



# State Health Society, Bihar



## बिहार राज्य के सभी जिलों में बेसिक लाईफ सपोर्ट निःशुल्क एम्बुलेन्स सेवा के परिचालन हेतु रूचि की अभिव्यक्ति

राज्य के सभी जिलों में बेसिक लाईफ सपोर्ट एम्बुलेन्स के संचालन के लिए प्रतिष्ठित एजेन्सियों, स्थानीय उद्यमियों, परिवहन एजेन्सियों से रूचि की अभिव्यक्ति (EOI) आमंत्रित की जाती है। इससे जुड़े नियम एवं शर्तों की विस्तृत जानकारी वेबसाइट (<http://www.statehealthsocietybihar.org/>) से डाउनलोड की जा सकती है।

इच्छुक कम्पनी/फर्म/एजेन्सी सभी विवरणी के साथ दिनांक 11/09/2014 तक अपराह्न 03.00 PM बजे तक अपना प्रस्ताव स्पीड पोस्ट/कुरियर/हाथों-हाथ के माध्यम से संबंधित जिला स्वास्थ्य समिति को भेज सकते हैं। निर्धारित तिथि और समय तक प्राप्त सभी आवेदनों को दिनांक 11/09/2014 को अपराह्न 4.00 PM बजे खोला जायेगा, जिसमें निविदादाता के प्रतिनिधि उपस्थित रह सकते हैं। लिफाफे के ऊपर "बेसिक लाईफ सपोर्ट निःशुल्क एम्बुलेन्स सेवा के परिचालन हेतु रूचि की अभिव्यक्ति" अंकित होना चाहिए। प्रस्तावों, बोलीदाताओं की पात्रता के आधार पर एम्बुलेन्स सेवा के परिचालन के लिए शार्टलिस्ट किया जायेगा।

किसी भी अतिरिक्त जानकारी हेतु कार्यालय में सम्पर्क किया जा सकता है।

कार्यपालक निदेशक  
राज्य स्वास्थ्य समिति



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## Project Profile

### 1.1. Project Background

Emergencies can happen anytime, anywhere and to anyone. In India:

- More than 3 lakh people face a medical emergency each day
- 2.4 M Deaths on Health Diseases; Suicides / Accidents; Thefts / Murders / Sexual Assaults
- 80% of deaths in hospitals happen in the first hour of admission

Thus to establish a proper emergency response service required a lot of researching and innovative thinking. The first step was to study already established Emergency Response Services (ERS) systems and adapt them to our environment. It was in this context that Bihar Emergency Medical Services Project was born, with a call to a single number (**102**), accessible from both fixed (land lines) and mobile phones and made toll free across the state for all emergencies. Government of Bihar is one of the pioneer states in the country to build in successful Health Infrastructure network. Centralized Call Centre is to be made operational at Patna with 24X7 support.

### 1.2. Objectives of the Project

The Basic objective of this project:

- To provide free of cost comprehensive Emergency Response Services to the people of Bihar.
- Improve the access to medical & health care, particularly attending the emergency situations relating to pregnant women, neonates, parents of neonates, infant and children in situations of serious ill-health and all other emergencies in the general population; and thereby assist the State to achieve the critical Millennium Development Goals in the Health sector, i.e. reduction of Infant Mortality Rate, and Maternal Mortality Ratio, and in general reduce the vulnerability of the people by providing access to Emergency Response Services.
- The services to be coordinated through an existing 24x7 Call Centre with a common toll free call number and GPS networking with the Ambulances.
- Computer telephony integration with the ability to log calls with GPS (Global Positioning System) incorporated in GIS (Geographical Information System) with GSM/GPRS (Global System for Mobile Communication/General Packet Radio Service) integrated Ambulance monitoring and tracking system, call management, performance monitoring and reporting. The movement of every ambulance should be able to be tracked through GPRS for every trip of the Ambulance.
- Centralized Call Center based at Patna.
- Summing up, the interested agency will have to deploy 266 AC ambulances with one driver, one EMT, one helper and other necessary medicines and equipments as



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mentioned in annexure across the state of Bihar under the command and control of respective District Health Societies. The concerned DHS would shortlist the agency/agencies as per norms set and number decided respectively by the SHSB.

