

Minutes of opening of financial bid for operationalisation of BLS ambulance services in all districts of Bihar

An EoI was published in newspapers for operationalisation of Basic Life Support ambulance services in all the districts of Bihar on 26.08.2011 & 27.08.2011 respectively.

A corrigendum was also published in the newspapers on 09.09.2011 after pre-bid meeting on 29.08.2011. Thereafter, altogether eight agencies filled up the tender. The technical bid was opened on 20.09.2011 and four agencies were declared successful for opening of financial bid. The financial bid was opened before PAC on 27.09.2011 at 2.00 Pm in presence of seven members of the committee. The details of financial bid (2 pages) are annexed with this paper.

Recommendations

1. Ziqitza Health Care Ltd. has given rate for six slabs i.e. 0-500, 501-1000, 1001-1500, 1501-2000, 2001-2500 & above 2500 kms and it has lowest rate in 0-2000 kms slab.
2. Sammaan Foundation has given rates for five slabs i.e. 0-500, 501-1000, 1001-1500, 1501-2000 & above 2000 kms and its rate is second lowest in 0-500, 501-1000, 2001-2500, 2501-3000 & 3001-4200 kms slab.
3. Dr. Jain Video on Wheels Ltd. has given rate for three slabs i.e. 0-1500, 0-2000 & above 2000 kms and it has lowest rate in 2001-4200 kms slab.
4. GVK EMRI has given rate for two slabs i.e. upto 3000 & above 3000 kms and its rate is highest in 0-500, 501-1000, 1001-1500, 1501-2000, 2001-2500 & 2501-3000 kms slab.

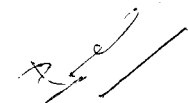
As per the data available with State Health Society, Bihar, 769640 deliveries took place at 356 PHCs and 625620 at 149 FRUs in FY 2010-11. This way, the average number of deliveries is 6 per PHC and 12 per FRU per day meaning thereby 6 pregnant women will come and 6 will go back from PHC and likewise 12 will come and go back from FRU per day. So, total number becomes 12 at PHC and 24 at FRU at the present rate. Taking into consideration, the total land area and number of PHCs, one ambulance will have to run about 12x8 kms. per day on an average and total run will be about 3000 kms. per month for Winger ambulances at PHCs. Similarly, the Force ambulances at FRUs will have to cover more distance for more number of patients i.e. $24 \times 10 \times 30 = 7200$ kms. per month. This number will go up after introduction of free service of 108 ambulance service for pregnant womens' transportation from home to health facility & back home.

Taking into consideration the above facts and comparative charts of rate, the tender may be awarded to L1 Agency Dr. Jain Video on Wheels Ltd., Jain Studios Campus, Scindia Villa, Sarojini Nagar, Ring Road, New Delhi-110023



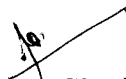
(B.B. Sinha)
Evaluation Officer,
Regional Office for H&F.W.,
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(Manoranjan Prasad)
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Comparative Chart

Distance(km)	Organisation/NGO	CostTata Winger(Rs)	Best Option	Cost Force Traveller(Rs)	Best Option
0-500	Ziqitza Health Care	54980	Ziqitza	54980	Ziqitza
	Sammaan Foundation	62380		63030	
	Dr Jain Video	88500		88500	
	GVK Emergency	126000		127500	
501-1000	Ziqitza Health Care	64980	Ziqitza	64980	Ziqitza
	Sammaan Foundation	71980		72730	
	Dr Jain Video	88500		88500	
	GVK Emergency	126000		127500	
1001-1500	Ziqitza Health Care	84980	Ziqitza	84980	Ziqitza
	Dr Jain Video	88500		88500	
	Sammaan Foundation	91180		92130	
	GVK Emergency	126000		127500	
1501-2000	Ziqitza Health Care	104890	Ziqitza	104890	Ziqitza
	Dr Jain Video	108300		108300	
	Sammaan Foundation	110380		111530	
	GVK Emergency	126000		127500	
2001-2500	Dr Jain Video	108308.4-112500	Dr Jain Video	108308.4-112500	Dr Jain Video
	Sammaan Foundation	110388-114380		111539-116030	
	Ziqitza Health Care	124890		124890	
	GVK Emergency	126000		127500	
2501-3000	Dr Jain Video	112508.4-116700	Dr Jain Video	112508.4-116700	Dr Jain Video
	Sammaan Foundation	114388-118380		116039-120530	
	Ziqitza Health Care	124899-129390		124899-129390	
	GVK Emergency	126000		127500	
3001-4200	Dr Jain Video	116700+ 8.4X	Dr Jain Video	116700+ 8.4X	Dr Jain Video
	Sammaan Foundation	118380 + 8X		120530 + 9X	
	GVK Emergency	126000+ 9X		127500 + 9.5X	
	Ziqitza Health Care	129390+ 9X		129390+ 9X	
>4200			Sammaan Foundation		Dr Jain Video

Comparative Chart for Expression of Interest (EOI) to operationalise Basic Life Support Ambulance Services (BLSAS) in all the districts of Bihar

