

## **Tenders are invited for setting up Emergency service network in Patna**

**Background** – In Patna nearly 75000 emergency cases are reported in a year, which are estimated to be only 25% of the total emergency occurring in the city. 30% of those who die in an emergency could have been saved had quality care been available to them earlier. With a view to providing emergency transportation & prompt care to the victims of accidents, risk pregnancy cases, and other medical emergency like cardiac, cancer, asthma, renal disorders, myocardial infarction, snake bite, orthopedic emergency, cases of burn and emergency related to Fire and Police Dept State Health Society has decided to operationalize Emergency Medical Service Network in Patna.

### **Project objective-**

- To establish a quality emergency system across Patna in a Public-Private Partnership model as a pilot project for creating a similar system across Bihar.
- This system will leverage all the stakeholders and offer comprehensive range of services extending through both pre & in hospital emergency medical services and shall also serve as the point of first contact for police and fire
- The aim of this project is to demonstrate a 20% reduction in mortality & morbidity rates in an emergency

### **Project Scope:**

- 1. To provide Ambulance-** To provide 5 Advance Life Support Ambulances (3 trauma and critical care & 2 cardiac care) & 5 Basic Life Support Ambulances. Every ambulance shall be manned by a driver, an emergency medical technician and trained helper to provide basic care during transportation of patients. (Specification in Annexure –I). For each trip made by the ambulance to anywhere within limits of Patna municipal corporation a charge of Rs. 300 shall be collected by the Agency from the patients.
- 2. To set up a control room–** Agency would operate 24 hour control room in a minimum of 3000 sq. ft area through a dedicated toll free three digit telephone numbers. The agency/Firm shall provide 10 parallel lines with hunting facilities. The call centre will receive emergency call of the nature of medical, police and fire fighting services.
  - Every control room shall utilize GIS (Geographic information system) maps, GPS (Global positioning systems)/AVLT (Automatic vehicle location track) and all the other necessary hardware/software for computer telephonic integration.
  - Every control room shall keep a record of the contact numbers and location of each of the 10 ambulances, all hospitals of city which can provide medical emergency, all the Police Stations, Police Control Room, Police Head-quarters and Fire Services in the city.
  - On receiving call of any nature the control room shall communicate with the ambulance to the caller and take the patient to the nearest Level I, Level II or Level III hospital depending upon the severity of the patient's condition. The concerned hospital would also be informed in advance.
  - The agency/Firm shall provide details of the services provide to the State Health Society in the prescribed format.
  - The agency in-charge of the Control Room shall bear all expenses relating to hire of space, water, electricity charges, furniture, furnishing etc in running the Control Room.
  - The Control Room should also keep battery/generator backup facility so that services could be provided un-interrupted.
- 3. Personnel-** Total no. of personnel involved in pre hospital Emergency management shall be hired by the agency. (as per Annexure- II)

4. **Training in Emergency management** –The Agency shall train the staff as per the standard protocol of Level I,II & III Emergency facilities for all those facilities identified by SHSB to act as level I,II & III facilities.(as per annexure II & III)
5. **Advisor:** The agency will advice SHS/Deptt. of health on upgradation of Hospitals to function as level I,II,III Emergency units. (Annexure- III)
6. The Agency may be asked to extend a similar emergency network in other districts of the state using the same control room at Patna

**Imp-details of Annexures may be seen on [www.shsbihar.org](http://www.shsbihar.org)**

**Project Area** – Patna and suburban areas

**Minimum Eligibility Criteria -**

1. The intending body should have a minimum average annual turnover of Rs. 1 crores or above in the last three financial years.
2. Must not be blacklisted by any agency or have pending case either Civil or Criminal against them.
3. Possess Service Tax certificate.
4. Work experience in at least one city with minimum one year of working experience in the field of Medical Emergency Services or Ambulance network service.

**Project Timeframe** – The 24 hours Emergency Medical Services is planned for a period of ten Years, and after that based on evaluation of performance by the SHSB the project may be extended.

**Submission Requirements** -Interested Agencies/Firms/Institutions/Companies, wishing to undertake the above task on behalf of State Health Society Bihar, may submit, in two sealed large envelops marked “Tender bid for Emergency network service in Patna, Bihar Technical Bid” and “Tender bid for Emergency network service in Patna, Bihar – Financial Bid”.

You are requested to clearly indicate each of the submission requirements mentioned below along with the relevant page number in your cover letter/ application accompanying the technical proposal.

**The Technical Bid should include the following –**

1. Registration certificate
2. No-conviction certificate for the last three years submitting affidavit from Magistrate that they are not blacklisted by any Govt. Dept./Govt./Ministry or that there is no pending case in any Court of Law
3. Background of the firm/ organization with relevant experience/Capability Statement, not more than eight A4 pages covering points 4 and 5 of Minimum Eligibility Criteria
4. Experience of providing medical emergency services in Ambulance network service
5. Annual turnover with details and audited annual report for last 3 years
6. Offer of Services (Scope of the project along with the services to be provided; Methodology proposed for operationalising Emergency Medical Services; Summary of the equipments proposed & Man Power Requirements
7. EMD of Rs. 25000/- (refundable) in favour of State Health Society Bihar, Patna.

**Evaluation of Technical Bid:** The firm needs to satisfy the Minimum Eligibility Criteria to be considered technically qualified. In case no competent bid is received for providing all the services in any given category, the SHS reserves the right to relax provisions of the tender.

**Financial bid-** The minimum cost per month for the above services (inclusive of service tax and all other taxes) shall remain the sole criteria for determining the financial bid.

The bids to be given in the following format:-

Description of Services	Cost/month
Provision of emergency service network in Patna	

Provision of each additional Advance life saving Ambulance with support staff	
Provision of each additional Basic life saving Ambulance with support staff	

**Deadline for Submission of Tender**

The bids in sealed envelope shall be received by the undersigned to the address mentioned above on or before 6:00 P.M. by **7.08.08**. Bids received after this time, would not be entertained.

The technical bids shall be opened on **8.8.08** at 11:00 A.M. and would thereafter be evaluated by the Technical Committee. The financial bids of only those institutions/organizations, who have qualified during the screening of technical bids, would be opened and evaluated and thereafter be appraised by the Project Appraisal Committee.

The awarded Institution/Organization has to initiate full fledged operationalization of the Advanced Life Saving Ambulance Services, within 6 months of the confirmation of contract.

In case the selected Agency/Firm declines to take-up the project after a notice of award has been issued, it would be barred from applying for any project of any kind from State Health Society, Bihar for a period of 3 years from the date of award.

The decision of the State Health Society Bihar shall be final, and no enquiries, or application for review, shall be entertained. The State Health Society, Bihar reserves the right to cancel the bid for no reason whatsoever.

For further clarifications, please contact Dr. Varsha Singh Consultant MCH, State Health Society, Bihar on - 0612-3244034, 09334319975

**Executive Director**