

GOVERNMENT OF ARUNACHAL PRADESH
DIRECTORATE OF FIRE & EMERGENCY SERVICES
ITANAGAR

NO.DIR/F&ES/MT/GPS/2025

Dated Itanagar the 9 Jan'2026

TENDER NOTICE

Sealed tenders on plain paper are invited by Director, Fire & Emergency Services, Itanagar under two bid system (Technical Bid & Financial Bid) from Information & Technology solutions based firms for entering into a contract for supply and installation of GPS system in Fire Vehicular Appliances of Arunachal Pradesh Fire & Emergency Services as per enclosed terms & conditions and technical specifications. Tenders will be received up-to **1600 hrs on 27/01/2026** and will be opened **on 28/01/2026 at 1130 hrs**. The tenderers or their representatives may remain present at the time of opening of tenders.

The tender papers containing full details with specification and terms & conditions can be obtained from Directorate of Fire & Emergency Services, Ganga, Itanagar on any working day during office hours w.e.f. **09/01/2026 to 27/01/2026** on payment of Rs.500/- (Rupees five hundred) only (non-refundable) as tender fees through the eGras Portal of Govt. of Arunachal Pradesh in the form of challan in favour of the Superintendent of Police, Fire & Emergency Services, Itanagar, payable at SBI Itanagar. It may also be downloaded from website www.arunpol.nic.in. The tenderers downloading the documents from website are also required to submit a bank draft of Rs.500/- (Rupees five hundred) only (Non-refundable) as tender fee at the time of submitting tender paper.

In complete tenders are liable to be rejected.

Director
Fire & Emergency Services
Arunachal Pradesh
Itanagar

NOT TO BE PUBLISHED

M/ NO.DIR/F&ES/MT/GPS/2025

Copy to:

1. The I/c Computer Cell, PHQ Itanagar may kindly upload the Tender Notice cum Terms & Conditions and 01(one) set of Technical Specifications of supply and installation of GPS system in Fire Appliances on the website www.arunpol.nic.in.
2. Notice board.
3. Office copy.

Director
Fire & Emergency Services
Arunachal Pradesh
Itanagar

GOVERNMENT OF ARUNACHAL PRADESH
 DIRECTORATE OF FIRE & EMERGENCY SERVICES
 ITANAGAR

NO.DIR/F&ES/MT/GPS/2025

Dated Itanagar the  Jan'2025

TENDER NOTICE-CUM-TERMS AND CONDITIONS

Sealed tenders on plain paper are invited by Director, Fire & Emergency Services, Itanagar under two bid system (Technical Bid & Financial Bid) from Information & Technology solutions based firms for entering into a contract for supply and installation of GPS system in Fire Vehicular Appliances of Arunachal Pradesh Fire & Emergency Services.

1. Description of items to be procured / Approx. Cost of tender / Earnest money required etc.:

Sl.No.	Description of items to be procured	Approx Cost of Tender	Earnest money required	Tender Fee (Non Refundable)
I	Supply, Installation, Operation and maintenance during one year guarantee period of GPS & GPRS based automatic vehicle tracking system in Fire Vehicles.(Technical specification and other details are at Annexure-I)	Rs.16,50,000/- Note:-The Tendered items represent the entire scope of the project.	Rs.33,000/-	Rs.500.00

2. Critical date sheet:

Sl. No.	Particulars	Date	Time
1	Date of publication of Tender	09/01/2026	
2	Bid submission start date	From the date of publication onward	
3	Bid submission end date	27/01/2026	1600 hrs
4	Submission of Tender fees (cost of tender documents)	Tenderers who wish to obtain tender document from Directorate of Fire & Emergency Services, Itanagar, must submit a copy of challan paid through the eGras Portal of Govt. of Arunachal Pradesh in favour of Superintendent of Police Fire & Emergency Services, Itanagar, Arunachal Pradesh.	
5	Date of Technical bid opening	28/01/2026	1130 hrs

3. The Tender documents must be provided in two (02) covers:

4. Cover-'I':-Technical Bid- It shall contain scanned copies of eligibility information as under:

a) Earnest Money must be attached in form of TDR/FDR/Demand Draft/NCS/KVP etc of Nationalized Bank/Post offices duly pledged in favour of the **Superintendent of Police, Fire & Emergency Services, Itanagar, Arunachal Pradesh**. The tenderers registered



under Micro Small & Medium Enterprises (MSME), Small Scale Industries (SSI) are exempted from pledging Earnest Money. They must submit copy of registration certificate of MSME.