- The services rendered would be free of cost to select category of patients for which they would be compensated as per norms decided by the SHSB.

## 1.3. Expected Project Outcome

- To provide 24x7 pre-hospital emergency transportation care (Ambulance) services across the State within Permissible Response Time of Urban- 20 min, Rural- 30 min of the call being received in the Call Centre.
- The bidder to ensure that no discontinuation/interruption in the services occurs and no call is left unattended even while taking over / handing over of the existing project responsibilities.

## 2. Instruction to BIDDER's

BIDDER's are advised to study this document carefully before participating. It shall be deemed that submission of the Proposal by the BIDDER has been done after their careful study and examination of the EOI with full understanding to its implications. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfil his obligations under the Bid.

### 2.1. Definitions

In this document, the following terms shall have following respective meanings:-

**“Agreement”** means the Agreement to be signed by the Successful BIDDER and State Health Society, Bihar

**“Authorized Representative”** shall mean any person/agency authorized by either of the parties.

**“Affiliate”** shall mean any holding company or subsidiary company as a party of the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and "subsidiary company" shall have the meaning specified in Section - 4 of the Companies Act 1956 (as amended from time to time).

**"Bidder"** shall mean Bidding Company, Bidding Registered Society, Proprietorship firm, Partnership firm (Registered) or a Bidding Consortium submitting the Bid. Any reference to the Bidder includes Bidding Company / Registered Society, Proprietorship firm, Partnership firm (Registered), Bidding Consortium/ Consortium, Member of a Bidding Consortium including its successors, executors and permitted assigns and Lead Member of the Bidding Consortium jointly and severally, as the context may require".



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**"Bidding Company"** shall refer to such single company that has submitted the response in accordance with the provisions of this RFP.

**"Bidding Consortium" or "Consortium"** shall refer to a group of companies that has collectively submitted the response in accordance with the provisions of this RFP.

**"Chartered Accountant"** shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

**"Company"** shall mean a body incorporated in India under the Company's Act, 1956.

**"Conflict of Interest"** A Bidder may be considered to be in a Conflict of Interest with one or more Bidders in the same bidding process under this RFP if they have a relationship with each other, directly or indirectly through a common company / entity, that puts them in a position to have access to information about or influence the Bid of another Bidder.

**"Contract"** is used synonymously with agreement.

**"Corrupt Practice"** means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution

**"Documentary evidence"** means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

**"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.

**"Fraudulent Practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among IAs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive SHS, Bihar and /or GoB of the benefits of free and open competition.

**"Good Industry Practice"** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced BIDDER engaged in the same type of undertaking under the same or similar circumstances.

**"Govt./GoB/Government/Govt. of Bihar"** shall mean Government of Bihar.



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“**Law**” shall mean any Act ,notification, bye-laws ,rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government of Bihar or regulatory authority or political sub-division of government agency.

“**LOI**” means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful BIDDER.

“**Party**” shall mean Govt. or BIDDER individually and “**Parties**” shall mean Govt. and BIDDER collectively.

“**PBC**” means Pre-Bid Conference

“**Performance**” means accomplishment of the project in terms of Standards, Quality, SLA for implementation, maintenance and support.

“**Period of Agreement**” means Implementation period for 2 years with AMC (including warranty period) from the date of final acceptance of the Project.

“**Rates/Prices**” means prices of supply of equipment and services quoted by the BIDDER in the Commercial Bid submitted by him and/or mentioned in the Contract

“**Services**” means the work to be performed by the BIDDER pursuant to this Contract,

“**Site**” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

“**Solution Implementer**” shall mean the selected BIDDER.