Sl. No	Name and address of Organisations/NGOs	Rate per BLSA (operationalising and managing cost) per month on Km slab basis. (Inclusive of all taxes and liabilities) (In Rs.)			Remarks
		Kms	(A) Tata Winger ambulance	(B) Force Traveller ambulance	
1		2			3
1	Sammaan Foundation, 2/30, SBI Colony, Jagdeo Path, Patna-14 Ph: 0612-3260433	s	62380.00 71980.00 91180.00 110380.00 8.00 per km	63030.00 72730.00 92130.00 111530.00 9.00 per km	
2	Dr. Jain Video On Wheels Ltd., Jain Studios Campus, Scindia Villa, Sarojini Nagar, Ring Road, New Delhi-110023 Ph:- 011 32568801, 32596076, Fax:- 011 26874046 e-mail: vowindia@hotmail.com	(i) 0-1500 Kms (ii) 0-2000 Kms (iii) above 2000 kms	88500.00 108300.00 8.40 per km	88500.00 108300.00 8.40 per km	
3	GVK Emergency Management & Research Institute Devar Yamzal, Medchal Road, Secundarabad- 500014 Andhra Pradesh Phone: 40 23462222/2600 Fax: 40 23462178	(i) Upto 3000 kms (ii) above 3000 kms	42.00 per km 9.00 per km	42.50 per km 9.50 per km	
4	Ziqitza Health Care Ltd., 401/B, Niranjan Building, Marine Drive, Mumbai-400002 Phone:-022 39571298, Fax:-022 39571297 e-mail: sweta.mangal@zhl.in	(i) 0-500 kms (ii) 501-1000 kms (iii) 1001-1500 kms (iv) 1501-2000 kms (v) 2001-2500 kms (vi) above 2500 kms	54980.00 64980.00 84980.00 104890.00 124890.00 9.00 per km	54980.00 64980.00 84980.00 104890.00 124890.00 9.00 per km	

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भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110108
GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAVAN, NEW DELHI - 110108
D.O. No. 9(10)/2011-NRHM-I
Dated: 25th November, 2011

Dear Sir,

States have adopted various models for providing Emergency Response Service (ERS) through PPP mode. States/UTs have entered into MoU with the private parties on varying terms and conditions, especially with respect to capital and operating costs, terms of payment, monitorable indicators, etc. National Health System Resource Centre (NHSRC) has conducted study of EMRI in 3 states (Andhra Pradesh, Gujarat and Rajasthan), looking at the operations and management aspects, including costs and utilization. Key findings of the study are:

- The capital cost (ambulance and refurbishing cost) is approximately Rs. 10-11 lakhs for Basic Life support (BLS) ambulance and Rs. 18-20 lakhs for Advance life Support (ALS) ambulance. With increase in number of vehicle this cost would come down.
- The life cycle of the ambulances would be 5 years, assuming that it starts operating at the optimum level (6-8 trips per ambulance per day) by the 2nd or 3rd year of operations. This means investment in capital cost would need to be repeated every 5 years (for replacing the fleet).
- The operating cost of the ambulances was around Rs. 12-15 lakhs per ambulance per year, i.e. Rs. 1 Lakh- 1.25 lakhs per ambulance per month. This includes cost of POL, maintenance, drugs and consumables (for in-transit care) and salary of drivers, technicians and maintenance staff.
- The break-up of the cost were found to be in the ratio of 40% (direct operating costs), 30% (salaries) and 30% (administrative overheads)- when the ambulance operates 6-8 trips per ambulance per day. If the operations are less (say around 1-2 trips per ambulance per day), the direct operating costs would be 15-20% and the salaries and administrative overheads would be 40% each. As salaries and administrative overheads are fixed costs (incurred even if the ambulances are not running), it is imperative that trips per ambulance be increased to bring down the per trip cost.
- The per trip cost (averaging 25-30km per trip) worked out to be around Rs. 600 when ambulances operated 6-8 trip per day. But when it was 1-2 trips per ambulance per day, it shot up to more than Rs. 2,500 per trip.



8X25 = 200 per day

- The optimum level of operations worked out to be around 8 trips per ambulance per day, averaging 25-30 km per trip. Anything more (more trips or more distance travelled) would need positioning of another ambulance at the same site with implications of capital and manpower costs.
- The ratio of human resource per ambulance was around 7 persons per ambulance (3 shifts for a driver and emergency technician team, and the additional maintenance/supervision staff). This is apart from the management and call centre staff.
- Major types of "emergencies" transferred by the EMRI ambulances were (i) Pregnancy (20-30%), (ii) accidents & Trauma (20-40%) and (iii) Acute abdomen cases (5-16%) Other cases (less than 50%) included animal bites, epilepsy, cardiovascular, suicides and poisoning cases.
- It may be noted that not all Pregnancy cases were "emergencies". Hence ERS may not be confused with "Delivery Transportation" system (like Janani Express in MP and Orissa).

I shall be grateful if you could kindly look into the findings of the EMRI study personally (available on NRHM and NHSRC websites) and take them into account while negotiating the terms of reference with the private operators of ERS that you have already engaged or are likely to be engaged in future. I hope your personal attention in the matter would help the States in better designing, monitoring and negotiating with the private operators of ERS in your States/UT.

With regards,

Yours sincerely,



(Amit Mohan Prasad)

Sh. Sanjay Kumar
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