medical assistance field such as incident response system, accident response systems and first responder service operations as it would help the bidder to showcase his experience in integrating emergency response with intelligent transportation systems and management of incidents via incident response centre in case of accidents or incidents for the benefit of the public thereby fitting into state's disaster management policy Also we hope an Indian company, which is 100% subsidiary of its foreign company (holding the same name); can use the company credentials of its parent company, for meeting Eligibility criteria.	**Should be read as in 1.2.3 the bidder should have experience in any emergency services such as health, fire, police, disaster management, army, aviation, any public service for at least last 2 years.** **Yes, It may be considered with proper and legal document.**
3	**ARS Traffic & Transport Technology (India) Pvt. Ltd.**	Page No. 10 Section 1.2.7; Eligibility Criteria	Software integration and development of 102 Dashboard with existing Centralized Call Center 102 and GPS-GPRS software should be done within 30 days of award of contract. Declaration Document stating experience of the same should be provided. Considering the time required for the development and integration of both software and 102 dashboards, we request the authority to give atleast three	**No Change. As per tender Document.** **30 day time is mandatory, however authority**

			months time for the completion of the above said process.	may consider request by the successful bidder depending on the prevailing circumstances. However this period shall not be extended more than 30 days beyond the stipulated time of 30 days from the date of issue of work order.
4	**ARS Traffic & Transport Technology (India) Pvt. Ltd.**	Page No. Section 1.2.10; Eligibility Criteria	The Bidder must have relevant Quality certification in process, support and security activity, as follows The Bidder must have relevant Quality certification in process, support and security activity, as follows mandatory certificate (a) ISO 9001:2008 and (b) ISO 20000-1:2011 or ISO 27001:2013 or ISO/TS 16949 The concept of 'quality' and 'customer satisfaction' is a generic objective that exists in both; The principle of Plan-do-check-act-is common to all management system standards. So we request the authority to consider either ISO 9001:2008 or CMMI3 or 20000-1:2011 or ISO 27001:2013 or ISO/TS 16949.	**No Change. As per tender Document.**
5	**GVK Emergency Management & Research Institute, Telangana, India**	Page No. 15 Section No. 3.2	Tender should be submitted in two envelopes i.e. Technical Bid in envelope no 1 & commercial bid in envelopes no. 2. Please clarify whether bidder need to submit physical copy ?	**Bid Document must be submitted Online at website www.mahatenders.gov.in and all documents should be uploaded after duly signed & stamped.**
6	**GVK Emergency Management & Research Institute, Telangana, India**	Page No. 17 Section No. 3.5	Maintenance of GPS/GPRS devices In case bidder wants to replace all device and ready to integrate & maintain during contract period, will it be allowed.	**No Change. As per tender Document.**

| 7 | **GVK Emergency Management & Research Institute, Telangana, India** | Page No. 18 Section No. 3.6.6 | The calling software should seamlessly integrate with the existing setup

1. Can bidder assume that existing GPS devices are not integrated with existing call centre?
2. Who shall call '102' number, Hospital Authority or beneficiary?
3. Can bidder assume that ambulances will be assigned by call center? Or it will only monitor / track movement?
4. Please provide all details of existing IT hardware along with make and model, Warranty details. Current PBX, voice logger including OEM details.
5. Can bidder assume that selected operator to run the existing software or to develop new software for seamless integration? | **As visit of interested bidder is already done. Compatibility of software & hardware for integration and increasing seat have to be setup by successful bidder.**

Beneficiaries & hospital authority can call to call center for ambulance service.

List attached. |
| 8 | **GVK Emergency Management & Research Institute, Telangana, India** | Page No. 18 Section No. 3.6.11 | All civil, electrical such other necessary installations with their full attachment shall be erected or fabricated to provide by the bidder at open space provided by SHS, Mumbai.

In page no. 8-9 section no. 1.1 and point no. 2 it is mentioned that (10 existing seats in call centre is already furnished with all equipments & supply and install of new seats in Centralized Call Centre, Aundh. | **Should be read as in 10 seats are ready and Additional 5 seat has to be setup and furnished. As per tender conditions.**

While doing the additional 5 seats the necessary minor repair and changes in existing furniture shall be done by the successful bidder with the prior permission of the Project Director, EMS. |

9	**GVK Emergency Management & Research Institute, Telangana, India**	Page No. 18 Section No. 3.6.12	Adequate Power Back up facility shall be provided by the bidder Can bidder assume that DG set is available in existing setup; power back is about UPS only?	**Adequate Power Back up should be provided as per tender Document.** **UPS is available with 12 hour backup for 10 seats.** **DG set is not available.**
10	**GVK Emergency Management & Research Institute, Telangana, India**	Page No. 23 Section No. 3.20.4	For maintenance of the equipment the buffer stock of at least 5% in each district shall be maintained by the bidder 1. As all fitted GPS devices are already in existence, department to support bidders by informing operators/vendor's name and address to procure additional 5 % quantity in existing rate and terms. 2. An option should be given to replace all devices by selected service provider and maintain during contract period for quick integration with call centre. 3. As bidder is responsible for maintaining these devices, otherwise will attract penalties, this clause for 5% additional requirement should be deleted.	**Bidders should quote as per their understanding of solution required after reading of the tender and information gathered during facilitated visit to call centre.** **No change in tender terms.**
11	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.1.4 Page no. 28	All software and hardware is the property of NHM and the agency should hand over it to NHM in working condition after contract period. - Please elaborate. Can bidder assume that he existing software will not be handed over to selected operator?	**Handover process will be done post tender award.** **Should peacefully and smoothly hand over to NHM after expiry of contract period or before expiry of extended period if any.**

