

State Health Society Bihar

Pariwar Kalyan Bhawan, Sheikhpura, Patna-14

CORRIGENDUM

REQUEST FOR PROPOSAL

FOR

FINANCIAL BID

**FOR OPERATIONALISATION AND MANAGEMENT OF BASIC LIFE
SUPPORT AMBULANCE SERVICES IN ALL DISTRICTS OF BIHAR**

BACKGROUND INFORMATION

The Government of Bihar is committed to provide and improve the quality of health care services across the entire state. In furtherance to its commitment, the State Health Society, Bihar on behalf of the Department of Health, Government of Bihar, invites experienced and registered organizations including NGOs for operationalising and managing Basic Life Support Ambulance Services (BLSAS) in 345 PHCs, 10 SDH & 149 FRUs spread in all districts of Bihar on Public Private Partnership (PPP) module. **The Basic Life Support Ambulances with registration & comprehensive insurance will be provided by State Health Society, Bihar.**

The objective of the Basic Life Support Ambulance Services (BLSAS) will be towards providing free of cost transportation in cases of pregnancies, sick children, senior citizens, accidents, BPL patients and other medical emergencies like myocardial infarction, snake bite, asthma, renal disorder, orthopaedic cases, cases of burn and also emergencies related to fire and police department. The cases need to be provided Life saving support during the “golden hour” and ensure efficient and immediate patient transfer to the nearest appropriate health care facility.

Section - 1

INSTRUCTION TO BIDDERS

The SHS, Bihar, invites financial bids from following firms who have given their Eol on as per the Eol conditions. Out of total firms who had given their EOI along with technical proposal, the shortlisted firms are as such –

- (1)
- (2)
- (3)

The envelope marked “**FINANCIAL PROPOSAL**” must also be sealed and should contain/breakup of the following information:-

- (1) The total capital cost of operationalizing and managing Basic Life Support Ambulance Services as per the proposed models.
- (2) Recurring expenditure on annual basis inclusive of maintenance and other operationalisation expenses including manpower (Annexure-I), instruments/ equipments (Annexure-III) & medicines/consumables (Annexure-IV).

The financial bid may be given in the following format:

Rate per BLSA (operationalising and managing cost) per month on Km slab basis. (Inclusive of all taxes and liabilities)	Amount in figure and words
a) Tata Winger ambulance	
b) Force Traveller ambulance	

1.1. Responsibilities of the Organization/NGO:

The Basic Life Support Ambulance with registration & comprehensive insurance will be provided by State Health Society, Bihar. Private Partner shall be responsible for the following services:-

- (1) Ensuring to operate and manage the ambulances 7x24 hours.
- (2) Deploying Emergency Medical Technician (EMT) and Driver. Ensure that every ambulance has at least one driver and one EMT present at any given point of time to provide patient stabilization, first aid and other pre-hospital care.
- (3) The Private Partner shall make their own investments in medicines/ consumables (Annexure-IV) with sufficient shelf life and from reputed companies.
- (4) The Private Partner shall be responsible for hiring qualified technical personnel (as per Schedule-III) and Standard Operating Procedures (SOPs) and train them for running the ambulances.

- (5) Ensuring to maintain adequate inventory stock of medicines and the consumables.
- (6) The Private Partner has to install GPS in all ambulances on its own and operate and maintain appropriate GPS facility in Patna which would operate for 7x24 hours with centralized call centre facility.
- (7) Ensuring to maintain Computer telephony integration with ability to log calls combined with Geographical Information system (GIS) and GPRS Integrated System to facilitate quick dispatch of vehicle.
- (8) Ensuring to comprehensive training system for service and supervisory personnel in the implementation of the Emergency Response System.
- (9) The Private Partner would be responsible for the security, renewal of insurance & repairing of any damage to the ambulance with its related expenditure.
- (10) **IEC activities** - The Private Partner has the responsibility of initial media publicity through Radio, Television and Newspapers regarding BLSA services. They will take necessary steps, so that larger population can get BLSA services.

Section - 2

TERMS OF REFERENCE

2.1 Purpose of the assignment

Emergency is a sudden unplanned occurrence of an event that poses immediate risk to life, health, property, daily life and demands immediate action. Most emergencies require urgent intervention to prevent worsening of the situation or at least offer palliative care for the aftermath. Medical services and Medical care are one of the essential services that would be required at this stage to reduce the levels of risk on Life and Health. The Department of Health and Family Welfare, Government of Bihar, has labeled this issue as a top priority of concern and invites Private Organisations/ NGOs to operate and manage the Basic Life Support Ambulances 7x24 hours in all the districts of Bihar.

A Basic Life Support Ambulance Service system is a service providing pre-hospital acute care and transport to definitive care, to patients with illnesses and injuries which constitute a medical emergency. The aim of Basic Life Support Ambulance (BLSA) Service is to provide treatment to those in need of urgent medical care (this would include providing free of cost transportation in cases of pregnancies, sick children, senior citizens, accidents, BPL patients and other medical emergencies like myocardial infarction snake bite, asthma, renal disorder, orthopaedic cases, cases of burn and also emergencies related to fire and police department), with the goal of either satisfactorily treating the malady, or arranging for timely removal of the patient to the next point of definitive care. This is most likely an emergency department at a hospital or another place where doctors are available. These Life Saving services could be provided by the Ambulance Units, which can provide first aid treatment, transportation services and other transient services required during the process of transportation.

2.2 Scope of Work

The Basic Life Support Ambulance with registration & insurance will be provided by State Health Society, Bihar.

The following activities need to be carried out by the private partners to ensure operationalization of Basic Life Support Ambulance Services in all districts of Bihar :-

- 2.2.1 The Basic Life Support Ambulance will be provided by State Health Society, Bihar. The Second Party has to provide a Driver and an Emergency Medical Technician to provide basic care during transportation of patients.
- 2.2.2 The Second Party has to set up a Control Room in Patna with 5 PRI lines, 150 parallel lines & with 60 seater call centre which would operate for 7x24 hours in a minimum of 3000 sq. ft. area through dedicated toll free three digit telephone numbers. The Control

Room will receive emergency calls related to Medical Services and from Police and Fire Fighting Services to cater to Medical Emergencies.

- 2.2.3 The second party shall provide GIS (Geographic Information System) maps, GPS (Global positioning systems) / AVL (Automatic Vehicle Location Track) and all the other necessary hardware/software for Computer Telephonic Integration.
- 2.2.4 The Second Party shall keep a record of the contact numbers and location of each of the 504 Ambulances, all Hospitals of Bihar which can provide medical emergency, all the Police Stations, Police Control Room, Police Head-quarters and Fire Services in the districts.
- 2.2.5 The Second Party shall maintain the details of different types of patients transported e.g. no. of pregnant woman, no. of sick children and like wise which will be communicated to State Health Society, Bihar on monthly basis.
- 2.2.6 On receiving call of any emergency, the Control Room shall communicate with the Ambulance, the caller and the Ambulance and shall 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 by the Control Room.
- 2.2.7 All the ambulances will have one particular colour & brand provided by State Health Society, Bihar for which the second party shall bear all expenses for stickering & branding.
- 2.2.8 The Second Party shall erect temporary shades at all places of deployment for keeping the ambulances safe from heat, dust & water.
- 2.2.9 The Second Party shall bear all expenses relating to hire of space, water, electricity charges, furniture, furnishing etc in running the Control Room.
- 2.2.10 The Control Room should also keep battery / generator backup facility so that services could be provided un-interrupted round the clock.
- 2.2.11 The second party shall do other work in case of any exigency in any part of the state (Floods, Earth quake, any other disaster) as assigned by the first party.(for which expenses shall be reimbursed on actuals on submission of bills by the Second Party.
- 2.2.12 **IEC activities** - The Second party has the responsibility of initial media publicity through Radio, Television and Newspapers regarding BLSA services. They will take necessary steps, so that larger population can get BLSA services.

2.3 Personnel

- 2.3.1 Total No. of Personnel involved in pre-hospital Emergency Management shall be hired by the Second Party. (As per annexure- I).
- 2.3.2 That information for the all deployed /personnel will be provided by the second party and deployed person will always be eligible and well trained and will maintain discipline while on duty.

2.4. Training in Emergency Management

- 2.4.1. Training of Ambulance staff will be done by the Second Party. Cost of the training of all Ambulance staff to be given by the second party. The first party may think of training of their Hospital Doctors and Paramedics at a later step for which supplementary agreement may be done.

2.5 Be Transparent

- 2.5.1 The Second Party will provide complete information on the by laws, Articles of Association, Name and Addresses of all the directors / partners of the Second Party including any change of address / addresses of the Second Party.
- 2.5.2 The Second Party shall provide complete Management Information Reports to concerned DHS / SHSB.
- 2.5.3 The Second Party shall keep accurate and systematic accounts and records in respect of the services in accordance with accepted accounting principles and have them audited by auditors appointed by the First Party.
- 2.5.4 Create awareness within the Government by conducting programs for officials as decided by the concerned DHS / SHSB. (for which expenses shall be reimbursed on actuals on submission of bills by the Second Party.
- 2.5.5 Second Party shall fulfill all the criteria / norms as applicable under their respective law.

2.6 Use of Contract Documents and Information

- 2.6.1 The Second Party shall not, without the first party's prior written consent, disclose the contract or any provision thereof or sample or information furnished by or on behalf of the Second Party in connection therewith, to any person other than a person employed by the First Party in the performance of the contract. Disclosure to any such employed person shall be made confidential and shall extend only so far as may be necessary or for purposes of such performance.
- 2.6.2 The First Party shall not, without the Second Party's prior written consent, make use of any Documentary Information enumerated in clause 2.6.1 except for purposes of performing the contract.
- 2.6.3 Any document other than the contract itself, enumerated in clause 2.6.1, shall remain the property of the First Party and shall be returned (in all copies) to the First Party on

completion of the Second Party' s performance under the contract if so required by the First Party.

2.7. Payment Mode / Schedule

- 2.7.1 The contract price would be paid by First Party to the Second Party.
- 2.7.2 Monthly Invoice to be submitted by second party to all DHS by 5th day of every month.
- 2.7.3 80 % of average monthly invoice of Rs amounting to Rs to be auto debited to second party account from respective DHS banks by ECS mode on the 15th day of the same month. In case by any chance this amount becomes more than the invoice for any particular month, then the excess amount is to be debited from monthly invoice of second party which is submitted in the succeeding month.
- 2.7.4 ECS form for the same purpose is to be procured from the bank by respective DHS and all requisite details of second party account to be filled and submitted back to the bank for payment processing, by the respective DHS.
- 2.7.5 The monthly invoice to be verified by the respective DHS and the balance amount to be transferred via RTGS to second party account by 30th day of the same month.
- 2.7.6 No advances shall be provided by the First Party to the Second Party.

2.8 Duration of Agreement

- 2.8.1 Project would be valid for a period of 5 years subject to the continuation of NRHM starting from the date of signing of the contract. However the service would be commissioned within two months of signing the contract failing which the contract may be terminated by the First Party. The project is to be reviewed annually by DHS during the project period based on objective criteria.
- 2.8.2 Agreement to be done initially for a period of 1 year. To be increased for another 3 years subject to satisfactory performance in the first year.

2.9 Performance Security

- 2.9.1 The Second Party will furnish within 4 weeks from date of signing of contract a Performance Security of 10% of Annual Rental Rs.....
(Amount of performance guarantee will be decided at the time of signing of contract) and will be valid for the period of one year. This may be renewed annually.
- 2.9.2 The Performance Security shall be denominated in Indian Rupees and shall be in form of a Bank Guarantee by any of the scheduled banks as approved by RBI.

2.10 Ownership

- 2.10.1 The Basic Life Support Ambulances with Equipments / Instruments (As per Annexure-II) will be provided by State Health Society, Bihar. The Control Room with manpower/ manpower for ambulances (Annexure-I), instruments/equipments (Annexure-III) & medicines/consumables (Annexure-IV) would be provided by the Second Party for the purpose of running the Emergency Ambulance Network Service at their own cost.

2.10.2 The second party shall provide GIS (Geographic Information System) maps, GPS (Global positioning systems) / AVL (Automatic Vehicle Location Track) and all the other necessary hardware/software for Computer Telephonic Integration with toll free three digit telephone numbers at their own cost.

2.10.3 Ownership status for all movable assets created from investments made by the Second Party will remain with the Second Party.

2.11 Reporting & Monitoring Mechanism

2.11.1 Monitoring at the District level shall be the responsibility of Civil Surgeon / DHS.

2.11.2 Monitoring at the State level shall be the responsibility of the concerned consultant at SHSB.

2.11.3 Second Party will be required to submit fortnightly physical activity reports to concerned DHS, with a copy to SHSB.

2.11.4 Second Party to ensure monthly reporting to the Data Centre in SHSB.

2.11.5 Periodic review of efficacy and effectiveness by a committee formed by SHSB/DHS, for this purpose only.

2.12 Contract Amendments

2.12.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

2.13 Delays in the Second Party's Performance

2.13.1 Any unexcused delay by the Second Party in the Performance of its obligations shall render the Second Party to:

- a) Daily deduction of 1.5 times the daily average cost (In case of one Ambulance not working for more than one day it may be 1.5 times of daily average cost of running one ambulance.) if there is delay in performing the task for more than a day (Ambulance repair, Staff absentee).
- b) Forfeiture of its Performance security.
- c) Termination of the contract for default.

2.13.2 Non performance may be defined as delay in reaching the site over and above normal travel time to the Emergency Site.

2.14. Termination for Default

2.14.1 The First Party may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Second Party, terminate the contract in whole or in part:

- a) If the second party fails to maintain any component of the Emergency Ambulance Network Service or perform the services within the time period(s) specified in the contract.

Or

- b) If the second party fails to perform any other obligation(s) under the contract.
- 2.14.2 In the event the First Party terminates the contract in whole or in part, pursuant to clause 2.14.1, the First Party may set up Emergency Ambulance Network Service upon such terms and in such manner, as it deems appropriate, and the second party shall be liable to the first party for any excess costs for such similar Emergency Ambulance Network services. However, the Second Party shall continue performance of the contract to the extent not terminated.

2.15 Force Majeure

- 2.15.1 Notwithstanding the provisions of clause 2.14/2.16/2.17, the Second Party shall not be liable for forfeiture of its Performance Security, or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 2.15.2 For purpose of this clause, "Force Majeure" means an event beyond the control of the Second Party and not involving the Second Party's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser either in its Sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 2.15.3 If a Force Majeure situation arises, the Second Party shall promptly notify the First Party in writing of such conditions and the cause thereof within a week. Unless otherwise directed by First Party in writing, the Second Party shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

2.16 Termination for Insolvency

- 2.16.1 The First Party may at any time terminate the contract by giving written notice to the Second Party without compensation to the Second Party, if the Second Party becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the First Party.

2.17 Resolution of Disputes

- 2.17.1 That in case of any dispute with regard to the interpretation of any terms / word of this contract, then the meaning placed upon it by the SHSB shall be final and shall not be disputed by the Second Party.
- 2.17.2 The First Party and the Second Party shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.

2.17.3 If, after thirty (30) days from the commencement of such informal negotiations, the first Party and the Second Party have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the Development Commissioner, Govt. of Bihar whose decision shall be final.

2.18 Taxes

2.18.1 The Second Party shall be entirely responsible for all taxes, duties, license fees, etc. incurred with respect to the transaction done for setting up of Emergency Ambulance Service Network in the state except for the Service Tax which shall be borne by the First Party at actual.

Annexure-I

- All personnel will be hired by the Agency/NGO.

Ambulance Personnel

1. Driver
2. Emergency Medical Technician

Control Room

1. Communication Officer
2. Dispatch Officer
3. Ambulance Control Officer

Annexure – II

- **Items which are already available in the Ambulances :-**

1. Stretcher
2. First Aid box
3. Oxygen cylinder cage
4. IV bottle holding hooks.

Annexure – III

- Instruments/Equipments which have to be provided by the Agencies/NGO to run the Ambulances :-

	<u>ITEMS</u>	<u>QUANTITY</u>
1.	Folding Stretcher	1
2.	Oxygen Cylinder with Key (C-Type)	1
3.	Stethoscope	1
4.	First Aid Kit	1
5.	Foot Suction Machine	1
6.	AED Defib (Imported)	1
7.	Laryngeal Mask	
8.	Ambu Bag Set	
	- Adult	1
	- Pediatric	1
9.	Extrication Collar	2
10.	Survival Collar	2
11.	Stifneck	2
12.	Torch	1
13.	Waste Bucket (Dust Bin)	1
14.	Rubber Sit	1
15.	Bed Sheet	2
16.	Mobile Phone (For Ambulance Staff)	1

Annexure - IV

List & quantity of medicines/consumables to be kept regularly in ambulance for emergency use:-

1. Inj. Calmpose	-	5 amps.
2. Inj. Hydrocortisone – Effcorlin	-	5 vials
3. Inj. Dexamethasone – Dexona	-	5 vials
4. Inj. Anafortan	-	5 amps.
5. Inj. Fortwin	-	5 amps.
6. Inj. Perinorm 5 mg	-	5 amps.
7. Inj. Phenargan	-	5 amps.
8. Inj. Diclofenic Sodium-	-	5 amps.
9. Inj. Deriphylline	-	5 amps.
10. Inj. Rantac	-	5 amps.
11. Pediatric drip sets	-	2 sets
12. Normal Saline	-	5 bottles
13. Dextrose 5%	-	Do
14. Ringer Lactate	-	Do
15. Mannitol 20%	-	Do
16. Dextrose Normal Saline	-	Do
17. Infusion Microset	-	2 sets
18. Venflon-20''	-	2 pieces
19. Syringe - 2ml	-	1 dozen
20. Syringe – 5ml	-	1 dozen
21. Cervical Immobilizer – Small, medium & large	-	1 set each
22. Knee Brace – Small, medium & large	-	1 set each
23. Crepe Bandage (2 inches)	-	2 rolls
24. Crepe Bandage (5 inches)	-	2 rolls
25. Lumbar Belt	-	2 pieces
26. Suturing Tray	-	1 piece
27. Suturing – ETHILON	-	5 pieces
28. Xylocaine 2%	-	2 vials
29. Tooth Forceps	-	3 pieces
30. Scissor – Suture cutting.	-	2 pieces