- b) Attested copy of PAN.
- c) Attested copy of firm registration.
- d) Attested copy of last three years Income tax return of the firms.
- e) Valid Trading license issued by competent authority for the tendered items.
- f) Letter of authority in respect of authorized distributors/dealership.
- g) Financially soundness certificate.
- h) Technical compliance statement should be enclosed along with technical bid clearly specifying deviation, if any for all specifications mentioned in the tender.
- i) Technical and Financial Bid should be submitted in two different envelop.

4. Cover-II' Financial Bid- It shall contain documents on "Financial Bid". Financial bid shall be opened only of those bidders who have been declared technically qualified by the technical committee. The criteria for eligibility and qualifications are to be met by the bidders such as minimum level of experience / past performance (if any), facilities and financial position etc. The date of opening of "Financial Bid" will be intimated to the firms which will be found qualified in technical compliance statement in due course of time. The financial bid format is also enclosed at **Annexure-I**.

GENERAL INSTRUCTIONS:-

- 1. The tenders received after scheduled date and time will not be entertained. The tenderers or their representatives may remain present at the time of opening of tenders.
- 2. Tender should be typed or hand written clearly in block letters. All literature or correspondence in connection with Tender shall be made in English.
- 3. Tenders must be legible and clear in all respect else it shall be liable to be rejected.
- 4. Overwriting or cutting in the tender documents will be summarily rejected.
- 5. The Tenderer/Firms fail to fulfill the eligibility criteria will be summarily rejected.
- 6. Tender should be properly sealed with LAC SEALING WAX. Tender sending through postal/courier shall reach to the addressee in good condition and within due date. Tender in torn condition and after expire of last date will not be accepted.
- 7. The separate sealed envelope containing tender documents should be subscribed as "**TENDER FOR SUPPLY AND INSTALLATION OF GPS**" and sent to the **Superintendent of Police, Fire & Emergency Services, Ganga, Itanagar, District-Papumpare, Arunachal Pradesh, Pin-791113** or drop in the Tender Box on any working day from 0930 hrs to 1600 hrs. Tenderer should write his full address at the bottom of the left side of envelope.
- 8. The successful Tenderer will be required to deposit 3% of the total value of the items to be supplied as performance security money within 10 days from the date of issue of letter of acceptance of tender. And tenderer will have to enter into a "DEED OF AGREEMENT" stipulating terms & conditions of the contract. Security deposit will be subject to forfeiture in case of non-fulfillment of any or all the Terms and Conditions of the contract. The 2% of Earnest Money of successful tenderer will be forfeited to the Government in case of failure to furnish security money and execution of "DEED OF AGREEMENT".