12	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.2.1 Page no. 28	GPS-GPRS based vehicle tracking system should track and monitor the movement of 2866 referral and MMU vehicles of health department. - Can bidder assume that, all devices will be handed over as working condign after joint inspection? Non-functional devices will be replaced and provided to selected service provider?	**Bidders should quote as per their understanding of solution required after reading of the tender and information gathered during facilitated visit to call centre. As per Tender Document, the existing set up will be handed over in proper working condition from existing bidder.** **No change in tender terms.**
13	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.2.3 Page no. 28	Service/repair of GPS devices in 72 hrs (clause 5.2.3), 24 hrs (clause 3.5 pt 4), 3 days (clause 5.3.8) – should be proposed for 72 hrs. - We propose to keep the target time to repair GPS devices as 72 hours	**Should be read as in 5.2.3, the bidder should provide service team at district locations to ensure service of any GPS/GPRS devices within 24 hours of complaints.** **Page No. 40 should be read as in 6.3, • If an instrument gets damaged because of some reason, it should be repaired**

				or replaced by new within 24 hours by the Bidder/Vendor.
14	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.3.11 Page no. 29	Setting up of 16 X 8 ft video wall at centralized call center for LIVE monitoring of GPS - As functionality will be monitored in computer by analytic team, and call takers will be busy in supporting field team, this requirement may be deleted.	**Page No. 29 and Clause no. 5.3.11 is deleted. And Page No. 64 & Appendix 12 is deleted. Page No. 57 capex table III serial no. 2 video wall setup of live tracking is deleted.**
15	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.3.20 Page no. 30	Install and maintain 102 Referral Transport Program information Boards (IEC) at all District public health institutes (2280) institutes in Maharashtra - 1. Please elaborate the requirement, as health institutes will have to maintain own notice board. 2. Who will provide information? 3. What information need to be displayed on the boards	**- Wooden frame with plastic material display. Board size: 3X4 ft. Information would be provided by State Health Society, Mumbai.**
16	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 5.4 Page no. 31	1) The control room shall utilize existing GIS (Geographic Information System) maps, GPS (Global Positioning System)/GPRS (AVLT- Automatic Vehicle Location Track) and all the other necessary hardware/software for computer telephonic integration. - What are the maps used currently and its licensing schema. Certain API's are required from the maps OEM for software integration.	**Currently 102 Call Center have google map with point of interest. License is in the name of State Government.** **Bidders should quote as per their understanding of solution required after reading of the tender and information**

				gathered during facilitated visit to call centre. No change in tender terms.
17	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 6.1 Page no. 36	12* Hand free two way voice communication should be provided. - Please specify whom to give hands free and what will be total count.	**Two communication between driver and Call Center with the help of panic button. If driver wants to talk to call center he needs to press panic button, than call center employee will call to driver.**
18	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 7.3.1 Page no. 41	Payment for Opex on quarterly basis, 70% immediately after receiving the bills and 30% against the verification of bills and system generated records - 1. We request to disburse payment on monthly basis for. 2. We suggest 90% of bill to be disbursed within 7 days of submission of bill and 10% against verification within 21 days.	**No Change. As per tender Document.**
19	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 7.8 Page no. 44	V. Vendor should attain all calls and ensue that driver should reach within the time - As driver will be deployed and control by department, it will be practically not possible for service provider to ensure process adherence by Driver. So, this clause to be deleted.	**No Change. As per tender Document.**
20	**GVK Emergency Management & Research Institute, Telangana, India**	Section no. 1.1 Page no. 9	Run Centralized Call Center Pune With 102 toll free numbers from landline or any mobile number with 15 seats capacity. (10 existing seats in Call Center is already furnished with all equipments & supply and install of new 5 seats in Centralized Call Center Aundh, Pune as per specification.) - Can bidder assume that existing 10 desks to be replaced or repaired?	**No Change. As per tender Document.**
21	**GVK Emergency**	General	Existing Air Conditioners	**3 Videocon/ 2**

	Management & Research Institute, Telangana, India		- 1) Please let bidder know number of Air Conditioners fitted along with their capacity. 2) Please inform bidder Make & Model of existing Air conditioners to assess maintenance cost. 3) In case there are any AMC please let bidder know AMC provider and contractual details.	**Godrej/ 1 Haier 4 AC X 1.5 T 2 AC X 1 T** **AMC provided by existing bidder and it will be responsibility of the successful bidder to maintain.**
22	**GVK Emergency Management & Research Institute, Telangana, India**	General	Electrical and Network cabling - Can bidder assume that existing LAN Cabling and electrical fitment to be replaced or repaired?	**10 functioning seats available and for additional 5 seats LAN cable as per requirement.**
23	**GVK Emergency Management & Research Institute, Telangana, India**	General	Available power backup - Please provide following details to bidders to assess additional requirement and maintenance cost. 1) Make Model & Capacity of available Generator. 2) Make Model Capacity & Count of available UPS. 3) In case there are any AMC for DG & UPS, please let bidder know AMC provider and contractual details.	**7.2 kva UPS provided. AMC to be arranged by the bidder. List attached.**
24	**GVK Emergency Management & Research Institute, Telangana, India**	General	Layout of Existing Space - Please provide detailed layout of available space to all bidders.	**As per tender document Page No. 39**
25	**GVK Emergency Management & Research Institute, Telangana, India**	General	Existing Servers - Please provide Hardware configuration servers with make and model and Operating system of bidders.	**Interested bidders have already been allowed to visit 102 Call Center for understanding existing**