“**SWAN**” means State Wide Area Network

“**Tenderer**” shall mean the authority issuing this Request for Proposal (RFP) and the authority under which infrastructure is to be implemented, operated, managed etc. and this authority shall be the Government of Bihar.

“**Termination notice**” means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

## 2.2. Eligible BIDDERS

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the proposed solution. Only those interested BIDDERS who satisfy the following eligibility criteria should respond to this EOI.



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a).The Bidder can be an Individual or a Local Entrepreneur, Company (Bidding Company) or a Registered Society or Proprietorship firm or a Partnership firm (Registered) or a Consortium of Companies (Bidding Consortium) with one of the Companies acting as the Lead Member of the Bidding Consortium. Short listing of Bidder will be based on meeting the Qualification Requirements as specified below:-

- (i) Companies incorporated under the Company's Act, 1956 are eligible on standalone basis or as a part of the bidding consortium.
- (ii) Societies registered under Societies Act as well as Income Tax Act, 1961.
- (iii) Proprietorship firm,
- (iv) Partnership firm (Registered)
- (v) Any individual with Character certificate from SP / local PS.
- (vi) Limited Liability Partnership (LLP) is eligible for participation in this bid.

In case of **Consortium (two member including Prime Bidder)**, there should be a formal agreement between the members accepting severe and joint responsibility for implementing the project. Reference of the lead member and percentage of holding of each in the consortium should also be given.

b). The BIDDER shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government/Government agencies/ PSUs/ World Bank/ADB/DFID or any other funding agency etc. in last 3 years ending on March'2013

c). The BIDDER shall have valid Service tax registration certificate (not mandatory for individual bidders) and Permanent Account Number (PAN) issued by income Tax department. (Copy of each registration certificate should be provided).

d).The Bidder should either have local presence in the respective District of Bihar or have a local contact in terms of address within 15 days of award of contract where he can be reached out.

e).The Prime Bidder will have the responsibility of all kind of maintenance and support of vehicle, GPS device, software etc specified in this project for a period of two years.

**NOTE: Please submit all the documentary evidence in support of the above conditions as the eligibility criteria.**



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## General Terms & Conditions

- i. Sub-contracting for any part or any setup would not be allowed.
- ii. If the Individual, Firm, or Bidder is related to any of the permanent / contractual staff in the Health Department, Govt. of Bihar he / she should declare the same while bidding.
- iii. In case the Individual / agency fail to make the system functional and operational within the stipulated time frame, the offer may be withdrawn after following the due process by the respective DHSB.

## **The Bidder needs to deploy at least one AC Basic Ambulance in each PHC of the respective Block where he intends to run the service for 2 years.**

- iv. The Bidder shall not deploy any Vehicle which is 1 year old as on 31<sup>st</sup> March 2014 and should not run more than 15000 km.
- v. All the vehicle should have commercial registration.
- vi. Drivers need to have Commercial licenses.
- vii. EMT must have requisite qualification and credentials to handle emergency medical first aid.
- viii. All the Ambulances will have ISO-GPS fitted equipment.
- ix. Ambulances will be service for 24/7 for all 7 days for 2 years
- x. Govt. intends to pay Rs 25000/month to every ambulance that would be operated. The operator would have to run first 100 km free of cost to select category of patients and thereafter charge Rs. 10 per km for every km travelled. All service rendered through this ambulance service would be free of cost. All calls to the ambulance operator have to be routed through state operated centralized call centre with a dedicated toll free number only. All calls taken up by the ambulance operator has to authorized by the concerned Medical Officer In Charge who has to certify with details in a proforma in writing that the patients who has to be transported is either 1) pregnant woman, 2) new born child with home drop back, 3) Senior Citizen above 60 years of age , 4) accident cases for its first transportation only, 5) BPL patients having either the red or the yellow card
- xi. The above mentioned amount will not be paid in case the ambulances are off road.
- xii. The Bidder will give free service up to 100 kms beyond that Govt. will pay him Rs 10 per Km. It must be noted that every ambulance has to equip itself with a GPS and



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payment on kilometer basis would only be admissible of actual distance covered after lifting the patient and reaching the point of embarkation. The operator would not be paid any amount for return journey or any other distance travelled by it. It must be noted that every single kilometer run by the ambulance has to be accounted for and net based CDR and manual log book has to be simultaneously maintained. The accounting process for payment to ambulances has to be consider these aspects. In an event of ambulances having its GPS switched off or tampered or being run unauthorized, severe penalty would be imposed on the operator of the said ambulance.

