

PART – I: SCOPE OF WORK

1. The bidder shall provide Beyond Visual Line of Site (BVLOS) in fixed predefined / pre- approved flight paths and deliver Medical Supplies payload at selected locations and return to the command station (AIIMS Bilaspur).
2. The drone operator shall be responsible for establishing, installing, operating, and maintaining UAV based system and associated logistics for the delivery of medical supplies and essentials.
3. The drone operator must adhere to safety and statutory guidelines and the latest regulations of Drone Rules 2021 and Ministry of Civil Aviation (MoCA) as amended from time to time by the Govt. of India for operating drones including adherence to operational limitations of red/ yellow zones as applicable.
4. Terrain should not be a constraint for operation/ delivery of the payload. The take-off and landing sites will be indicated by AIIMS Bilaspur with a clearance area (preferably flat ground) of not less than 4 mtr x 4 mtr. No runway will be available and hence VTOL is mandatory.
5. Unique Identification Number of the equipment is a non-negotiable mandatory requirement.
6. The bidder shall impart periodic training to nominated social health worker/ self-help group volunteer in handling of payload. Payment of such operators/ handlers will be borne by the bidder during the period of contract.
7. The agreement for operations will be initially for one year extendable annually up to a period three years including initial engagement based on the performance of successful bidder.
8. A minimum freight of 200 km aerial kms per month will be assured for payment. Additional payments will be based on actual distance logged during the flights. Billing cycle will be once in 3 months. Any unused aerial km during the billing cycle will be carried over to the next billing cycle. The basis of calculation of distance will be on a straight-line connectivity between the origin and destination.
9. Approximate Kms (round trip) per day will be 100 kms.
10. The drone should land within the designated area with a Circular Error Probability (CEP) of not more than 2 mtrs.
11. There should be a feasibility of temperature logging of the payload during the flight and the safety requirements for the delivery specified by the manufacturer and endorsed by the Ministry of Health and Family Welfare, Govt. of India must be adhered to.
12. The vendor shall not assign or transfer the Project interests/ rights to any third party directly or indirectly without prior written consent from AIIMS Bilaspur or its authorized representative.
13. The vendor shall make his/ her own arrangement for the safe custody, charging and any other requirement incidental to drone operation and maintenance at his/ her own cost and with permission of AIIMS Bilaspur. However, if deemed fit by the authority, any assistance may be considered by the Competent Authority, regarding space, utilities etc. at such rates decided by the institute.

Note:

1. **The quoted price should not be less than Minimum Reserve price of Rs. 25 Per Km. Price bid with quoted price of less than minimum reserve price would be rejected & EMD will be forfeited.**
2. **Price* (Quoted rates inclusive of GST are to be provided on 'per kilometer' basis. L1 will be decided on lowest charges quoted per km).**

Note: The payment shall be as per the actual distance covered, on 'per kilometer' basis.

PART- II: DRONE SPECIFICATIONS & STATUTORY REQUIREMENTS/ COMPLIANCES

1.	UAV Type	Mandatory VTOL with Multirotor/ Single Rotor/ Hybrid
2.	Take-off and landing	Vertical Take-off and landing
3.	Maximum payload	Upto 3 kgs (for dry/ wet biological samples/ medicines/ vaccines)
4.	Operating Range (aerial distance)	Minimum 100 km (two way) on a single charge and without battery change
5.	Operating Altitude	As. per Drone Rules 2021
6.	Safety Features and Statutory Compliances	As per Drone Rules- 2021/ MoCA Guidelines
7.	Ground Control Station (GCS)	Portable, preferably Laptop based with battery backup to cover the entire period of drone operation without requirement of charging.
8.	Dynamic flight path modification	Capable of dynamic configuration to alternate destination if required
9.	Emergency Recovery Mode	Ability to return the home/base in case of communication failure, low battery/power, beyond operational wind speed or any other issue hampering payload delivery.
10.	Push button return option (Desirable)	Without pilot intervention drone must be able to take off for return flight/ base by the push of a button from target location.
11.	Weather & Condition Capability	All weather is desirable
12.	Insurance/ Liabilities	Drone service provider to provide third party insurance including collateral damage and cost of payload
13.	Make In India	Not less than 20% of components in proportion of cost of equipment
14.	Drone Pilots	Not less than 03 DGCA certified Pilots/ Operators
15.	Prior Work Experience, Existing MoU / Work Order	At least 12 months experience with any State/Central Govt./PSU Department and should not have been black listed at any time by any agency/client.
16.	Real-Time Monitoring Capability	Mandatory through Ground Control Station with/ without GPS
17.	Equipment available at the site	Minimum two drones should be available in operational ready condition at anytime
18.	Registration status of Bidder	The proponent shall be a legal entity, registered as a company / LLP/ Society/ Partnership firm/ Proprietorship firm under respective acts in India. Company Incorporation certificate from ROC/ Partnership deed etc. should be provided as applicable
19.	Human Resource requirement	Adequate resource to always maintain operational readiness at the site including pilots and maintenance personnel.