				infrastructure & Call Center details as per list also attached.
26	**GVK Emergency Management & Research Institute, Telangana, India**	General	GPS server - Please provide Hardware configuration servers with make and model and Operating system of bidders.	**Interested bidder already allowed to visit 102 Call Center for understanding existing infrastructure & Call Center details as per list also attached. .**
27	**GVK Emergency Management & Research Institute, Telangana, India**	General	Desktops/Laptops - 1. Please provide count of available Desktop, Laptop 2. Please provide Hardware configuration of servers with make and model and Operating system to bidders.	**Interested bidder already allowed to visit 102 Call Center for understanding existing infrastructure & Call Center details as per list also attached. .**
28	**GVK Emergency Management & Research Institute, Telangana, India**	General	Printers - 1. Please provide count of available Printers 2. Please provide Hardware configuration of servers with make and model and Operating system to bidders.	**Interested bidder already allowed to visit 102 Call Center for understanding existing infrastructure & Call Center details as per list also attached. .**
29	**GVK Emergency Management & Research Institute, Telangana, India**	General	PBX and Voice logger - Hardware configuration details of the PBX and voice loggers with make and model	**Interested bidder already allowed to visit 102 Call Center for understanding**

				existing infrastructure & Call Center details as per list also attached. .
30	**GVK Emergency Management & Research Institute, Telangana, India**	General	GIS maps - Please provide details of GIS maps provider and their licensing scheme	**Currently 102 Call Center have google map with point of interest.** **Bidders should understand the solution required after reading of the tender and information gathered during facilitated visit to call center.** **No change in tender document.**
31	**GVK Emergency Management & Research Institute, Telangana, India**	General	Firewall - Hardware configuration with make and model	**Bidders should understand the solution required after reading of the tender and information gathered during facilitated visit to call center.** **No change in tender document.**
32	**GVK Emergency Management & Research Institute, Telangana, India**	General	Network switches installed - Count of switches and Hardware configuration with make and model	**Bidders should understand of solution required after reading of the**

				tender and information gathered during facilitated visit to call center. **No change in tender document.**
33	**GVK Emergency Management & Research Institute, Telangana, India**	General	AMC for Existing hardware/software - Please provide details of AMC providers for all components and current status	**Existing bidder is Harman International Pvt. Ltd.**

34	**GVK Emergency Management & Research Institute, Telangana, India**	General	Licensing
			
			- On whose name the licenses have been procured
			    1. Operating System licenses (Version and Qty)
			    2. Microsoft office (Version and Qty)
			    3. GIS maps (Version and Qty)
			    4. Call center application (Version and Qty)
			    5. Database licenses (Version and Qty)
				Bidder/ State Health Society, Maharashtra

35	**GVK Emergency Management & Research Institute, Telangana, India**	General	Backup - Details of the existing hardware and software available for back up Also please provide Retention period of the backup	**Every one month data backup and keep in safe place for further use and verification.**
36	**GVK Emergency Management & Research Institute, Telangana, India**	General	PRI lines - Count of Incoming (Nos.) & Outgoing (Nos.) and service provider's name	**1 PRI line, 30 numbers can be extended. BSNL is a owner.**
37	**GVK Emergency Management & Research Institute, Telangana, India**	General	PRI Cards PRI card details with make and model	**Digium Cards by Intel**
38	**GVK Emergency Management &**	General	Internet service providers	**Reliance 2 Mbps with 1 static IP and**

	Research Institute, Telangana, India		- Bandwidth details	**another from Skylink 2 Mbps with 1 static IP.**
39	**GVK Emergency Management & Research Institute, Telangana, India**	General	Video Wall - What is the content to be played on video wall	**Video Wall deleted**
40	**Micropro Software Solutions Pvt. Ltd.**	Point No. 3.3.14 Page No. 16	Declaration document regarding integration of software and systems with Existing architecture within 30 days of award of tender. All the specifications of the existing setup are required. Hardware and software.	**The bidders have visited the existing site of 102 Call Center. Hence, no need. As per tender document.**
41	**Micropro Software Solutions Pvt. Ltd.**	Point No. 3.4.1 Commercial Bid as per Appendix – 9 Page No. 16	(To be kept in separate envelope and should be enclosed in big envelope.) Note1: Technical Bid and Commercial Bid should be kept in separate envelop. Note2: Commercial Bid Document must be submitted online website at www.mahatenders.gov.in and Serial number on all the pages duly signed & stamped. In online bidding the bids are submitted separately. Depending up on site the documents are uploaded in single pdf or separately page numbering might not be possible. Thought attestation is possible.	**Bid Document must be submitted Online website at www.mahatenders.gov.in and Serial number on all documents should be uploaded after duly signed & stamped. One document on one pdf.**
42	**Micropro Software Solutions Pvt. Ltd.**	Point No. 3.6.1 Page No. 18	Taking over the existing 102 Call Center Setup. The Bidder shall procure the necessary hardware and software including computers, routers, switches, networking etc. at their own cost for maintaining the centre and upgrading the same to 15 seater center. During the visit it is observed that there is no networking done & electric wiring needs to be done. Please include the budget for the same.	**With available set up of existing 102 Call Center upgradation for 5 seat tender is floated for it.**
43	**Micropro Software**	Point No.	Bidder should have projector with desktop computer in conference room for	**Include in capex**