- xiii. All referrals are not to be charged meaning thereby that the proposed ambulance service is to be given free of cost to the category of patients mentioned above. If any reports of user charges gets reported to the SHSB/ DHS severe penalty would be imposed on the service provider. All other expenses related to POL and maintenance has to be borne by the operating agency and under no circumstances can services of ambulance be denied due to unavailability of any kind.
- xiv. Every ambulance has to maintain one EMT and necessary list of drugs with it (illustrated in the annexure).
- xv. The Bidder shall be responsible for all of the cost associated with the preparation of the EOI and its participation in the pre-bid meeting. The DHS/SHSB will not be responsible for any cost, regardless of the conduct for outcome of the bidding process.
- xvi. The DHS, reserves the right to seek any additional clarification and/or information from the applicant(s).
- xvii. The respective DHS on receiving the proposal from respective bidders would shortlist the offers and would make selection of the ambulances on the newness of the vehicle, meaning thereby that newer vehicle would be given preference.

## **Service Level Agreement**

The amount of penalty shall be recovered from the payments to given by the District Health Societies to the service provider. In the absence of any claim, it can be recovered from security deposit also.

Service provider to ensure Comprehensive Insurance of the Ambulances for whole of the contract period





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Sl.No	Description of Penalty	Amount of penalty to be imposed
1.	Permissible Response Time : Urban- 20 min Rural- 30 min	If the delay in Permissible Response Time exceeds 150 minutes cumulatively/ Ambulance/month then a penalty of 1% of the monthly " Price" will be deducted for delay of every 10 minutes thereafter.
2.	Ambulance remains non-operative over and above the maintenance schedule.	No payment will be made for those days
3.	Off road without permission from concerned authority	Payment will be deducted from the monthly bid price/ Ambulance/ day proportionately for the number of days the ambulance has remained off road.
4.	Any shortfall/ default found on inspection by District Health Society	1.Poor General cleanliness/ Ambulance body
	authorized District representatives.	Penalty of Rs 100/- 1 <sup>st</sup> time for maintenance
		every shortfall/ default and subsequently Rs 300/- / Ambulance (Individually for every shortfall/ default)
		2. Hygienic storage of Medical/ non medical consumables
		3. Non availability of Medical/ non medical consumables as per the enclosed list at Annexure
		4. Non functioning of any Equipments
		5. Proper updated maintenance of log book, stock register, PCR record, vehicle maintenance record as prescribed by DHS, Bihar
5.	Ambulances are not operational due to strike by Ambulance staff / management, non-payments, short of funds or any unacceptable reasons.	Proportionate Deductions of the bid price will be made for the non operative period of the Ambulance along with additional penalty of 70% of the price/ Ambulance/ day.
6.	Submission of information desired by DHS, in stipulated time frame.	Penalty of Rs 200/- will be imposed for every default.
7.	If any GPS unit is frequently non-functional then replacement of such GPS units should be ensured within 2 days or else penalty will be imposed at the rate of Rs.300/- per day per GPS unit from 1 <sup>st</sup> day onwards.	



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## Maintenance Schedule:

S. No.	Nature of complaint and nature of repair (to be verified and certified by the Chief Medical Officer (CMO))	Tentative Up time Period
<b>MINOR REPAIR</b>		
1	Tyre Puncture	No up time
2	Tyre Replacement (4 + 1)	4-6 Hours
3	Washing and Greasing	4 Hours
4	Leaf Spring Failures	8 hours
5	Complete suspension	2 Days
6	Brake problem and repair	1 Day

7	Engine and Gearbox Minor repair job	1 Day
8	Engine overhauling	7 Days
9	Self Starter failures	1 Day
10	Clutch Repair Job	1 Day
<b>PREVENTIVE MAINTENANCE</b>		
11	Schedule Service	2 Days
<b>MAJOR REPAIR</b>		
12	Minor accident	1week
13	Major accidents	1 Month/ as per inspection report submitted by CS's office.
14	Refurbishment Minor	7 days
15	Refurbishment Major	1 Month (after permission). In case of new ambulance after 2 years.
16	Poor Parts availability in case of any model	In case of non-availability of parts, SERVICE PROVIDER will inform the concerned DHS, and it will be verified by concerning authority of DHS, who will verify the facts and accordingly extra time may be granted.



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Maximum of 1 day in a month with a cumulative 12 days in a year is reserved for maintenance of the vehicle. Anything above that will be treated as non-compliance and there will be no payment for those days.

Information should be given to the competent authority, concerned CS for the period for which the Ambulance remains off road/ non operative as per the maintenance schedule mentioned above, no penalty will be imposed but that particular Ambulance will not be included in the monthly averaging of Ambulances in that particular District.

## **Submission Requirements**

### Sealing, Marking and Submission of the BID

The Bidders shall submit their proposals to the respective DHS with all documents as reqd. in the Pre-Qualification of the bid in a sealed envelope super-scribed with the EOI document number, due date, time, Project name.

The documents should be properly signed with stamp on all the pages with a forwarding letter to the DHS as mentioned in the Annexure and it should reach the respective DHS on or before the last date for the submission.

For further clarification, please contact on phone no: 07488270145 during official working hours.

**Executive Director**  
State Health Society



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## Annexure:

1.	<b>Name of the Firm / Individual / Local Entrepreneur</b>	
2.	Registered Office address / local contact address(if any) Telephone Number Fax Number (in any) e-mail(in any)	
3.	Correspondence/ contact address	
4.	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number (in any) e-mail(in any)	
5.	Number of years of experience (in any)	
6.	Number of Offices / Project Locations (in any)	
7.	Do you have a local representation /office in Patna? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
8.	Have you submitted character certificate from SP /local PS	



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## List of Consumables for BLS Ambulances

Sl. No.	Item
1.	Absorbant Cotton Wool
2.	Bandage (a) 15cm (b) 10cm (c) 6cm
3.	Providone Iodine Solution
4.	Leucoptast
5.	Pain Spray
6.	Surgical Gloves
7.	G.V. Paint
8.	IV. Fluids
9.	Micro drip-set & Dip-set
10.	Nasogastric Tubes
11.	Bum Pack : Standard package, clean burn sheets (or towels for children)
12.	Gauze rolls Sterile (various sizes)
13.	Elastic bandages Non-sterile {various sizes}
14.	Waste bin for sharp needles, etc.
15.	Disposable bags for vomiting, etc.
16.	Teeth guard

## Minimum Ambulance Rescue Equipment for BLS ambulances

The following additional items will be carried by each BLS ambulance:

- Hammer, one four pound with 15 inch handle.
- One axe
- Wrecking Bar, minimum 24-inch (bar and 1 w preceding items can either be separate or combined as a forcible entry tool).
- Crowbar, minimum 48 inches, with pinch point.



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<b>Ambulance EOI to be submitted at respective district</b>			
<b>S.No.</b>	<b>Name of District</b>	<b>Address of DHS</b>	<b>Concerned Person</b>
1	Araria	District Health Society, Araria	Civil Surgeon-cum-Member Secretary, 9470003030
2	Arwal	District Health Society, Arwal	Civil Surgeon-cum-Member Secretary, 9470003045
3	Aurangabad	District Health Society, Aurangabad	Civil Surgeon-cum-Member Secretary, 9470003061
4	Banka	District Health Society, Banka	Civil Surgeon-cum-Member Secretary, 9470003073
5	Begusari	District Health Society, Begusarai	Civil Surgeon-cum-Member Secretary, 9470003084
6	Bhagalpur	District Health Society, Bhagalpur	Civil Surgeon-cum-Member Secretary, 9470003118
7	Bhojpur	District Health Society, Bhojpur	Civil Surgeon-cum-Member Secretary, 9470003146
8	Buxar	District Health Society, Buxar	Civil Surgeon-cum-Member Secretary, 9470003163
9	Darbhanga	District Health Society, Darbhanga	Civil Surgeon-cum-Member Secretary, 9470003245
10	East Champaran	District Health Society, East Champaran	Civil Surgeon-cum-Member Secretary, 9470003180 9471039705
11	Gaya	District Health Society, Gaya	Civil Surgeon-cum-Member Secretary, 9470003278
12	Gopalganj	District Health Society, Gopalganj	Civil Surgeon-cum-Member Secretary, 9470003322
13	Jamui	District Health Society, Jaumui	Civil Surgeon-cum-Member Secretary, 947000333
14	Jehanabad	District Health Society, Jehanabad	Civil Surgeon-cum-Member Secretary, 9470003329
15	Kaimur	District Health Society, Kaimur	Civil Surgeon-cum-Member Secretary, 9470003354
16	Katihar	District Health Society, Katihar	Civil Surgeon-cum-Member Secretary, 9470003366
17	Khagaria	District Health Society, Khagaria	Civil Surgeon-cum-Member Secretary, 9470003391
18	Kishanganj	District Health Society, Kishanganj	Civil Surgeon-cum-Member Secretary, 9470003399
19	Lakhisarai	District Health Society, Lakhsaria	Civil Surgeon-cum-Member Secretary, 9470003417
20	Madhepura	District Health Society, Madhepura	Civil Surgeon-cum-Member Secretary, 9470003419



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21	Madhubani	District Health Society, Madhubani	Civil Surgeon-cum-Member Secretary, 9470003434
22	Munger	District Health Society, Munger	Civil Surgeon-cum-Member Secretary, 9470003466
23	Muzaffarpur	District Health Society, Muzaffarpur	Civil Surgeon-cum-Member Secretary, 9470003500
24	Nalanda	District Health Society, Nalanda	Civil Surgeon-cum-Member Secretary, 9470003507
25	Nawada	District Health Society, Nawada	Civil Surgeon-cum-Member Secretary, 9470003536
26	Patna	District Health Society, Patna	Civil Surgeon-cum-Member Secretary, 9470003600
27	Purnia	District Health Society, Purnia	Civil Surgeon-cum-Member Secretary, 9470003627 9431229035
28	Rohtas	District Health Society, Rohtas	Civil Surgeon-cum-Member Secretary, 9470003640
29	Saharsa	District Health Society, Saharsa	Civil Surgeon-cum-Member Secretary, 9470003675
30	Samastipur	District Health Society, Samastipur	Civil Surgeon-cum-Member Secretary, 9470003701
31	Saran	District Health Society, Saran	Civil Surgeon-cum-Member Secretary, 9470003720
32	Sheikhpura	District Health Society, Sheikhpura	Civil Surgeon-cum-Member Secretary, 9470003730
33	Sheohar	District Health Society, Sheohar	Civil Surgeon-cum-Member Secretary, 9470003740
34	Sitamarhi	District Health Society, Sitamarhi	Civil Surgeon-cum-Member Secretary, 9470003747
35	Siwan	District Health Society, Siwan	Civil Surgeon-cum-Member Secretary, 9470003788
36	Supaul	District Health Society, Supaul	Civil Surgeon-cum-Member Secretary, 9470003790
37	Vaishali	District Health Society, Vaishlai	Civil Surgeon-cum-Member Secretary, 9470003807
38	West Champaran	District Health Society, West Champaran	Civil Surgeon-cum-Member Secretary, 9470003201