PART – III: PRE-QUALIFICATION CRITERIA (PQC)/
ADMINISTRATIVE EVALUATION CRITERIA

1. The following will be the minimum Pre-Qualification Criteria (PQC). Responses not meeting the minimum PQC will be summarily rejected and will not be evaluated further:

Sl. No.	Pre-Qualification Criteria	Supporting copy of documents required (All documents must be self- attested by the authorized person of the proponent)
1.	The bidder should have a registered office in India.	Proof of Registered office
2.	The bidder shall be a legal entity, registered as Company/ LLP/ Society/ partnership firm/ proprietorship firm under respective acts in India.	GST Registration
3.	The bidder should have experience in development and deployment of UAV in three (3) immediately preceding years (2022-23 to 2024-25) and minimum of 2,000 aerial km per year and 500 hrs of flight in a single project/ UAV model	Work Order/ Contract Copy
4.	Experience/ Performance certificate issued by State/Central Govt./PSU	Project Completion/ Experience/ Performance certificate
5.	Minimum Annual Turnover of bidder should be Rs. 10 lakhs	CA verified turnover document to be submitted
6.	Demonstration	“No Cost No Commitment” basis before opening of the financial bid. The schedule of demonstration will be notified to all eligible technical bidders.
7.	DGCA Certification licensing (as applicable)	Mandatory
8.	PBG (Performance Bank Guarantee)	5% of annual contract value which will be renewed if contract is extended for subsequent year(s)

PART – IV: INSTRUCTIONS TO BIDDERS

1. Bidders are requested to go through all pre-qualification requirements, the scope of work for execution & requirements w.r.t technical/ financial capabilities for acceptance, and submission of documents as mentioned in Administrative and Technical qualification criteria. AIIMS Bilaspur reserves the right to call for any clarifications confined in the broad scope, wherever such a clarification becomes necessary for proper judgment in evaluation.
2. The application is liable to be rejected if:
 - (a) The proposal is not submitted as per the requirements indicated in the TENDER.
 - (b) Not in the prescribed format.
 - (c) Not properly stamped and signed as per requirements.
 - (d) All relevant supporting documents are not furnished with the PQC.
 - (e) The proposal shall be substantially responsive without any material deviation, failing which the proposal shall be summarily rejected.
3. AIIMS, Bilaspur shall not be responsible for any late receipt of applications for any reasons whatsoever and reserves the right to reject applications without assigning any reasons thereof.
4. AIIMS, Bilaspur may relax or waive any of the conditions stipulated in this document as deemed necessary or to include any other item in the Scope of work at any time after consultation with bidders in the best interest of the institute without assigning any reasons thereof.
5. Screening of all the tenders shall be carried out as per the Pre- Qualification criteria and technical criteria mentioned in the document and based on the verification of documents submitted. The bidders found suitable for technical criteria will be further evaluated on financial criteria and the financial bids submitted will be evaluated.
6. Successful bidder, in the event of failing to execute the tender will be blacklisted and debarred from participating in subsequent tendering of AIIMS Bilaspur for a period of two years from the issue of tender offer.
7. Pre bid meeting will be held by AIIMS Bilaspur tentatively within 14 days of upload of tender. The meeting will be held both in physical and virtual mode (link will be shared a day prior to meeting).
8. Demonstration on NCNC basis will be conducted at a date and time decided by AIIMS Bilaspur preferably on the last date of closing of bid.