	Solutions Pvt. Ltd.	3.6.15 Page No. 19	training and meetings, etc. The BOQ does not have provision for quoting the pricing for the same.	**column**
44	**Micropro Software Solutions Pvt. Ltd.**	Point No. 3.6.16 Page No. 19	Bidder should provide CCTV video surveillance system in Centralized Call Center (Toll Free No. 102) and one access should be provided to SHS Mumbai Office. The BOQ does not have provision for quoting the pricing for the same. IP camera network is to be placed for viewing remotely.	**(Include in capex cost) As per Tender Document.**
45	**Micropro Software Solutions Pvt. Ltd.**	Point No. 3.11.4 Page No. 20	Prices quoted by the Bidder will remain fixed during the Bidder's performance of the Contract and will not be subjected to variation on any account, except for any service tax, education cess, secondary and higher education cess, GST or any other applicable taxes as may be levied by the Government from time-to-time. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. - Our understanding prices are fixed for three years – for hardware & services but if any change in Tax structure by Government will affect the billings in future.	**As per tender document.**
46	**Micropro Software Solutions Pvt. Ltd.**	Point No. 4.4.2 Page No. 25	Documentation of Existing setup of GPS operations and Call Centre operations as per Tender guidelines (size <5MB). What is expected in this document from the bidder?	**List of Technical Bid Provided Clause 3.3 Page No. 15**
47	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.2.1 Page No. 28	The GPS-GPRS based vehicle tracking system should track and monitor the movement of 2866 referral and MMU vehicles of Health department. - The bidder should be given the inspection reports and should be allowed to verify the LIVE status before take over.	**Bidders should quote as per their understanding of solution required after reading of the tender and information gathered during facilitated visit to call centre, field visits and their own sources of gathering**

				information. No change in tender terms. (Web site already available)
48	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.2.4 Page No. 28	Server should be maintained and operated by bidder, Database and source-code will be property of Government only. The details of the existing set up licensing of data base and servers along with the data backup should be provided.	**Already allowed to visit Call center for interested to bidder. After award terms and procedure will be done.**
49	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.10 Page No. 29	The bidder will procure the necessary hardware and software including computers, routers, switches, networking and necessary electrical supply etc. at their own cost. - The existing infrastructure is in very poor shape. The hardware is over 4 years old. The standard life for computer hardware is 5 years. It has to be replaced in Six months or so, Depending upon the bills/Manufacturing dates. For optimum and seamless operation. Budget provision for same should be provided, in BOQ as well.	**As per tender document only**
50	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.11 Page No. 29	Set up a 16 X 8 Ft. Video wall at the centralized call center for LIVE MONITORING of GPS tracking of ambulances. - The width of the call center hall is around 20 feet only for the space the size asked in RFP is too huge. Considering the application of wall a smaller display should be considered.	**Video Wall canceled. This clause No. 5.3.11 is deleted.**
51	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.13 Page No. 29	The bidder will engage adequate staff to run the center in full capacity. The State Health Society reserves the right to conduct inspection of any employee and all call center at any time. The bidder has to recruit train and maintain the necessary staff to run the center in optimum capacity within 30 days of signing of Agreement. All costs related to hiring and the salaries of the call center staff will be borne by the bidder. The purchaser reserves the right to conduct an inspection of any employee of the call center at any time. - SHS has given the no of employees to ensure the operations. No. of calls	**As per tender document only**

			attended in a day should be provided to analyze the strength of employees required to answer all calls made to the center, if the manpower is not sufficient the bidder should not be penalized for call drops.	
52	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.27 Page No. 30	Call will be pickup within 3 rings otherwise per missed call penalty charge. - Without knowing the actual/expected calls per day and deploying the enough manpower suitable for answering all calls. Should not put limit to seats if the bidder is to be penalized. No of callers should be in proportion to the calls answered.	**As per tender document.**
53	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.20 Page No. 30	Install & Maintain 102 Referral Transport Program Information Boards (IEC) at all District public health institutes (2280 institutes) in Maharashtra. (Minimum Information Board size must be length 6 feet and width 4 feet) - What are IEC boards? Locations of Institutions & Materials used to make boards and matter to be printed should be provided. Provision for quoting rates in BOQ.	**- IEC board must be wooden frame with plastic material display. Board size: 3X4 ft. Information provided by State Health Society, Mumbai. Propose IEC rates in centralized call center opex.**
54	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.3.21 Page No. 30	Average 50000 per month SMS blasting for the publicity of 102 Referral Transport (RT) scheme as this scheme free for common public and also give feedback to beneficiary through SMS. -The mobile numbers on which the sms are to be blasted will be provided by SHM or the bidder has to buy the information?	**Should be read as in point no. 5.3.21, SMS blasting for the give feedback to beneficiary through SMS. Mobile numbers is already available 102 Centralized Call Center.**
55	**Micropro Software**	Point No.	The service provider has to follow all existing center and State Government Act	**As per tender**

	Solutions Pvt. Ltd.	5.3.30 Page No. 30	and laws like minimum wages Act, contract labor (R & A) Act, etc. - If the Minimum wages are revised by government, The bidder should be allowed to revise the billing in this case only. As no of manpower and qualification is set by SHM, SHM should consider the liability of the Bidder on the wages front. Sufficient provision according to the manpower requirements mentioned in the document should be provided to implement government norms.	**document**
56	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.4 Operationalizat ion of Control Room Point No. 5 Page No. 31	Service Provider in-charge of the Control Room shall bear all expenses relating to Telephone Bill, water, electricity charges, furniture, furnishing etc in running the Control Room. - The existing set up should be handed over in proper working condition. None of the ACs were shown in working condition even after several requests to the floor supervisor during visit. The floor mat is in very bad condition, Need to be replaced immediately. Chairs are damaged, Less in count for the conference room. The details of all liabilities should be provided before taking over.	**As per Tender Document. The existing set up will be handed over in proper working condition from existing bidder. Also list attached.**
57	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.4 Operationalizat ion of Control Room Point 6 & 7 Page no. 31	6) The Control Room should also have battery/generator backup facility so that services could be provided uninterrupted. 7) The Control Room should have adequate power to receive un-interrupted power supply in case of failure of electric supply. - The existing UPS is only for server, only 150 AH battery is connected. No DG is currently deployed. DG set is to be installed for back up. Provision in BOQ for DG procurement.	**No change. As per Tender Document.**

58	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.4 Operationalizat ion of Control Room Point No. 14 Page no. 32	IEC of this 102 scheme SMS should be done by Bidder and also satisfactory feedback send via SMS to the beneficiary. - What is expected in the point? IEC, SMS feedback.	**Should be read as in point no. 5.3.21, SMS blasting for the give feedback to beneficiary through SMS. Mobile numbers is already available 102 Centralized Call Center. Should be read as in point no. 5.4.14, SMS blasting for the give feedback to beneficiary through SMS. Mobile numbers is already available 102 Centralized Call Center.**
59	**Micropro Software Solutions Pvt. Ltd.**	Point No. 5.6 Page no. 34	Academic and Professional background - The experience cap that has been put, the manpower will not fit in minimum wages. Extra provision will be required, Kindly ease the norms as you have mentioned in tender document Point 5.3.29) Contractor should be treated as principal employer for providing uninterrupted services. Page 30	**No change. As per Tender Document.**
60	**Micropro Software Solutions Pvt. Ltd.**	Point no. 6.1 Page no. 36, 37 & 38	Existing GPS-GPRS system technical Specification - All the specifications mentioned should be verified by the bidder & report of the same if any deviation found before take over should be allowed.	**As per Tender Document. The existing set up will be handed over in proper working**

				condition from existing bidder.
61	**Micropro Software Solutions Pvt. Ltd.**	Point no. 6.2 Page no. 39 & 40	Existing Technical Specification Centralize Call Center 102 - All the specifications mentioned should be verified by the bidder & report of the same if any deviation found before take over should be allowed.	**As per Tender Document. The existing set up will be handed over in proper working condition from existing bidder.**
62	**Micropro Software Solutions Pvt. Ltd.**	Point no. 6.3 Page no. 40	Features to be available in GPS-GPRS device - All the specifications mentioned should be verified by the bidder & report of the same if any deviation found before take over should be allowed.	**As per Tender Document. The existing set up will be handed over in proper working condition from existing bidder.**
63	**Micropro Software Solutions Pvt. Ltd.**		Pantry facilities are not provided to the staff. - It is a must for any call center. Budget should be allocated as there is no facility available currently.	**As per Tender Document.** **Efforts will be made to year-mark open space other facilities to be provided by bidder.**
64	**Micropro Software Solutions Pvt. Ltd.**		All AMC requirements details as on date OR agreements to third parties for maintenance should be provided. - To calculate the liabilities for next three years including the hikes in AMC, wages & other expenses it is a must know.	**AMC provided by existing bidder and it will be responsibility of the successful bidder to maintain.** **Visit allowed see existing set of 102 Centralized Call**

				Center So, as per tender document.
65	**Micropro Software Solutions Pvt. Ltd.**		102 line Details, BSNL agreement of Fiber should be provided. - To calculate the liabilities for next three years including the hikes in AMC, wages & other expenses it is a must know.	**Already available PRI line of BSNL. AMC provided by existing bidder and it will be responsibility of the successful bidder to maintain.** **Visit allowed to see the existing set of 102 Centralized Call Center So, as per tender document.**
66	**Micropro Software Solutions Pvt. Ltd.**		EPABX Details ??	**Visit allowed to see the existing set of 102 Centralized Call Center so, as per tender document.** **IP PBX integrated to call server suing Asterix.**
67	**TOPSGRUP©SM**	Clause 1.2.4	The Bidder should have Installed/Maintained at least 1500 GPS devices cumulatively during the last three years (2013-14, 2014-15. 2015-16) out of which all should be functional on the date of submission of bid and also provide experience certificate for the same. The bidder should provide order copies in support of their claim. The Bidder/Consortium Partner should have Installed/Maintained at least 1500 GPS devices cumulatively during the last three years (2013-14, 2014-15, 2015-	**No Change As per tender Document**

			16) out of which all should be functional on the date of submission of bid and also provide experience certificate for the same. The bidder should provide order copies in support of their claim.	
68	**TOPSGRUP©SM**	Clause 1.2.6	A bid may come from wither a single bidder or from a consortium. If a consortium makes a bid, a lead member must be identified amongst them with whom the purchaser will sign all contract. The details about all the members of the consortium and a copy of the consortium agreement must be provided. A lead member of the consortium must be a GPS-GPRS device supplier having an experience in software development and creation and maintenance of IT infrastructure. Experience in Government sector will be preferred. A bid may come from either a single bidder or from a consortium. If a consortium make a bid, a lead member must be identified amongst them with whom the purchaser will sign all contracts. The details about all the members of the consortium and a copy of the consortium agreement must be provided. **A lead member or consortium partner must be a GPS-GPRS device supplier having an experience in software development and creation and maintenance of IT infrastructure. Experience in Government sector will be preferred.**	**No Change As per tender Document**
69	**TOPSGRUP©SM**	Clause 1.2.9	The Bidder should provide Manufacturer's authorization Certificate for the proposed GPS devices from the manufacturer of the product. The Bidder/Consortium Partner should provide Manufacturer's Authorization Certificate for the proposed GPS devices from the manufacturer of the product.	**No Change As per tender Document**
70	**TOPSGRUP©SM**	Clause 1.2.10	The Bidder must have relevant Quality certification in process, support and security activity, as follows mandatory certificate (a) ISO 9001:2008 and (b) ISO 20000-1:2011 or ISO 27001:2013 or ISO/TS 16949. The Bidder must have relevant Quality certification in process, support and security activity, as follows mandatory certificate (a) ISO 9001:2008	**No Change As per tender Document**
71	**TOPSGRUP©SM**	Clause 3.3.12	Brochures / Technical Documentation / Leaflets for hardware, software and solution offered. The Bidder requires the details of warranty status of current hardware. (Servers, PCs, Router and other networking devices. Monitoring screen etc.)	**Current hardware is in working condition also AMC provided by existing bidder and it will be**

				responsibility of the successful bidder to maintain. Visit allowed see existing set of 102 Centralized Call Center So, as per tender document.
72	**TOPSGRUP©SM**	Clause 3.3.14	Declaration document regarding integration of software and systems with existing architecture within 30 days of award of tender. The Bidder requires the current AMC with Software Vendor	**No Change As per tender Document.**
73	**TOPSGRUP©SM**	Clause 3.3.17	Interested Bidder may visit working 102 Centralized Call center, 3rd Floor, Aundh Chest Hospital, Pune and shall inspect the premises and check software and hardware as 102 Call center details, Internet and server details, GIS maps details Peripherals details GPS/AVTS with GPRS/GSM/3G, Work Stations . The Bidder requires details of AMC given to current vendors including hardware (Servers, PCs, Router, Printer), softwares, Applications (Tall taker and dispatcher), IVR etc. The Bidder requires the details of All Licenses (Windows and other softwares). The Bidder requires the details of service agreements with current vendors/suppliers (Eg. Harmon, Dristi, IT support vendor etc.)	**Bidders should quote as per their understanding of solution required after reading of the tender and information gathered during facilitated visit to call centre. No change in tender terms.**
74	**TOPSGRUP©SM**		Technical Questions related to GPS Vehicle Tracking 1) Make of GPS Tracker 2) Specifications of Tracker 3) Communication Protocol of Tracker 4) Age of Tracker 5) Amount of AMC paid for third year 6) Quoted AMC amount of Fourth, Fifth, Sixth and Seventh year 7) SLA of AMC 8) Failure rate of GPS Tracker in % on monthly basis 9) Operating Voltage of GPS Tracker 10) Current consumption maximum and minimum.	**AMC provided by existing bidder and it will be responsibility of the successful bidder to maintain. Visit allowed see existing set of 102 Centralized Call Center So, as per tender document. No change in tender**

			11) Availability of Spare GPS Tracker and its price. 12) Number of fault attended and % as per the nature of fault 13) GPRS SIM provider with plan and monthly charges	**terms.** **Specification of GPS is available in tender document.**
75	**TOPSGRUP©SM**		Technical Questions related Ambulance Vehicle Side 14) Age of batteries fitted in Ambulance 15) Average run of every ambulance. 16) Availability of Ambulance for maintenance	**As per tender document.** **After award of contract, the ambulance vehicles details will be given by State Health Society, Mumbai.**
76	**TOPSGRUP©SM**		Technical questions related Map Side Map used for tracking with yearly charges and SLA	**No Change As per tender Document**
77	**TOPSGRUP©SM**		Technical Question related to GPS Software Side 1) GPS vehicle tracking software documentation 2) OS used 3) Data base used 4) Version number of Communication S/W and date last updated 5) If OS is open source Source Code and Database Table Structure. 6) S/W Amount of AMC paid for third year 7) S/W Quoted AMC amount of Fourth, Fifth, Sixth and Seventh year 8) Primary Existing PRI line service provider with monthly charges. 9) Information on secondary PRI line as per main PRI line 10) Primary Existing internet line service provider with monthly charges. And plan information 11) Information on secondary Internet line as per main PRI line 12) Power supply details with monthly average electricity bill 13) Condition of Server AC room and AMC contract if any with Quotation 14) Stand by Backup power arrangement specifications with AMC charges and SLA	**Bidders should quote as per their understanding of solution required after reading of the tender and information gathered during facilitated visit to call centre. No change in tender terms.**