9. Graded liquidated damages will be charge for delay in delivery of equipment's or performance of services will be liable for as under;
 - (i) For first 30 days @ 1% of the value of goods.
 - (ii) For next 60 days @ 2% of the value of goods.
 - (iii) For delay of 2 months/over & up to 4 months @ 4% of the value of goods.
 - (iv) Beyond 4 months and up-to 6 months @ 5%, of the value of the goods and on expiry of 6 months the contract would automatically get nullified and bank guarantee would be invoked.
10. The tender papers containing full details with specifications and terms and conditions can be obtained from Directorate, F&ES, Itanagar Ganga, on showing of Payment receipt of Rs. 500/- (Non-refundable) in favour of the Superintendent of Police Fire & Emergency Services, Itanagar, Arunachal Pradesh paid through egras Portal of Govt. of Arunachal Pradesh on any working day from 0930 hrs.to 1600 hrs w.e.f. **09/01/2026 to 27/01/2026**. The tender documents may also be downloaded from our website. The tenderers downloading the documents from website are also required to submit a copy of challan of Rs.500/- as **tender fees in favour of the Superintendent of Police Fire & Emergency Services, Itanagar, Arunachal Pradesh paid through egras Portal of Govt. of Arunachal Pradesh**. No other mode of payment will be accepted.
11. The GPS equipment should be installed in the Fire Vehicles placed at Itanagar, Naharlagun, Sagalee, Pasighat, Aalo, Basar, Likabali, Yingkiong, Daporijo, Dumperijo, Ziro, koloriang, Nyapin, Seppa, Bomdila, Tawang, Bhalukpong, Roing, Anini, Anjaw, Tezu, Namsai, Changlang, Khonsa, Longding by the Bidder.
12. The quantities of supply of GPS equipment may vary subject to availability of funds.
13. The Bidder should have office/Local representative available at Itanagar, Arunachal Pradesh. Supportive document in this regard should be submitted with the tender.
14. The bidder must possess sufficient and qualified work force to carry out the work on due time.
15. The firm should submit the authorization certificate of the same given by the manufacturer/OEM.
16. Rates should be quoted F.O.R for the locations mention above at Sl. No.11.
17. The rate of GST (as applicable) should be quoted by the tenderers and the GST% and amount be clearly mentioned for all items, else shall be summarily rejected.
18. The Rates should be quoted in Indian currency both in figure as well as in words.
19. In case tender opening date is declared as holiday or bandh call at Itanagar, the tender will be opened on next working day at 1130 hrs.
 - (a) The bidder may check the website for any addendum/corrigendum to the notice/bidding documents till the date of submission of bids and the bidder should incorporate the same in his bid documents.
 - (b) Conditional bids and the bids not meeting the qualifying criteria on the date of receipt of bids shall be summarily rejected.
 - (c) Before submission of bids bidder must ensure that the scanned copies of all necessary documents have been attached with bid.
 - (d) All the required information for the bid must be filled and submitted.
20. Technical bid along with its specification leaflets, brochure & catalogue must be submitted.
21. Any breakage or loss of any item will be at the supplier's risk.



22. The work will have to be completed within 45 days from the date of issue of supply order. In case of failure to supply and installation the items in time, violation of any provision of Deed of Agreement, the firm is liable to be blacklisted.

23. The bidder must possess past work experience in at least 03 (three) Govt. department of Arunachal Pradesh. Relevant document must be enclosed along with the tender.

24. The bidder must provide a minimum warranty of 1 year on the hardware. Any technical defect develop in hardware/software during the warranty period should be repaired /replaced by the tenderer at free of cost. The bidder should provide services and maintenance for the supplied equipment's for 5 years whenever required. A self-declaration of the same should be submitted with the tender.

25. Payment will be made only on completion of successful supply and installation of GPS in the Fire Vehicles at all locations. TDS will be deducted as applicable. No advance payment will be made.

26. The Bidder who had been black listed by tender inviting authority or by any state which has to be notarized or central government will not be eligible to participate in the tender. A self-declaration of the same must be submitted along with the tender.

27. The bidder should submit a copy of GST Registration and latest GST return Challan.

28. The Bid shall be accompanied with an affidavit on Rs.100 stamp paper confirming 100% technical complaint as well as filled up formats provided in the technical specification of **Annexure-I** has to be submitted.

29. The GPS Hardware must have quality certifications like ISO/CE/RoHS/BIS etc.

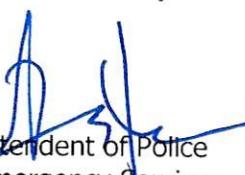
30. The Director General of Police, Arunachal Pradesh, Itanagar reserves the right to reject the lowest or all or any of the tenders without assigning any reason thereof.

31. In case of any dispute, legal jurisdiction shall be at Itanagar, Arunachal Pradesh.

32. In case of any query, the tenderers may contact at following phone no./mail ID.

Officers	Telephone	E-mail ID
Assistant Director (F&ES) Itanagar (A.P.)	9402260647 (Mobile)	dirfs@arunpol.nic.in
Station Officer (MTO) HQ F&ES Itanagar	7005572763(Mobile)	-do-

Note: In view of the Govt. policy of "Vocal for Local" and "AtmaNirbhar Bharat" to encourage local entrepreneurs vide No. FIN/E-30/2017/675 dated 19/08/2020, the firm registered within Arunachal Pradesh can only participate in the tender process.



Superintendent of Police
Fire & Emergency Services
Arunachal Pradesh
Itanagar

1. Scope of Work

The Scope of Work shall broadly comprise the following activity:

A. **Supply and Installation of GPS system in Fire Appliances at various location of Arunachal Pradesh.**

- 1) Monitoring/Tracking the movement of Fire vehicles for one year during Guarantee and 5 years after completion of Guarantee (Payment will be made annually after completion of warranty period of 1 year).
- 2) The successful bidder shall supply GPS Devices with SIM/Data cards for enabling GPRS on the GPS Device for Vehicle Tracking. Monthly recurring charges for the same will be paid by supplies for Guarantee period of one year and later on Annual charge basis for further period of 5 years. GPRS devices are required to hold data for at least 60 days.
- 3) Monitoring and keeping a record of the trip they have made route wise.
- 4) Web based application Software with hosting services, SMS gateway and Google maps.
- 5) The successful bidder shall provide off the shelf Web based Vehicle Tracking Software and customize the same as per the requirements of Deptt. to operate and maintain the GPS based Vehicle Tracking devices installed in vehicles across the Arunachal Pradesh.
- 6) The successful bidder shall install the GPS devices in all the Fire Vehicles within the time frame set by Deptt.
- 7) It is assumed that the entire route of a vehicle is covered by GPS and leading mobile network. But there might be some parts of the route where there is no network coverage. So the system must work in off-line mode too for these areas and will provide the data once the vehicle enters in the GPRS zone.
- 8) The Bidder shall be responsible for updating and upgradation (if required) of all Software and Hardware for successful operation of the Project during the Contract Period. Deptt. would be eligible to demand free upgrades as and when they are launched within the contract period.
- 9) All data generated during the operation period shall be the property of Deptt. of F&ES. The vendor is also required to submit the data for every two month in the form of soft and hard copy to the Deptt..
- 10) The successful bidder has to share the API/data/ specific MIS as per the requirements of Deptt. without any additional charges.
- 11) All the supporting accessories and associated software, monitoring dashboard will be provided by the bidder and apart from the quoted in the financial proposal, no other cost will be entertained by the Deptt. thereafter.
- 12) The rate of unit device is valid for one year from the date of work order.

2. Deliverables

The successful bidder shall deliver / provide the following:

- 1) Hardware –GPS Device, internal battery, internal antenna.
- 2) Web based Application Software with hosting services, SMS gateway, Google maps.
- 3) User Manuals.
- 4) Training to F&ES Staff
- 5) MIS reports as defined.
- 6) Monthly operation and maintenance.
- 7) Man power in Directorate, F&ES Itanagar Office at initial stage of project maximum upto two month.
- 8) GPS-VTS
 - a) GPS device installation
 - b) SMS/E mail based Alerts
 - c) Customized MIS reports
 - d) Real time location monitoring
- 9) Functional Requirement:



- a) Tracking of Vehicle
 - i) Supply and Installation of GPS Devices: The successful bidder shall install GPS trackers (with inbuilt GPRS module) in vehicle/buses and manage the tracking of entire fleet operations on real time basis. The Successful Bidder shall replace non-functional/faulty device in given time limit from registering of complaint with new device during the contract period. Technical specifications are mentioned in the document.
 - ii) Tampering Alert: In case of tampering of any equipment, component of vehicle tracking system etc., alert should be given through SMS/ On-screen Pop Up Alert with Sound on about 4 to 5 relevant Mobile Nos. or as suggested by Deptt..
- b) WEB based Vehicle Tracking Software
 - i) The Application Software should be hosted by the successful bidder at their own cost during warranty and AMC period having all the administrative rights and access to the Deptt. of F&ES.
 - ii) The offered application software product should be readily available (off the shelf) and should be able to deliver and start implementation within the specified time frame as mentioned in this tender.
 - iii) Geographical Boundaries of State, District, Block, village and have to update the boundaries if new administrative entities are created by the government.
 - iv) Real time report of the movement of the GPS enabled vehicles on the map to the users based on their privileges.
 - v) The bidder shall maintain a dynamic reporting system. The bidder is also expected to provide hollowing customized MIS report as per requirements of Deptt of F&ES.
 - (a) Live location of the Vehicle
 - (b) Vehicle Summary
 - (c) History Report (showing path taken by vehicle)
 - (d) Monthly monitoring summary
- c) Mobile Application
 - i) Real time monitoring of vehicles
 - ii) Trip Reports iii) Vehicle Day Summary
- d) Training

Successful bidder shall provide a training manuals and user guides for the system. The Successful bidder shall also provide the training on GPS device and Tracking system to approx. 8-10 users/officials at RMC. Successful bidder shall develop a training plan that ensures all users of the system receive sufficient training to successfully operate the system. User department will provide the space for training with other logistic arrangement such as Laptop, projectors, internet connectivity etc.
- e) Comprehensive Maintenance and Support Service

Successful bidder has to supply, operate and maintain all the items covered in the scope of this tender during contract period. Comprehensive maintenance service includes application software, parts and service, /repair work/replacement of GPS device(s) should be done by the bidder without any additional charge. However, the reinstallation shall be paid additional. In case the supplied items are down and not working, the service provider should attend to the breakdown call/s within 24 Hours and rectify the problem/s of minor nature (configuration etc). If the problem is of critical and major and where the item/spare parts are to be replaced for rectification of any part/problem the call shall be completed within 48 Hours from the time of reporting the call. Failing which penalty will be recovered from monthly payment and/or from the Performance Security. In addition to attending to



the Service/Corrective Calls, the successful bidder shall conduct Preventive Maintenance once in every month for all the items supplied / covered in the scope of work. The Bidder must have a complaint redressal system and centralized contact no to register the complaint about hardware/software issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem, date & time of resolution provided etc. The details of complaint redressal system will be provided by the successful bidder to the User department during implementation of the project. The successful bidder also set up a command and control system at Directorate office and deploy a Project Manager to assist the department and monitor the project for entire period of contract without any additional cost to the user department.

- f) Roles and Responsibilities of the System Integrator
 - i) Understanding the scope of the work.
 - ii) Entering into agreement with Deptt. duly submitting the performance guarantee
 - iii) To provide software and manpower for successful implementation /completion of project.
 - iv) To implement the project with his own men and material by developing required software and also insuring all men, machines and material against all risks.
 - v) Backup of data from time to time and providing backup file with compliance report to Deptt. of F&ES
 - vi) Submission of Monthly report to the Deptt..

3. Annual Maintenance

B. Payment will be made by Deptt. on annually basis for Repairing maintenance and reporting for period of 5 years after completion of the Warranty/Guarantee period.

The supplier have to repair/ replace and maintain the supplied and installed GPS equipments for a further period of five years after the completion of warranty/guarantee period. The service provider shall keep the device functional (all bill and internet charges has to be borne by the supplier) and should provide all the required reports/ data and information to Deptt. as and when required.



BIDDER PROFILE

S N	Particulars	Details to be Furnished
Details of the Bidder(Company/ Firm)		
1	Name	
2	Address	
3	Telephone:	
4	Website/Email:	
Details of Authorized Person		
5	Name	
6	Address	
7	Telephone/ Email:	
Information about Company		
8	Status of Company (Public Ltd./ Pvt. Ltd.) ((Ref. Document)	Date:
		Ref.: ROC Document
9	Number of Professionals	
10	Location and Address of Offices	
11	Service Tax Registration Number	
12	Income Tax Registration No. (PAN)	
13	GST Registration No.	

Signature of Bidder



TECHNICAL SPECIFICATION

S No	Specification/Feature	Complied
	Make	
	Model	
1	Less than 5m, 32 channel GPS & GLONASS Receiver	
2	Class 12 GPRS Communication Transceiver	
3	12/24V Operation	
4	Upto 8 Hours internal Battery Backup	
5	Extended Temperature Grade (-5 to 65 degrees Celsius)	
6	Over the Air Software Upgradability	
7	Light weight, ABS Plastic/Metal enclosure with internal GPS/GSM antennas	
8	Two status LEDs	
9	2 Digital Inputs and 1 Digital Output	
10	Internal Battery backup with built in charger	
11	Tamper Proof	
12	Main Power Tamper Alert	
13	Protocol : TCP, Data includes current time stamp, date stamp, Latitudes, Altitudes, Distance moved	
14	Tracking Interval: Programmable 5 secs and upwards, depends upon the protocol, network, and firm feature selected	
15	CPU and Memory: 32 bit application process, 16MB flash memory	
16	GSM/GPRS SMT quad band and UMTS (3G) Class 12, Device class B, High Antenna Gain	
17	GPS: Channels: 32 or more, Accuracy: Less than 5m, Sensitivity: -159dBm or better, High Antenna Gain	



18	Power Selection: 6-30V, Reverse Voltage Protection, 4kv Peak Surge Protection, inbuilt fuse	
19	Internal Battery	
20	Motion Detector: The unit firmware is capable of motion detection and automatically adjust its tracking interval	
21	Power Consumption: 80mA average @ 12V, depends upon network setting	
22	Firmware: The VTU firmware shall support: <ol style="list-style-type: none"> 1. SMS/GPRS based configuration of tracking time interval, start or stop tracking, device restart, server parameters, APN server parameters to support any network carrier 2. Dark Zone store or forward 3. Track on movement/ motion sensor 4. Data Alert on removal of main power 	
23	EMI/EMC the unit meets necessary standards	
24	Humidity Level 95% RH at 390C	

Signature of Bidder



BIDDER'S AUTHORISATION CERTIFICATE

To,

The Director,
Fire & Emergency Services,
Itanagar.

____ Designation _____, is hereby authorized to sign
relevant documents on behalf of the company in dealing with Tender of reference no
_____. He is also authorized to attend meetings &
submit technical & commercial information as may be required by you in the course of
processing above said tender.

Thanking you.

Authorized Signatory



SELF-DECLARATION

Ref.: _____ Date: _____
To,

The Director,
Fire & Emergency Services,
Itanagar.

In response to the tender No. _____ dtd. _____ Of Ref. Supply, Installation, Operation and Maintenance of GPS based Vehicle Tracking System as a owner/partner/Director of _____ I / We hereby declare that our Agency _____ is having unblemished past record and has never been blacklisted by any Government Deptt., PSU or private companies.

Name of the Bidder: -

Signature: -

Seal of the Company: -



CERTIFICATE OF CONFORMITY

Date:.....

To,

The Director,
Fire & Emergency Services,
Itanagar.

CERTIFICATE

This is to certify that, the service for supply installation, Operation maintenance and service which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name:

Designation:

Seal:



Financial Bid format.**Supply, Installation, Operation and Maintenance of GPS based Vehicle Tracking System for Fire Appliances of Arunachal Pradesh Fire & Emergency Services.**
Bidder's Name & Address :

To,

The Director,
Fire & Emergency Services,
Itanagar.

(Price inclusive of all taxes & duties of all the items and Services)

Supply, Installation, Operation and Maintenance of GPS based Vehicle Tracking System in Fire Appliances of Arunachal Pradesh Fire & Emergency Services.		Price inclusive of all taxes & Duties
Sr No	Item Description	Cost per Unit
1	Supply, installation, operation and maintenance of GPS based vehicle tracking system in the vehicles of Deptt. of F&ES (including sim card charges)	

2. Total cumulative cost of repair, maintenance and software support to keep the system functioning for 5 years.
 - i. For 1st year Rs..... /per vehicle
 - ii. For 2nd year Rs..... /per vehicle
 - iii. For 3rd year Rs..... /per vehicle
 - iv. For 4th year Rs..... /per vehicle
 - v. For 5th year Rs..... /per vehicle

Date:

Signature of

Bidder:..... Seal