PART – V: LIQUIDATED DAMAGES

1. In case of inability to operate/ deliver payloads, AIIMS, Bilaspur reserves the right to get the work done through alternate sources at the cost and risk of the defaulting agency. If there is any damage of goods/ supplies due to failure of drones, AIIMS, Bilaspur reserve the rights to charge the penalty equivalent to the cost of goods/ supplies.
2. In case of break down, after its reporting for operations, the drone will have to be replaced by same type immediately or within an hour. In case of non- availability of suitable UAV/Drone a penalty up to Rs. 5000/- may be imposed in addition to deduction on pro-rata basis for the period. If the number of break down exceeds three times in a month, a penalty of Rs. 5000/- per break down shall be imposed.
3. In case of non-availability of drone for any particular day penalty of Rs. 5000/- per day shall be imposed in such a scenario, AIIMS Bilaspur reserves the right to execute the task by any alternate vendor as deemed appropriate. In addition, the alternate service provider will be liable to pay the actual invoice amount raised by the alternate vendor to fulfill the obligation of AIIMS Bilaspur. If the alternate drone provided by the Service Provider is found to be in a condition unfit for use or without proper document, the drone may be rejected. No payment shall be made on account of such rejection. However, in case of dispute, the decision of Executive Director AIIMS Bilaspur shall be final and binding.
4. The bidder should not refuse to provide drone against the institute's requirement and on each refusal a penalty as specified above will be deducted from the running bills besides any other action under any other provisions of this tender.
5. The Service Provider shall at all times ensure that the services being provided under this Contract/ Agreement are performed strictly in accordance with all the applicable laws, orders, bye-laws, regulations, notifications, rules, standards, guidelines, recommended practices etc. including notifications issued by the Ministry of Civil Aviation, from time to time.
6. Bidder should maintain in full force and effect insurance coverage which is adequate against all liabilities, claims and risks to be covered in the insurance. The vendor undertakes to provide insurance coverage to take care of the unforeseen damages that may occur during the project including, but not limited to the following:
 - (a) Any damage to the drone or loss/ damage of Human life or any other property while undertaking commitments under the Project
 - (b) Operational failure of drone.
 - (c) In case of damage of payload or carrier box while undertaking sorties under the project, the bidder will compensate AIIMS Bilaspur for damages that may be caused due to damage of payload or carrier box in each sortie the amount equivalent to the damages that might result for all the sorties.
7. The entire civil and criminal liability arising from the provision of services shall rest solely with the Service Provider. The Institute shall not be held responsible for any damages, losses, claims, or liabilities whatsoever.

PART – VI: DEMONSTRATION METHODOLOGY

1. The demonstration will be conducted on “No Cost No Commitment” (NCNC) basis to the Executive Director / Empowered Committee as designated by the competent authority.
2. A briefing on payload and destination will be carried out by AIIMS authorities and a pre visit by bidders to destination / health centers is recommended.
3. The demo flight shall showcase the following capabilities:
 - (a) The drone has to carry a minimum payload of 2 kg from AIIMS Bilaspur Helipad to a destination / health center designated by AIIMS and return with different payload
 - (b) One way flight time not less than 20 minutes and 40 km aerial distance.
 - (c) Ground turnaround time not more than 10 minutes.
 - (d) Altitude of at least 1000 ft above ground level at all times of flight except during take-off, landing, ascend and descend.
 - (e) Uninterrupted live tracking in GCS with all parameters as mandated by DGCA, MoCA and statutory requirements during the entire duration till drone returns to base.
4. The vendor will confirm his willingness to showcase the demonstration at the Buyer specified location on the notified date and time.
5. The vendors found non-compliant in the demonstration would be disqualified.
6. Being NCNC demonstration all charges for transportation freight, insurance, custom, GST and any other local taxes shall be borne by the vendor.
7. Demonstration will be undertaken at AIIMS Bilaspur Helipad.
8. A pre demonstration meeting to discuss broad schedule and modalities of demonstration will be organized at a place which will be intimated to the vendors. The meeting will include the representative of the vendor and all stakeholders and agencies involved in conduct of demonstration. The likely schedule and sequence of demonstration will be informed to the vendor representatives during the pre-demonstration meeting.
9. All queries, representations and requests related to the demonstration will be addressed in writing to the Empowered Committee.