			15) Age of batteries used in UPS 16) Installation Qualifying criterion Should be amended to 1000 Vehicle Tracker	
78	**Aditi Tracking Support Pvt. Ltd.**	Page No. 9 Point No. 1.2.2	The Bidder should have annual turnover of Rs. 4.00 Crore for last three financial years. - The yearly turnover of Rs. 4 crores for 3 years. The scope of work is spread in long 3 years period on quarterly payment basis. For the kind of transaction this requirement is exorbitant. Please find Government circular directing not to impose such conditions. It is requested to revised such condition like minimum Rs.2.5 Cr.	**Should be read as in point no. 1.2.2, The Bidder should have annual turnover of Rs. 2.50 Crore per year for each of the last three financial years.**
79	**Aditi Tracking Support Pvt. Ltd.**	Page No. 15 Section No. 3.2	Tender should be submitted in two envelopes i.e. Technical Bid in envelope no 1 & commercial bid in envelopes no. 2. - Please clarify whether bidder need to submit physical copy?	**Bid Document must be submitted Online at website www.mahatenders.gov.in and all documents should be uploaded duly signed & stamped.**
80	**Aditi Tracking Support Pvt. Ltd.**	Page No. 9 Point No. 1.2.3	The Bidder should have experience in public health system and first responder service operations for at least last three years. - Please consider bidder should have experience in dispatch transport systems like employee transportation, emergency public transportation, airport transportation also.	**Should be read as in 1.2.3 the bidder should have experience in any emergency services such as health, fire, police, disaster management, army, aviation, public service for at least last 2 years.**
81	**Aditi Tracking Support Pvt. Ltd.**	Page No. 29 Point No. 5.3.11	Set up a 16 X 8 Ft. video wall at the centralized call center for LIVE MONITORING of GPS tracking of Ambulances. - Please reduce Video wall size for monitoring GPS tracking.	**Page No. 29 and Clause no. 5.3.11 is deleted. And Page No. 64 & Appendix 12 is deleted.**

82	**Aditi Tracking Support Pvt. Ltd.**	Page No. 30 Point No. 5.3.20	Install & Maintain 102 Referral Transport Program Information Boards (IEC) at all District public health institutes (2280 institutes) in Maharashtra. (Minimum Information Boards size must be length 6 feet and width 4 feet.) - We are requested to you please provide IEC Board size.	**- IEC board must be wooden frame with plastic material display. Board size: 3X4 ft. Information would be provided by State Health Society, Mumbai. Propose IEC rates in centralized call center opex.**
83		Page No. 56 Appendix 9 Commercial Bid		**Should be read as Page No. 56 Appendix 9 Revised Commercial Bid is attached below.**

Revised Tender Schedule is as follows:

• Sale, Preparation, Submission & Closing of Tender Document has been extended up to 22.02.2017 up to 14.00 hrs.

• Date & Time of Opening: 23.02.2017 from 14.00 hrs.

Appendix 9 – Revised Commercial Bid

1. As a part of financial proposal, the Bidder is required to propose rates that he would charge the Commissioner, Health Service & Director, National Health Mission, Mumbai Maharashtra for providing the services listed as per following Table I, Table II, Table III, Table IV and Table V.

Table - I – GPS-GPRS Capex

Rs

Particulars					
S.No.	*Capex Cost per unit Device per vehicle. (incl. installation)	Cost of 25 no. Devices	Percentage of Applicable Tax per vehicle (%)	Amount of Applicable Tax 25 no of Devices (Rs.)	Total Capex cost
	A	B = (A* 25)	C	D= (C*25)	E = (B+D)
1.					

(Rs. In Words_____)

*Capex Unit Cost includes installation of Device in the Vehicle and Software for the same.

Table - II – GPS-GPRS Opex

Recurring cost for GPS – GPRS   Rs

Particulars					
*Financial Year	Recurring cost per vehicle. (incl. telecommunication cost, manpower, etc)	Recurring cost of 2866 no. vehicle	Percentage of Applicable Tax per vehicle (%)	Amount of Applicable Tax -2866 no of vehicle (Rs.)	Total Recurring cost
	A	B = (A* 2866)	C	D= (C*2866)	E = (B+D)
2016-2017					
2017-2018					
2018-2019					
Total (for 3 years)					

(Rs. In Words_____)

*Financial Year to be considered for a period of 12 months. Bid value should be for 12 months in each Financial year.

Table - III Centralized Call center -Capex

Capex for Centralized Call center 5 seat

S.No.	Particular	Amount (Rs.)	Percentage of Applicable Tax (%)	Amount of Applicable Tax (Rs.)	Total Capex Cost
		M		N	O=M+N
1.	Call Center 5 Seat setup including Software and Hardware, Server, Infrastructure etc.				
2.	40 Tablets for MMU vehicles with software				
TOTAL					

(Rs. In Words_____)

* For additional 5 seater infrastructure, all hardware (server, pc, etc) should be compatible with existing hardware

Table - IV Centralized Call center -Opex

Recurring cost for Centralized Call center

Financial year	Total Opex per month for 1seat	Total Opex per month for 15 seats	Total Opex per annum for 15 seats
		P	Q= (P*12)
2016-2017			
2017-2018			
2018-2019			
Total (for 3 years)			

(Rs. In Words_____)

Table – V –TOTAL COST

Financial year	Total Capex for GPS-GPRS	Total Capex for Call Center	Total Recurring Cost for GPS-GPRS instruments	Total Recurring Cost for 102 centralized Call center	Total Final
	U=Table I - E	V=Table III – O Total	X = (Table II – E Total)	Y= (Table IV – Q Total)	Z=U+V+X+Y
2016-2017					
2017-2018					
2018-2019					
Total (for 3 years)					

(Rs. In Words_____)

Incase of increase or decrease in quantity during contract period, it will be binding on the agency to provide services as per approved unit cost only.

The Opex cost should include staff salary, training, all maintenance charges, telephone bill (Incoming and outgoing charges), electric charges, installation & setup, software setup for MMU and any other recurring charges, etc. Above list of Opex is only indicative and not exhaustive.

The successful bidder should produce bills for the payment.

* * Rates of the eligible bidders will be compared for L1 (Lowest 1) on Total Capex for GPS-GPRS + Capex for Call Center + recurring Cost for GPS-GPRS Devices + recurring Cost for centralized Call center (i.e. Table V Z =U+ V+X+Y)

* Financial Year to be considered for a period of 12 months. Bid value should be for 12 months in each financial year.

Detail Lists

DESKTOP HARDWARE INVENTORY

SR. NO.	COMPUTER NAME	MAIN USER	CPU SERIAL #	DESKTOP SERIAL #	HARD DRIVE	RAM	HARDWARE CONFIGURATION / ADDITIONAL HARDWARE	SOFTWARE CONFIGRATION / ADDITIONAL PROGRAMS	NOTES
1	CCA 1-PC	Call Assistant	JTFG1BS	0WR979-64180-7B1-A51C	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
2	CCA 2-PC	Call Assistant	95GG1BS	0WR979-64180-7B1-A5UC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
3	CCA 3-PC	Call Assistant	56GG1BS	0WR979-64180-7B1-A5YC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
4	CCA 4-PC	Call Assistant	JMBG1BS	0WR979-64180-7B1-A4HC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
5	CCA 5-PC	Call Assistant	14GG1BS	0WR979-64180-7B1-A5ZC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
6	CCA 6-PC	Call Assistant	3G581BS	0WR979-64180-7B1-A6OC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
7	CCA 7-PC	Call Assistant	631GG1BS	0WR979-64180-7B1-A6UC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
8	LCD-PC	Calls Information	1MYG1BS	LCDTVAD40FH-MMA	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD LCD-VIDEOCON	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials Djinn Agent	

9	MIS PC	MIS Executive		0WR979-64180-7B1-A5FC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD PRINTER- HP LASERJET M1005	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials Djinn Agent	
10	SUPERVISOR PC	SUPERVIS OR	26GG1BS	0WR979-64180-7B1-A5SC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials Djinn Agent	
12	IT-PC	IT Executive		0WR979-64180-7B1-A4UC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD PRINTER-ESPON LX-300+ DOT MATRIX PRINTER	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials Djinn Agent	
13	HOD-PC	HOD		0WR979-64180-7B1-A6NC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
14	HR-PC	HR		0WR979-64180-7B1-A4LC	80 GB	2 GB	DELL OPTIPLEX 330 Processor Intel(R) Core(TM)2 CPU 6300 @ 1.86GHz DELL MOUSE, DELL KEYBOARD,LOGITECH HEADPHONE PRINTER- HP DESKJET 1050 COLOR PRINTER	OS -Microsoft Windows 7 Ultimate Microsoft Office 2007 Antivirus-Microsoft Security Essentials	
15	HP DESKJET PRINTER	HR		CH346-80004					
16	HP LASERJET PRINTER	MIS Executive		CNH8F7F82V					
17	TVS DOTMATRIX PRINTER	H.O.D		C8FY179120					
18	CRM SERVER	SYSTEM ADMIN		SR.NO. CASH INVOICE					
19	GPS SERVER	SYSTEM ADMIN		SR.NO.CASH INVOICE					

SERVER INVENTORY AND DETAILS

SR.NO.	ITEM	ASSESSMENT 1	ASSESSMENT 2
1	Server Name	CRM Server	GPS Server
2	Location	Server Room	Server Room
3	Server Role(s)	Customer relationship management	ABULANCE tracking
4	Make / Model	DELL T410	DELL T410
5	RAM	8GB	4 GB
6	Hard Disk(s)	1TB	1TB
7	RAID Configuration	Yes	Yes
8	Network Card	Inbuilt	Inbuilt
9	UPS / Battery Backup	8 Hours	8 Hours
10	Other Hardware Components	Inbuilt	Inbuilt
11	Operating System	Cent OS Ameyo	Cent OS
12	# of OS Client Access Licenses	Third Party provided	Third Party provided
13	Antivirus Software	Available	Available

UPS POWER BACKUP INVENTORY

SR. NO.	Company Name	Location	Equipment	Serviced	Equipment type	Make-Model	Serial #	Manufacturing Date	KVA/ Watt	Note
1	Microtek	Security Room	Sinewave multi-inverter		UPS	Microtek Sinewave	13GIQN B10128		5.6 kva	
2	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1800		150AH	
3	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1801		150AH	
4	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1802		150AH	
5	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1803		150AH	
6	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1804		150AH	
7	Microtek	Security Room	Tubular Battery		Battery	MTEK Power	EB 1805		150AH	

ELECTRICAL AND ELECTRONICS INVENTORY

SR.NO.	PARTICULARS	QUANTITY	BRAND
1	WIRELESS ROUTER	2	NETGEAR/DLINK
2	UPS MICROTEK	1	MICROTEK
3	UPS BATTERY	6	MICROTEK
4	TUBE	15	
5	FAN	11	
6	LED BULBS	12	
7	LED PLAZMA TV	1	VIDEOCON
8	CONFERENCE LED TV	1	LG

HARDWARE & SOFTWARE INVENTORY IN

DESKTOP CONDITION

Desktop Name	Monitor	Keyboard	Mouse
Cca1	Available	Available	Available
Cca2	Available	Available	Available
Cca3	Available	Available	Available
Cca4	Available	Available	Available
Cca5	Available	Available	Available
Cca6	Available	Available	Available
Cca7	Available	Available	Available
Cca8	Available	Available	Available
Cca9	Available	Available	Available
Mis-Pc	Available	Available	Available
HR-Pc	Available	Available	Available
Supervisor	Available	Available	Available
Crm control Panel pc	Videocon Plazma TV	Available	Available

HEADPHONES INVENTORY

PRODUCT NAME	QUANTITY	PRESENT CONDITION AND REMARKS
LOGITECH H110	10	WORKING FINE

Commissioner, Health Service & Mission Director

National Health Mission, Mumbai