PART-VII: FINANCIAL REQUIREMENT & PAYMENT TERMS

(PDF of filled format to be uploaded separately in financial bid only and submission with technical bid may lead to rejection of bid)

Price Bid		
Site	Price* (Quoted rates inclusive of GST are to be provided on 'per kilometer' basis. L1 will be decided on lowest charges quoted per km) and same to be quoted in prescribed window on GeM	Remarks
Site: AIIMS Bilaspur		Price should be inclusive of all charges such as equipment, software, drone logistics, maintenance, administration, human resources, statutory compliances/ certifications/ license, insurance, and any other incidental charges as applicable.

*** The quoted price should not be less than Minimum Reserve price of Rs.25 Per Km. Price bid with quoted price of less than minimum reserve price would be rejected & EMD will be forfeited.**

1. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder quotes the lowest rate, as per guidelines in GeM portal, the buyer shall have two options for placement of contract.

(i) Placement of Algorithm/Random selection runs by GeM system

OR

(ii) Placement of contract on anyone of the L-1 Bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.

2. The payment to the Service Provider will be made on quarterly basis.
3. Any violation of contractual obligations by the Service Provider/ employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.
4. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive. Payment shall be made once the Service Provider submits the invoice for the same as per the prescribed process flow.
5. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook and service feedback.
6. Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
7. All the penalties/ fine/ interest (if applicable) will be settled before making the payments to the service provider. Service Provider shall not have any objection on the same.

Authorization Letter
(To be submitted on Company's Letter Head)

Subject: Letter for Authorized Signatory

Ref. No. Bid No. dated Ma'am/Sir,

This has reference to your above-mentioned Tender (TENDER) for the Delivery of Medical supplies by drones at AIIMS Bilaspur.

Mr./Miss/Mrs/Dr _____ is hereby authorized to submit the TENDER documents and participate in the processing on behalf of M/s _____ (Company Name).

The specimen signature is attested below:

Name: _____
(Specimen Signature of Representative)

Yours faithfully,

(Signature of the Authorized signatory)
Name:
Designation:
Seal:
Place:

Tender
(To be submitted on Company's Letter Head)

To

The Executive Director , AIIMS
Bilaspur.

Subject: Submission of Tender for Delivery of Medical supplies by drones at AIIMS Bilaspur.

Ref: Bid No.

Ma'am/Sir,

The undersigned having read and examined in detail all the TENDER documents pertaining to your requirement, do hereby express the interest to participate in this bid with the acceptance of all the terms and conditions of the bid. The details of the Company and contact person are given below:

1	Name of the Bidder	
2	Address	
3	Name, designation & address of the person to whom all references shall be made	
4	Telephone No. (with STD code)	
5	Mobile No. of the contact person	
6	Email ID of the contact person	

I/we hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Authorized signatory)

Name:

Designation:

Seal:

Place:

To,

The Executive Director , AIIMS
Bilaspur.

Subject: Undertaking of Drone specification

Ref: TENDER No. dated..... Ma'am/Sir,

This has reference to your above-mentioned Tender for Delivery of Medical supplies by drones at AIIMS Bilaspur.

----- agree to provide the UAV with specifications provided In Technical Criteria with the price bid for the proposed site (s):

Yours faithfully,

(Signature of the Authorized signatory)

Name:

Designation:

Seal:

Date:

Place:

Undertaking with regard to production capacity
(To be submitted on Company's Letter Head)

To,

The Executive
Director , AIIMS
Rishikesh.

Subject: Undertaking regarding Production Capacity

Ref: Bid No. dated

Ma'am/Sir,

It is hereby confirmed and declared that M/s ----- , does have the capacity (including operational cost etc) to provide and deploy at least two drones

M/s----- does have the capacity to conduct . sorties per day/ month ----- in the selected location within a defined range (subject to approval of DGCA).

Yours faithfully,

(Signature of the Authorized signatory)

Name:

Designation:

Seal:

Date:

Place: