



# राज्य स्वास्थ्य समिति, बिहार

## परिवार कल्याण भवन, शेखपुरा, पटना-14



### बिहार राज्य के सभी जिलों में बेसिक लाईफ सपोर्ट सशुल्क एम्बुलेन्स सेवा के परिचालन एवं रख-रखाव हेतु निविदा

राज्य के सभी जिलों में बेसिक लाईफ सपोर्ट एम्बुलेन्स के परिचालन एवं रख-रखाव के लिए प्रतिष्ठित एजेन्सियों, स्थानीय उद्यमियों, परिवहन एजेन्सियों से तकनीकी एवं वित्तीय निविदा 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 **कार्यपालक निदेशक, राज्य स्वास्थ्य समिति, बिहार, परिवार कल्याण भवन, शेखपुरा, पटना- 800014** को दिनांक 11/09/2014 तक अपराह्न 03.00 PM बजे तक अपना प्रस्ताव स्पीड पोस्ट/कुरियर/हाथों-हाथ के माध्यम से 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। तकनीकी निविदा एक लिफाफा में तथा वित्तीय निविदा एक अलग लिफाफा में सील होनी चाहिए। तकनीकी निविदा वाले लिफाफा पर "तकनीकी निविदा – सशुल्क एम्बुलेन्स सेवा" तथा वित्तीय निविदा वाले लिफाफा पर "वित्तीय निविदा – सशुल्क एम्बुलेन्स सेवा" अंकित होना चाहिए। दोनों लिफाफों को एक बड़े लिफाफे में बन्द कर उसके ऊपर "बेसिक लाईफ सपोर्ट सशुल्क एम्बुलेन्स सेवा के परिचालन एवं रख-रखाव हेतु निविदा" अंकित कर स्पीड पोस्ट/कुरियर/हाथों-हाथ द्वारा भेजा जाना है। प्रस्तावों, बोलीदाताओं की पात्रता के आधार पर कम्पनी/फर्म/एजेन्सी को शार्टलिस्ट किया जायेगा।

प्री-बिड बैठक दिनांक 02/09/2014 को पूर्वाह्न 11.00 AM बजे राज्य स्वास्थ्य समिति, बिहार, परिवार कल्याण भवन, शेखपुरा, पटना के सभागार में आयोजित की जायेगी।

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

**कार्यपालक निदेशक**  
राज्य स्वास्थ्य समिति



# STATE HEALTH SOCIETY BIHAR



## TENDER DOCUMENT

### **For Operation, Running and Maintenance of Paid Ambulance Services in 38 Districts of Bihar**

State Health Society, Bihar  
Pariwar Kalyan Bhawan  
Sheikhpura, Patna-800014

### Important Dates and Information

Pre Bid Conference Date and Time	2 <sup>nd</sup> September, 2014 at 11 AM
Last Date And Time For Receipt Of Bids	11 <sup>h</sup> September, 2014 by 3 PM
Date & Time Of Opening Of Prequalification Bids and Technical Bids	11 <sup>th</sup> September, 2014 at 4 PM
Address For Communication/ Pre-Bid & Submission of Technical and Commercial Bids	Executive Director, State Health Society, Bihar "Parivar Kalyan" Bhavan, Sheikhpura Patna – 800014
Contact email	mmu@statehealthsocietybihar.org <a href="mailto:mmu.statehealthsocietybihar@gmail.com">mmu.statehealthsocietybihar@gmail.com</a>
Contact Phone no	Phone: 07488270145

**Abbreviations:**

AMC	Annual Maintenance Contract
AVLT	Automated Vehicle Location Tracking
BG	Bank Guarantee
BLSA	Basic Life Support Ambulances
BoQ	Bill of Quantity
CO	Communication Officer
DO	Dispatch Officer
DR	Disaster Recovery
SHS	District Health Society
EMD	Earnest Money Deposit
EMT	Emergency Management Technician
ERC	Emergency Response Center
ERS	Emergency Response Services
GIS	Geographical Information System
GNM	General Nursing Midwifery
GOB	Government of Bihar
GPRS	General Packet Radio Service
GPS	Global Positioning System
GSM	Global System for Mobile Communication
IEC	Information, Education, Communication
IMR	Infant Mortality Rate
ED, NRHM	Executive Director, National Rural Health Mission
MDA	Model Driven Architecture
MDG	Millennium Development Goals
MIS	Management Information System
MMR	Maternal Mortality Ratio
NRHM	National Rural Health Mission
PH	Public Health
PSTN	Public Switched Telephone Network
RFP	Request for Proposal
SHSB	State Health Society , Bihar
SoP	Standard Operating Procedures
UAT	User Acceptance Test
VoIP	Voice over Internet Protocol

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## **1. 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 million Deaths relating to 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 requires a lot of researching and innovative thinking. Presently 529 Basic life support ambulances are running across the State under the 102 scheme while different number of ambulances has been operational under the 108 and 1099 ambulance system. Approximately 266 new ambulances are proposed to be inducted into the fleet of ambulances under the Paid Ambulance System.

### **1.2. Objectives of the Project**

The Basic objective of this project:

- To provide 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 are to be coordinated through an existing State operated 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 has to be made available. The movement of every ambulance should be able to be tracked through GPRS for every trip of the Ambulance.

A total of 266 new TATA winger High Roof Dual AC ambulances have been procured for induction into the present scheme.

Under the present system the ambulances have to be run on payment mode from the patient on every operation. Under no circumstances the services are to be provided free of cost and the rate charged has to be @ Rs. 20 per kilometer from the beneficiary.

### **1.3. Expected Project Outcome**

To provide 24x7 pre-hospital emergency transportation care (Ambulance) services across the State within Permissible Response Time of Urban- 25 min, Rural- 30 min of the call being received in the Call Centre. The bidder is supposed 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 BIDDERS

BIDDERS' are advised to study this document carefully before participating. It shall be deemed that submission of bid by the BIDDER has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfill 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).

**"Bid"** Bid shall mean the Technical Bid and Financial Bid submitted by the Bidder, in response to this RFP, in accordance with the terms and conditions hereof.

**"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".

**"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.

**“SHS”** State health Society

**“DHS”** District health society

**“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.

**“BIDDER”** means any firm offering the solution(s), service(s) and/ or materials required in the RFP. The word BIDDER, when used in the pre-award period shall be synonymous with BIDDER, and when used after intimation of successful BIDDER shall mean the successful BIDDER, also called ‘BIDDER or Implementation Partner’, with whom Govt. signs the Contract

**“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 State Health Society, 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 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

**“RFP”** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

**“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.

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

## 2.2. Eligible BIDDER

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 RFP:

### BIDDER's General Qualifications

a).The Bidder can be a 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:-

b) Companies incorporated under the Company's Act, 1956 are eligible on standalone basis or as a part of the bidding consortium.

c) Societies registered under Societies Act as well as Income Tax Act, 1961.

d) Proprietorship firm,

e) Partnership firm (Registered)

f) 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.

The key personnel, as given by the-bidder in the technical proposal should not change during the tenure of the contract, without prior approval of the Government.

In case the applicant is a consortium of two or more companies the proposal shall be signed by the duly authorized signatory of the lead member and shall be legally binding on all the members of the Consortium for the execution and completion of the Project.

The proposals shall contain the information about percentage holding of each member, consortium agreement, financial statements and other documents as required for each of the member of the Consortium.

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.

The BIDDER shall have valid Service tax registration certificate and Permanent Account Number (PAN) issued by income Tax department. (Copy of each registration certificate should be provided).

The BIDDER shall meet the following criteria for eligibility:

- Prime Bidder must be having a registered office with legal presence in India and with a minimum average annual turnover of INR 01 Crore (Rupees one Crore) for the preceding 3 financial year ended 2012-13 with 31st March 2013 (as per the Audited Balance Sheets and Income statements).
- Prime bidder or consortium should have experience of at least 1 (one) year of experience in the operation of Medical Ambulance Services with a minimum fleet of 10 (ten) equipped ambulances supported by a control room/call centre with GIS/ GPS devices and a dedicated toll free number.
- In order to enable Govt. to assess the authenticity of the above, the BIDDER shall provide relevant and necessary documentary evidence in relation to the previous similar contracts executed by the BIDDER. e.g. Copies of the Work Order/agreement/customer satisfaction certificate etc. Govt. reserves the right to verify, if it so desires, the correctness of documentary evidence furnished by the BIDDER.
- GoB further reserves the right to verify the successful operation and performance of qualifying projects and BIDDER shall arrange permission for the same.
- The Prime Bidder should either have local presence in Bihar with a local office in the geographical vicinity. In case of its absence the bidder will have to give a written undertaking that it would establish a local office as well as a control room within one month of award of contract.
- The Prime Bidder will have the responsibility of all kind of maintenance and support of the Vehicles, etc specified in this project for a period of three years.
- The bidder must not be blacklisted or fined/adverse observation by any government department/ institution/ Competition Commission of India/ CAG of India/ Central Vigilance Commission.
- All claims should be submitted in the form of sworn affidavit before notary public or executive magistrate.

NOTE: Please submit all the documentary evidence in support of the above conditions as the eligibility criteria. Photocopies of documents being submitted must be countersigned by an authorized representative of the BIDDER.

### **2.3. Proposal Preparation Cost**

The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by SHS, Bihar to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit SHS, Bihar to award a contract. Further, no reimbursable cost may be incurred in anticipation of award.

### **2.4. RFP Document**

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not

substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection/disqualification of its Bid. The Bid documents may be downloaded from website (<http://www.statehealthsocietybihar.org/>).

## **2.5. Clarification on RFP Document and Pre Bid Conference**

The Bidder or its official representatives (maximum two members) is invited to attend a pre-bid meeting to be held on the date mentioned in the important dates section at the Office of State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, PatnaBihar-800014, Bihar,. The purpose of the meeting will be to clarify issues and to address clarifications sought by the Bidder's in this context. The Bidder is requested to submit their Request for Clarifications through email only at given e-mail ID so as to reach the Executive Director, State Health Society, Bihar, by the date mentioned in important dates table before the pre bid meeting. The responses for the clarifications sought by the Bidder's will be distributed to all the Bidder's.

However, it is not binding on SHS, Bihar to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the Bidder's do not warrant a pre-bid meeting, it can cancel the meeting and send the replies to the Bidder's by email.

## **2.6. Amendment to RFP Document**

Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by SHS, Bihar exclusively through the issue of a corrigendum. The decision of SHS on the need for any modification shall be final and binding on all.

The amendment(s) will be published in the portal at <http://www.statehealthsocietybihar.org>. Prospective Bidders are requested to visit the site frequently to check whether there is any related Corrigendum or not.

In order to afford prospective bidders reasonable time to take the Corrigendum into account in preparing their bids, SHS, Bihar may, at its discretion, extend the deadline for submission of bids. Such Corrigendum, Clarifications etc. shall be binding on the Bidders and shall be given due consideration by them while they submit their bids.

## **2.7. Language of BID**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the SHS, Bihar shall be in English.

## **2.8. Format and Signing of Bids**

The bidder shall prepare required number of copies (original plus one copy) of the bid and shall clearly mark each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.

The original and the copy of the bid shall be typed or written in indelible ink and shall be signed and sealed by the bidder or a person duly authorized to bind the bidder to the bid. The person(s) signing the bid shall initial all pages of the bid with company seal, except for un-amended printed literature.

The Bids without the seal and signature are to be disqualified.

The complete bid shall be without alteration or erasures, except those accorded with instructions issued by GoB or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid

## **2.9. Sealing, Marking and Submission of the BID**

Bidder shall submit their bids to SHSB in three PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name and nature of bid (bid security, Organizational capability/ Pre-qualification Bid, or Financial Bid)

PART-I: The Bid Security. Envelope needs to be super scribed as BID SECURITY

PART-II: Pre-Qualification Documents and duly signed and sealed RFP with all corrigendum's (if any) envelope needs to be super scribed as "Pre-Qualification Document".

**Note:** Filling up prices in Part II will render the bidder disqualified.

PART-III: Original and one copy of FINANCIAL BID with full price details. Envelope needs to be super scribed as "Commercial Bid"

The envelopes containing Part-I, Part-II, Part-III of offer shall be enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title of the, and a statement "To be opened by addressee only" and the name and address of the Bidder.

All the 3 envelopes shall be put in an OUTER COVER sealed and addressed to the Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Patna-800014.

The OUTER COVER should be sealed and should contain the following documents:

This Document duly signed on all pages as acceptance of terms and conditions by the bidder.

PART-I: The Bid Security

PART-II: Pre-Qualification Documents

PART-III: Original and one copy of FINANCIAL BID

Proposal covering letter must be signed with the Bidder's name and by a representative of the Bidder who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.

Any other information that is required to be submitted in the proposal process

The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in the case it is declared "late" pursuant, and for similar purposes.

If the outer envelope is not sealed and marked as above, GoB will bear no responsibility for the misplacement or premature opening of the Bid.

Only detailed complete bids in the form indicated above received prior to the closing time and date of the bids shall be taken as valid.

Bids sent through Telex/Telegrams/Fax/e-mail will not be acceptable.

Bids are liable for rejection if they don't comply to the above norms regarding sealing, signing and proper packing.

## **2.10. Opening of Bids**

SHS will open bids at time mentioned at important Information sheet. BIDDER's representative (only one) may also attend the opening at SHS. Bid will be considered for those BIDDERS whose bids shall meet all the eligibility criteria mentioned in the Pre-qualification documents.

## **2.11. Evaluation Criteria**

Part 1 (Bid Security)

BIDDER's who have submitted the EMD shall be considered for further evaluation.

#### Part 2 (Pre-Qualification criteria)

The Evaluation Committee would evaluate the Pre-qualification. Bidders should be ready to give any clarification asked by the evaluation committee. The BIDDER's fulfilling all the conditions mentioned in the pre-qualification will be considered for Financial Bid opening.

### **Opening and Evaluation of Commercial Bids**

After evaluating the Bids, SHS shall notify the BIDDERS who's Technical Capabilities were considered acceptable to SHS, Bihar, indicating the date, time and place for opening of the Commercial Bids. BIDDER's representative (one only) may attend the commercial bid opening at respective District Head Quarters.

It must be mentioned here that while the user charges of Rs. 20 per kilometer can be charged from the public, the participating agency would be required to make an offer per ambulance to the state health society about the money that it will pay to it. It must be clearly mentioned that the offer can either be a negative or a positive amount meaning thereby that the competing agency has to quote either a figure which it seeks or is willing to pay to state health society per ambulance. It must be highlighted that the bidder quoting the highest value would be judged as L1.

#### **2.12. Bid Currency**

Prices for services offered shall be quoted in Indian National Rupees only.

#### **2.13. Bid Security**

All BIDDER's shall furnish, as part of its Bid, an Earnest Money Deposit (EMD) amounting to Rs.50,000 (Rs. fifty thousand only). Bids without this bid securities will be rejected.

The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft, issued by any Nationalized bank/Scheduled Commercial bank in India and should be drawn in favour of "**Executive Director, State Health Society, Bihar**" payable at Patna Bihar. Such negotiable instrument should be valid for at least sixty (60) days. The earnest money of unsuccessful bidder would be returned after the Tendering process is over.

The successful Bidder's Bid security will be discharged upon the BIDDER signing the Contract Agreement, and furnishing the Performance Security.

#### **2.14. Forfeiture of BID Security**

The Bid security may be forfeited either in full or in part, at the discretion of SHSB on account of one or more of the following reasons:

- If the BIDDER fails to co-operate in the Bid evaluation process
- If the bid or its submission is not in conformity with the instruction mentioned herein
- If the BIDDER violates any of the provisions of the terms and conditions of the tender
- In the case of a successful BIDDER fails to (a) accept award of work, (b) sign the Contract Agreement with SHSB after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the BIDDER violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of SHSB.

The decision of SHS, Bihar regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the BIDDER by the SHSB.

#### **2.15. Award of Contract**

SHS, Bihar will award the contract to successful BIDDER after following due process established by law.

## **2.16. Performance Security**

Within 45 (Forty five) days of Notification of “Award of the Work” the company shall furnish Performance Security to SHSB, GoB Rs 50 lakhs (Fifty Lakhs only) in the form of Bank guarantee/Lien fixed deposit .

Failure of the successful Bidder to comply with the requirements specified in this Section shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the State Health society may award the contract in accordance with its prescribed rules

## **2.17. Contacting SHSB**

BIDDER shall not approach SHS, Bihar officers beyond office hour and/ or outside SHS, Bihar office premises, from the time of the Bid opening to the time of finalization of successful BIDDER. Any effort by a BIDDER to influence SHS/SHS officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the BIDDER's offer. If the BIDDER wishes to bring additional information to the notice of the SHS, Bihar it should do so in writing.

## **2.18. Lack of Information to BIDDER**

The BIDDER shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfill his obligation under the bid.

## **2.19. Fraudulent & Corrupt Practice**

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among BIDDERS (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the GoB of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution. GoB will reject a proposal for award if it determines that the BIDDER recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

## **3. General Conditions**

### **3.1. Conditions Precedent**

#### **3.1.1. Commencement of the Agreement**

The successful BIDDER shall obtain the required clearances within 20 days of issuance of LoI. Agreement shall be signed only after the clearances are obtained from competent authorities.

The successful BIDDER shall have received all clearances, approvals and permits including any environmental approvals if required. All the timelines will be counted from the date of signing the Agreement. Hence signing of Agreement cannot be altered / deferred. SHS / SHS, Bihar will help in receiving different clearances but obtaining clearances is the responsibility of the BIDDER.

#### **3.1.2. Obligations to satisfy the Conditions Precedent**

The successful BIDDER and SHSB shall use all reasonable endeavors to satisfy the Conditions Precedent that falls within the scope of its respective responsibility.

#### **3.1.3. Notice of fulfilment of the Conditions Precedent**

Upon the date on which the successful BIDDER becomes aware that any of the Conditions Precedent has been satisfied in full, it shall promptly give notice thereof to SHSB together with full details of the circumstances constituting such satisfaction and documentary evidence thereof.

#### **3.1.4. Non-fulfilment of Conditions Precedent**

If the Conditions Precedent set out hereinabove are not satisfied in full within 20 days of issuance of LoI, SHSB shall have the right to terminate/ cancel the LoI without any liability on SHS, Bihar and /or GOB. However, the Implementation Guarantee provided by the successful BIDDER will be encashed by



SHS, Bihar/GoB if the delay is persistent to the successful BIDDER. SHSB will then approach the L2 bidder to work at the rates quoted by L1.

### **3.2. Contract Obligations**

Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the BIDDER's bid and all previous correspondence.

### **3.3. Implementation/ Performance Guarantee**

The BIDDER shall furnish an irrevocable and unconditional Implementation Guarantee, as provided in the RFP to SHS, Bihar for an amount equal Rs 50 lakhs for two years, as payable in terms of the Agreement. The Implementation Guarantee shall be discharged by SHSB and returned to the BIDDER at End of Project.

### **3.4. Application**

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

### **3.5. Governing Language**

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

### **3.6. Applicable Law**

The Contract shall be interpreted in accordance with the prevailing laws of the Union of India and State of Bihar.

### **3.7. Assigning of Sub-Contracts**

The BIDDER can't assign anyone in whole or in parts, its obligations to perform under the Contract.

### **3.8. Change orders**

SHS, Bihar may at any time, give written order to the BIDDER to make changes for additional functionalities specifically required, but not falling within the general scope of the current RFP/Contract. If any such change causes an increase in the cost of, or the time required for, the BIDDER's performance of any provisions under the Contract, the BIDDER should notify SHS, Bihar in terms of the cost and person month efforts required for executing the change requests, SHS, Bihar will examine the efforts estimate & agreed efforts will be compensated in terms of person month charges.

Any claims by the BIDDER for adjustment under this clause must be asserted within 6 working days from the date of the BIDDER's receipt of the SHS, Bihar's change order.

### **3.9. Notices**

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, or facsimile to the other party's address, and confirmed in writing by the other party.

A notice shall be effective when delivered or tendered to other party whichever is earlier.

### **3.10. Patent Rights**

The BIDDER shall indemnify the SHSB against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

### **3.11. Taxes and Duties**

Sales Tax/ Service Tax/VAT/Work Contracts Tax/ Octroi and other statutory levies shall be paid by BIDDER as applicable. The decision of SHS, Bihar in this regard will be final and binding and no disputes in this regard will be entertained.

### **3.12. Operation and Maintenance**

During the "Agreement" Period, the BIDDER shall operate, run and maintain all the Ambulances under each districts in accordance with this "Agreement", comply with the provisions of this "Agreement",

Applicable Laws and Applicable Permits, and conform to Good Industry Practice. The obligations of the Service Provider hereunder shall include:

Providing round-the-clock response to medical emergencies as per the Performance Standards / SOP defined and forming part of the "Agreement" during normal operating conditions;  
Carrying out periodic preventive maintenance of the Ambulances;

Undertaking routine maintenance to ensure uninterrupted operation of the Ambulances  
Undertaking major maintenance such as ambulance repairs (as per vehicle manufacturers recommended maintenance schedules) and Infrastructure and other equipment;  
Operation and maintenance of all communication, control and administrative systems necessary for the efficient operation of the Project Facilities;

The Service Provider shall maintain, in conformity with Good Industry Practice, all, equipment, software, building and furniture forming part of the Project Facilities.

The Service Provider shall not ground any Ambulance for undertaking maintenance/service or repair works except with the prior written approval of the Department. Such approval shall be sought by the Service Provider through a written request to be made at least 7 (seven) days before the proposed grounding of a particular Ambulance and shall be accompanied by necessary particulars thereof, such as the exact time period/time-slot required for grounding/serving of a particular Ambulance

Statutory Compliance: the BIDDER is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation (including compliance to Drugs & Cosmetics Acts & Rules, etc.). The BIDDER shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

Monitoring & Evaluation: Develop and implement a fool proof monitoring and evaluation system to ensure efficiency in capacity utilization. Key indicators need to be put in place for looking at equity of access, quality of care, volume of utilization and wasteful consumption.

This SOP shall be binding on the bidder, non-compliance of which will lead to deduction in the reimbursement of the operating expenses made to the company as defined under clause Operational Parameter and Penalty Clauses. The SHS, Bihar reserves the right to terminate the contract in case of persistence of grave defaults in compliance of the SOP at the discretion of the SHS, Bihar.

### **3.13. Force Majeure**

The Ambulance Services as being emergency response services, the Operator shall not be allowed to suspend or discontinue Emergency Medical Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to Ambulance vehicles or any of the Project Facilities or non availability of staff, or inability to provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, unless the Force Majeure event is of such nature that it completely prevents the operation of Ambulances, a suspension of or failure to provide Emergency Services on the occurrence of a Force Majeure event will be an Event of Default and Department may terminate this Agreement without any termination payment being made in respect thereof.

On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Department may give instructions to the Operator including requiring deployment of certain number of Ambulances in specific locations, in such circumstances, the Operator shall comply with such instructions and will be excused from adherence to relevant performance standards.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event:-

Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and has informed the other party as soon as possible about the occurrence of such an event.

### **3.14. Handing Over**

All moveable and immovable assets created in the project will be the property of State Health Society / District Health Society, Government of Bihar. Account of such assets shall be maintained properly. The assets will have to be handed over to the Government on completion/termination of the agreement in proper working condition.

### **3.15. Termination**

The SHSB may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension-

- Shall specify the nature of failure, and
- Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- The SHSB after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
- If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Government have subsequently approve in writing.
- If the service provider becomes insolvent or bankrupt.
- If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- If, in the judgment of the Government, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

### **3.16. Resolution of Disputes and Arbitration**

SHS, Bihar and the selected BIDDER shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, State and the selected BIDDER have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by the Development Commissioner or the Chairman of SHSB who would arbitrate accordance with the provisions of Arbitration and Conciliation Act, 1996.

The language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

### **3.17. Acquaintance with local conditions**

Each BIDDER is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.

The BIDDER is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. The SHS/SHS shall not entertain any request for clarification from the BIDDER regarding such local conditions.

It is the BIDDER's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the SHSB. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the SHSB on account of failure of the BIDDER to know the local laws / conditions.

### **3.18. Statutory and Regular Approvals**

The BIDDER shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the BIDDER shall be responsible to get required documentation completed for obtaining such approvals from time to time.

### **3.19. Confidentiality**

Any information pertaining to GoB /SHSB/DHS, Bihar or any other agency involved in the project, matters concerning GoB/SHSB/DHS, Bihar that comes to the knowledge of the BIDDER in connection with this contract, will be deemed to be confidential and the BIDDER will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The BIDDER shall ensure due secrecy of information and data not intended for public distribution.

### **3.20. Limitation of Liability**

The liability of the SHSB for its obligations under the Contract shall in no case exceed the total value of the Contract.

### **3.21. Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful BIDDER to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event SHS, Bihar may award the Contract to the next best value BIDDER or call for new Bids.

### **3.22. Indemnification**

(1) The BIDDER shall indemnify SHSB and hold it harmless from all losses, claims, causes of action, damages, liabilities, fines, penalties and expenses of all kinds (including legal expenses, court fees and professional advisory service expenses) arising from or out of any adverse claims of any and all persons related to the execution of services as mentioned in the RFP.

### **3.23. Control and Possession**

The BIDDER shall be deemed to be in control and possession of the equipment necessary for the proper and normal operation of the Project.

### **3.24. Replacement**

The BIDDER is required to replace, maintain & repair any equipment under this project getting damage or become non- functional.

### **3.25. Assignments & Sub-Contracts**

#### **Assignment by BIDDER**

The BIDDER can't assign, in whole or in part, its rights and obligations to perform under the Agreement to a third party. It must be reaffirmed that no sub contracting under any provision or circumstances would be allowed for the proposed operation of the project.

#### **Mergers and Acquisitions**

No consent of SHS, Bihar shall be required, when an assignment by the BIDDER is the result of, and part of, a corporate acquisition, merger or combination with an affiliated entity or reorganization provided that such entity shall not be released of the obligations of the BIDDER under the Agreement.

### **3.26. Amendment to the Agreement**

Amendments to the Agreement may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the Agreement shall be made except by written amendment signed by both the parties. All alterations and changes in the Agreement shall take into account prevailing rules, regulations and laws. It must be highlighted that future alterations, if any, in the proposed contract would strictly be in coherence with Government Financial Regulations as well as the guidelines of CVC.

### **3.27. Use of Agreement Documents and Information**

The BIDDER shall not without prior written consent from SHS, Bihar disclose the Agreement or any provision thereof or any specification, plans, , pattern, samples or information furnished

by or on behalf of SHS, Bihar in connection therewith to any person other than the person employed by the BIDDER in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only so far as may be necessary for such performance.

The BIDDER shall not without prior written consent of SHS, Bihar make use of any document or information made available for the project except for purposes of performing the Agreement.

All project related documents issued by SHS, Bihar other than the Agreement itself shall remain the property of SHS, Bihar and Originals and all copies shall be returned to SHS, Bihar on completion of the BIDDER's performance under the Agreement, if so required by the SHS, Bihar

#### **4. Special Conditions**

The following clauses shall supplement the Instructions to BIDDERS and General Conditions of Contract.

##### **4.1. BIDDER'S Responsibility**

Operation and management of the Ambulances in respective districts Emergency Response Services in the State of Bihar

Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.

(a) Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices.

(b) Observance of sound management practices, employing appropriate advanced technology and safe methods

(c) In respect of any matter relating to the agreement, always act as faithful partner to the Government and shall all times support and safeguard the Government's legitimate interests in any dealing with the contracts, sub-contracts and third parties.

Shall not accept for his own benefit any commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.

Bidder is required to observe the highest standard of ethics and shall not use 'corrupt/fraudulent practice'. For the purpose of this provision, 'corrupt practice' means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of the project and 'fraudulent practice' means misrepresentation of facts in order to influence implementation process of the project in detriment of the Government.

Recruit, train and position qualified and suitable personnel for implementation of the project at various levels. The staff so engaged/recruited/appointed shall be exclusively on the pay rolls of the bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government.

The Bidder shall be required to maintain consumption register of medical and non-medical consumable items in each Ambulance in the prescribed format duly approved by the department/ Government.

Strive for continuous improvement in management of Emergency Response Services and shall ensure proper and timely monitoring of the services.

Strict adherence to the stipulated time schedules for various activities.

Operation and Maintenance of fully equipped all Ambulances as per the vehicle manufacturers maintenance schedules throughout the life of the agreement to prevent any structural or functional deterioration of the assets handed over to the bidder according to the guidelines laid down by the Government.

Ensuring proper and timely monitoring of the services.

Recruit and train human resource required for existing as well as the anticipated expansion of the project. Training norms/ courses for EMTs/ technical personnel shall be duly approved by the Government.

To maintain records and submit various reports and information within the stipulated timeframe as desired by the State Health Society / District Health Society.

Bidders' are required to study the condition of all the ambulance under State Health Society / District Health Societies before bidding.

**Operation and Maintenance:** During the "Agreement" Period, the Service Provider shall operate and maintain the Project Facilities in accordance with this "Agreement", comply with the provisions of this "Agreement", Applicable Laws and Applicable Permits, and conform to Good Industry Practice. The obligations of the Service Provider hereunder shall include:

Providing round-the-clock response to medical emergencies as per the Performance Standards / SOP defined and forming part of the "Agreement" during normal operating conditions;

Carrying out periodic preventive maintenance of the Project Facilities and Ambulances;

Keep the Ambulances under covered roof (to be erected by the Bidder) in safe custody.

The qualified agency will have to give an undertaking for routine maintenance to ensure uninterrupted operation of the Ambulances. It must be noted that any lack of maintenance and medical hygiene in the ambulances which would be specifically provided for in the contract would invite severe penal provisions and fines on the concerned agency.

Undertaking major and minor maintenance such as ambulance repairs (as per vehicle manufacturers recommended maintenance schedules) Infrastructure and other equipments;

The qualified agency shall be responsible to ensure timely renewals of all documents like insurance and pollution certificates and others (as per government norms) for making ambulance vehicle pliable on road.

Operation and maintenance of all communication, control and administrative systems necessary for the efficient operation of the Project Facilities and Ambulances;

The Service Provider shall maintain, in conformity with Good Industry Practice, all ambulances, equipment, software, building and furniture forming part of the Project Facilities.

The Service Provider shall not ground any Ambulance for undertaking maintenance/service or repair works except with the prior written approval of the SHSB/ DHS. Such approval shall be sought by the Service Provider through a written request to be made at least 7 (seven) days before the proposed grounding of a particular Ambulance and shall be accompanied by necessary particulars thereof, such as the exact time period/time-slot required for grounding/serving of a particular Ambulance. However, each ambulance would be allowed grounding for maintenance for one particular day in a month. The agency will have to provide a roster maintenance chart to the SHSB in advance.

**Statutory Compliance:** the Agency is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The agency shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

**Monitoring & Evaluation:** Develop and implement a full proof monitoring and evaluation system to ensure efficiency in capacity utilization. Key indicators need to be put in place for looking at equity of access, quality of care, volume of utilization and wasteful consumption.

The agency would be required to submit any report relating to running the services or vehicles as asked for by SHS/ SHS in a timely manner

This SOP shall be binding on the bidder, non compliance of which will lead to deduction in the reimbursement of the operating expenses made to the company as defined under clause Operational Parameter and Penalty Clauses. The SHSB reserves the right to terminate the contract in case of persistence of grave defaults in compliance of the SOP.

#### **4.2. SHSB/ DHSs' Responsibility:**

The provisions for payment under this scheme have to be separately dealt with in the contract. However the general underlying principal for payment under the scheme would be as follows:

- There wouldn't be any patient transportation free of cost
- The patients would be charged at the rate of Rs. 20 per kilometer of transportation.
- The patient has to be necessarily given receipt of payment which has to be loaded daily on the designated software and displayed on dedicated web portal.
- The receipt amount and the kilometer travelled has to match with the GPS based kilometer travel account maintained by the agency on the net.
- The return fare is not to be charged from the patients
- If any ambulance is deployed for any exigency or for any other purposes by the district of the state authorities, the distance travelled has to be compensated by the concerned authorities.
- The money generated by the transportation of patient would be kept by the agency subject to the condition that daily online accounting with the name, address and transportation distance covered by the ambulance is displayed on web portal created by the agency for this purpose.
- The link of the web portal has to be necessarily shared by the agency and has to be displayed on the website of the state health society Bihar.
- It must be clearly noted that agency has to charge and calculate distance from the point of origin (where patient is picked up) to the point of destination (where the patient alights at the medical facility). No other distance would be calculated for payment. All other expenses incurred for transportation including the POL expenses has to be borne by the agency.
- Under no circumstances would the refusal for transportation from state level call centre command would be allowed. If any such unexplained refusal to ferry or transport patients is reported severe penalties would be imposed on the agency. The details of penalties and fines would be separately enumerated in the contract.



- Apart from that, the agency can quote a positive or negative amount in the tender process. Positive amount would mean an amount agency would pay to the SHSB per ambulance. A negative amount would mean that the amount the agency expects to be paid per ambulance from the SHSB.
- If positive amount offer is made and tendered, the agency would pay the tendered amount to the SHSB on 7<sup>th</sup> every month.
- If negative amount offer is made and tendered, the agency would be paid the tendered amount by the concerned DHS per ambulance on 7<sup>th</sup> of every month.
- It must be clearly mentioned that the mentioned dates would be inviolable to both the parties and any infringement would be liable to fine with stipulated interest mentioned in the contract.
- While making payment to the service provider, the concerned DHS will clearly indicate the amount deducted from claims submitted and the reasons for the deduction of the amount.

Through SHS, Bihar shall provide appropriate assistance where required so as to benefit maximum people of Bihar.

To provide a space for stationing of the Ambulances at strategic locations across the State as per advice of the SHS/respective SHS.

To lay down guidelines and finalize standard operating procedures within 1 month of signing of Agreement with the service provider for operation of the Ambulances services.

To conduct regular monitoring and evaluation of the project activities based on quantifiable indicators and reports received from the service provider.

Prescribe various formats for reporting progress of the project.

Commencement and duration of agreement will be for 3 years from the date of signing the agreement. The duration may be extended with mutual consent of both parties.

### **4.3. Payment Terms**

If there is any deficiency in the performance of contractual obligations on the part of the BIDDER, the BIDDER shall be liable for imposition of appropriate penalties as specified in the future contract and SHS, Bihar shall be entitled to deduct such penalties at source while making payment to the BIDDER for the services provided as mentioned & forfeit the guarantee submitted.

## Penalties and SLA:

In case of other defaults in services necessary action under terms of the agreement will be initiated in addition to imposition of penalty considering seriousness of the default. The fault shall be determined with reference to the outputs as mentioned in **SOP** and the penalty will be determined as per agreement signed between both parties. While making payment to the service provider, SHSB will clearly indicate the amount deducted from claims submitted and the reasons for the deduction of the amount.

The amount of penalty shall be recovered from the claims submitted by the service provider. In the absence of any claim, it can be recovered from security deposit also.

The Ambulances shall have minimum usable life as per GF&AR guidelines (government norms) whichever is later. No ambulances shall be due for replacement before the stated period from date of induction.

Bidders are requested to determine the condition of the Ambulances with respective SHSB before going into contract of the above said services.

Sl.No	Description of Penalty	Amount of penalty to be imposed									
1.	Permissible Response Time : Urban- 25 min Rural- 30 min	If the delay in Permissible Response Time exceeds 150 minutes cumulatively/ Ambulance/month then a penalty of 0.1% of the monthly "Billing" will be deducted for delay of every 10 minutes thereafter.									
2.	Ambulance remains non operative over and above the maintenance schedule.	40% of the monthly billing price will be proportionately deducted for the number of days the Ambulance remains under maintenance over and above the "maintenance schedule" described below.									
3.	Off road without permission from concerned authority	Payment will be deducted of 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 SHS/DHS authorized District representatives	<table border="1"> <tr> <td>1.Poor General cleanliness/Ambulance body</td> <td rowspan="4">Penalty of Rs 500/- 1<sup>st</sup> time for maintenance every shortfall/ default and subsequently Rs 1000/- / Ambulance (Individually for every shortfall/ default)</td> </tr> <tr> <td>Hygienic storage of Medical/ non medical consumables</td> </tr> <tr> <td>Non availability of Medical/ non medical consumables as per the enclosed list at Annexure</td> </tr> <tr> <td>Non functioning of any Equipments</td> </tr> <tr> <td>Proper updated maintenance of log book, stock register, PCR record, vehicle maintenance record as prescribed by SHS, Bihar</td> <td></td> </tr> <tr> <td>Non functioning of Air-conditioning of Ambulance</td> <td></td> </tr> </table>	1.Poor General cleanliness/Ambulance body	Penalty of Rs 500/- 1 <sup>st</sup> time for maintenance every shortfall/ default and subsequently Rs 1000/- / Ambulance (Individually for every shortfall/ default)	Hygienic storage of Medical/ non medical consumables	Non availability of Medical/ non medical consumables as per the enclosed list at Annexure	Non functioning of any Equipments	Proper updated maintenance of log book, stock register, PCR record, vehicle maintenance record as prescribed by SHS, Bihar		Non functioning of Air-conditioning of Ambulance	
1.Poor General cleanliness/Ambulance body	Penalty of Rs 500/- 1 <sup>st</sup> time for maintenance every shortfall/ default and subsequently Rs 1000/- / Ambulance (Individually for every shortfall/ default)										
Hygienic storage of Medical/ non medical consumables											
Non availability of Medical/ non medical consumables as per the enclosed list at Annexure											
Non functioning of any Equipments											
Proper updated maintenance of log book, stock register, PCR record, vehicle maintenance record as prescribed by SHS, Bihar											
Non functioning of Air-conditioning of Ambulance											
	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 5% of the monthly billing/ Ambulance/ day.									
	Submission of information desired by SHS/DHS, Bihar in stipulated time frame.	Penalty of Rs 1000/- will be imposed for every default.									
	If any GPS unit is 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.1000/- per day per GPS unit from 1 <sup>st</sup> day onwards.										

**Maintenance Schedule:**

Sl. No.	Nature of complaint and nature of repair (to be verified and certified by the Concerned Officer as designated by SHS/ DHS)	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 SHS, and it will be verified by concerning authority of SHS, who will verify the facts and accordingly time will be granted.	

If the vehicle remains off road for more than 2 days for Maintenance schedule as mentioned above then supporting documents from the competent authority concerned CS's office will be required along with the monthly bills submitted by the Service Provider for payments.

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

## **Performance Standards and Standard Operating Procedures**

### **Performance Standards for Ambulances**

The ambulance has to reach the site of requirement within the response time of receiving such calls at the Emergency Response Center in most of the cases. It is clarified that non-response to hoax calls, repeat calls, crank calls or calls that did not provide an address for the Patient will not be taken into account while determining adherence to Response Time standards by the Operator. Response Time standards shall apply to all emergency ambulance requests requiring a response as determined by the Emergency Response Center (ERC) using call screening and dispatch protocols approved by the Department and only such calls shall be used for the purposes of determining response time compliance calculations.

**(b)** Any delay in adhering to the Response Time and Patient Transport Times standards shall be recorded and reported by the Operator to Department and proportionate deductions shall be effected from the monthly bills.

Response Time calculations shall be calculated as:

(i) Time of Call Received- shall be defined as the time at which the ERC has received a call through telephone or any other source (fire service, police).

(ii) Time of Arrival on Scene - shall mean the time at which an ambulance crew (the pilot) notifies the ERC that the ambulance has reached the point to the Patient.

(iii) Response Times for Urban, Rural and Desert areas respectively, are as given below:

Urban - 25 min

Rural - 30 min

(iv) In case of multiple response i.e. more than one vehicle arriving at the scene, the response time shall be recorded for the first vehicle arriving on scene.

(v) Response time standards may be suspended in case of a multi casualty incident or disaster in case Department calls on the vehicles to aid.

Standard Operating Procedures - incorporating all the provisions relating to the operations and maintenance of Emergency Management Services shall be provided to the service provider at the time of agreement which shall be binding on the bidder.

#### **4.4. Monitoring & Evaluation**

The performance will be reviewed monthly by Executive Director, State Health Society.

At the District level, Civil Surgeons will oversee the activity within their respective districts.

The services and records of the service shall be subject to inspection by designated officer(s) of Health & Family Welfare Department. Evaluation of performance shall be undertaken by SHS, Bihar.

#### **4.5. Saving Clauses**

In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Executive Director, State Health Society, Government of Bihar shall be applicable.

## Annexure 1: Bidder Profile

RFP No:

Name of the Project:

1.	Name of the Firm	
2.	Registered Office address Telephone Number Fax Number e-mail	
3.	Correspondence/ contact address	
4.	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5.	Is the firm a registered company? If yes, submit documentary proof. Year and Place of the establishment of the company	
6.	Former name of the company, if any.	
7.	Is the firm a Government/ Public Sector Undertaking? a propriety firm? a partnership firm (if yes, give partnership deed)? a limited company or limited corporation? a member of a group of companies (if yes, give name and address, and description of other companies)? a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.? a joint venture consortia (if yes, give name and address of each partner)?	
8.	Is the firm registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9.	Is the firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	

10.	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the officers. Total number of employees	
11.	Number of years of experience:	
12.	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
13.	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
14.	Number of Offices / Project Locations	
15.	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	
16.	Do you intend to associate any other organization for the works for which you are bidding? If so, please give full particulars of that organization separately.	
17.	Please give details of key technical and administrative staff who will be involved in this project, their role in the project, their qualifications & experience and the certification attained from network product BIDDERS.	
18.	Does your organization have ISO 9001 certificates? If so, attach copies of the certificates. State details, if certified by bodies, other than that stated.	
19.	List the major clients with whom your organization has been/ is currently associated.	
20.	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
21.	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
22.	In how many projects you were imposed penalties for delay? Please give details.	

23.	The BIDDER shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the BIDDER .If nil, an undertaking from the BIDDER mentioning the same.	
24.	Whether your organization has Bank's certificate of solvency of amount INR 20,00,000/- (Rupees Twenty Lakhs only). If yes, submit documentary proof.	
25.	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	

## Annexure 2: Format for Financial Information

RFP No.

Name of the Project:

Name of the BIDDER	Turn Over (Rs Crore)		
	10-11	11-12	12-13
	Profit after Tax		
	10-11	11-12	12-13

Note:

Submit the audited financial statement/ audited annual report of the last three financial years.



### Annexure 3: Format for Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.      Date:

To

Secretary, Health department cum  
Executive Director, State Health Society Bihar

.....  
.....

Patna, Bihar

Pin: .....

Dear Sir,

WHEREAS..... (Name of BIDDER) hereinafter called "the BIDDER" has undertaken, in pursuance of Contract dated ... 2014 (hereinafter referred to as "the Contract") to implement the **[Name of the project]** of for the SHS, Bihar

AND WHEREAS it has been stipulated in the said Contract that the BIDDER shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized / Scheduled Commercial bank for the project/performance of the [Name of the Project] as per the agreement

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the SHS, Bihar the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. \_\_\_\_\_ (being 10% of the sum of order value) to SHS, Bihar under the terms of their Agreement dated on account of full or partial non-performance / non- implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards SHS, Bihar under this Guarantee shall not, under any circumstances, exceed in aggregate.

In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from SHS, Bihar stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to SHS, Bihar any and all sums demanded by SHS, Bihar under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from SHS, Bihar to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr..... .

This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.

any breach or non-compliance by the BIDDER with any of the terms and conditions of any Agreements/credit arrangement, present or future, between BIDDER and the Bank.

The BANK also agrees that SHS, Bihar at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against BIDDER and not withstanding any security or other guarantee that SHS, Bihar may have in relation to the BIDDER's liabilities.

The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of SHS, Bihar or any other indulgence shown by SHS, Bihar or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

This Guarantee shall be governed by the laws of India and only the courts of Patna, Bihar shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ..... Day of .....2014

Witness

(Signature) (Signature) (Name) (Name)  
Bank Rubber Stamp

(Official Address) Designation with Bank

Stamp Plus Attorney as per Power of Attorney No.

Dated:

## Annexure-4: Power of Attorney

Format for Power of Attorney for Signing of Application

(On a Stamp Paper of relevant value)  
Power of Attorney

Know all men by these presents, We M/s

(name and address of the registered office) do hereby constitute, appoint and authorize Mr / Ms

(name and residential address and PAN), duly approved by the Board of Directors in their meeting held on (Copy of board resolution enclosed), who is presently employed with us and holding the position of

as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for "Emergency Response Services" popularly known as "102" in Bihar including signing and submission of all documents and providing information / responses to the State Health society, GoB, representing us in all matters before State Health Society, GoB in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us. Dated this the

day of 20\_\_

For \_\_\_\_\_

(Name, Designation and Address)

Accepted (Signature)

(Name, Title and Address of the Attorney) Date :

**Note:**

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

*In case an authorized Director of the Applicant signs the Application, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.*

*In case the Application is executed outside India, the Applicant has to get necessary authorization from the Consulate of India. The Applicant shall be required to pay the necessary registration fees at the office of Inspector General of Stamps.*

**Annexure-5: Power of Attorney for Lead Bidder**  
**Format for Power of Attorney for Lead Member of Consortium**

*(On a Stamp Paper of relevant value)*

**Power of Attorney**

Whereas the State Health Society, Government of Bihar (GoB) has invited applications from interested parties for Operation, Running and Maintenance of Paid Ambulance Services

in 38 Districts of Bihar Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Project in accordance with the terms and conditions of the Request for Proposal (RFP) Document and other connected documents in respect of the Project, and

Whereas, it is necessary under the RFP Document for the members of the Consortium to designate the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project who, acting jointly, would have all necessary power and authority to do all acts, deeds and things on behalf of the Consortium, as may be necessary in connection with the Consortium's bid for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT;

We, M/s. (M/s (Member (s)) (the respective

names and addresses of the registered office) having formed a bidding consortium named

(insert name of the consortium) (hereinafter called as consortium), vide the consortium agreement

dated (copy enclosed) as approved by the Board of Directors of each member and having

mutually agreed to appoint M/s/as the lead member of the said consortium, as our duly

constituted lawful attorney hereinafter called the lead to do on behalf of the Consortium, all or any of the lawful acts, deeds or things as necessary or incidental to the Consortium's bid for the Project, including submission of application/proposal, participating in conferences, responding to queries, submission of information/documents and generally to represent the Consortium in all its dealings with the Department, any other Government Organization or any person, in connection with the Project until culmination of the process of bidding and thereafter in the event of the Consortium being selected as successful bidder, this Power of Attorney shall remain valid and binding and irrevocable till the Agreement period as is entered into with State Health Society, Government of Bihar (GoB) and the Consortium.

We hereby agree to ratify all acts, deeds and things lawfully done by Lead Member, our said attorney, pursuant to this Power of Attorney and that all acts deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us/Consortium and shall be binding till the Agreement period on all members individually and collectively.

Dated this the    day of 20

(Executants)

**Note:** The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and the same should be under common seal affixed in accordance with the required procedure

**Annexure-6:Format for Affidavit**

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of relevant value)

Affidavit

I, M/s (Sole Applicant / Lead Member / Member/Affiliate), (the names and addresses

of the registered office) hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by State Health Society Govt. of Bihar/ or any other entity of GoB or blacklisted by any state government or central government / department / organization in India from participating in Project/s, either individually or as member of a Consortium as on the \_\_\_\_\_(Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this      Day of    , 20.

Name of the Applicant

.....

Signature of the Authorized Person

.....Name of the Authorized Person

Note:

To be executed separately by all the Members in case of Consortium.

## Annexure 7: Format for Providing Citations

Relevant Qualification Details Years wise and State Wise		
State wise		
Name of the State / Province where ambulances services are/were operational		
Years of experience in ambulance operations in the that/those State(s)		
Current areas of operation - specify (Names of the Districts)		
	Year 1	Year 2
Number of ambulances operated		
Number of ambulances owned		
Number of patients transported per ambulance per annum on average		

The Citations should be given in the above format. A separate copy of this format should be used for each citation.

The Bidder should provide details of experience of only those Projects of ambulance operation which is undertaken by it under its own name / under the names of the Consortium Members

## Annexure 8: Format for Queries

BIDDER's requiring specific points of clarification may communicate with SHS, Bihar during the specific period using the following format.

RFP No

Name of Project:

Name of the BIDDER-

Contact Address of the BIDDER-

SI No.	Section No.	Page No	Query

Signature:

Name of the Authorized signatory:

Company seal:

Note: All the queries should be sent in this format to : [fp@statehealthsocietybihar.org](mailto:fp@statehealthsocietybihar.org) . No other format is acceptable apart from this format.



## **Annexure 9: Technical Bid letter**

To  
Executive Director,  
State Health Society, Bihar  
"Parivar Kalyan" Bhavan, Sheikhpura  
Patna - 800014

Reference. RFP No. ....Dated.....

Sir,

We hereby declare

We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of SHS, Bihar and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.

We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Bid Security (Earnest Money) for an amount equal to Rs.50,000 (Rs. Fifty thousand Only) is enclosed

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this      Day of 2014

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of BIDDER

Witness Signature: Witness Name:

Witness Address:

## Annexure 10: Format of Curriculum Vitae for Proposed Manpower

(Use the Format given below for each individual)

Sl.No.	Category	Details
1.	Proposed Position	
2.	Name	
3.	Current Designation	
4.	Educational Background/ Training/ Certifications	
5.	Tasks proposed to be assigned	
6.	Areas of Expertise	
7.	Summary of Professional/ Domain Experience	
8.	Period of Association with the organization	
9.	Number and Details of relevant project experience	
10.	Any other Information	

## **Annexure 11: Commercial Bid Letter:**

To  
Executive Director,  
State Health Society, Bihar  
"Parivar Kalyan" Bhavan, Sheikhpura  
Patna - 800014

Reference. RFP No. ....Dated.....

Sir,

We hereby declare

We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of SHS, Bihar and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid.

We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Commercial Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2014 (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of BIDDER

Witness Signature: Witness Name:

Witness Address:

## **Annexure 12: BLS Ambulance:**

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

1.	Roll in stretcher cum trolley	1
2.	Folding Scoop Stretcher	1
3.	Emergency Pole Stretcher (Two Folding)	1
4.	Intubation Kit	1
5.	Emergency Kit	1
6.	Manual emergency Aspirator/suction	1
7.	Emergency ventilator	1
8.	Spine Board	1
9.	Patient restraint system	1
10.	Vacuum splint kit	1
11.	Fracture splint kit	1
12.	Multi parameter monitor	1
13.	ECG Machine	1
14.	Bi-Phasic Defibrillator with AED	1
15.	Syringe infusion pump	1
16.	Volumetric infusion pump	1
17.	Rubber sheet	1

• Instruments/Equipment which have to be provided by the Agencies to run the Ambulances :-

	<b><u>ITEMS</u></b>	<b><u>QUANTITY</u></b>
1.	Torch	1
2.	Oxygen Cylinder with Key (C-Type)	1
3.	Waste Bucket (Dust Bin)	1
4.	Bed Sheet	2
5.	Mobile Phone (Staff)	1

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

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

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

<b><u>ITEMS</u></b>	<b><u>QUANTITY</u></b>
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	1
8. Ambu Bag Set	
- Adult	1
- Pediatric	1
9. Extrication Collar	2
10. Curvival Collar	2
11. Stiff neck	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

**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. Inj. Xylocaine 2%	1 vial.
12. Tab. Aspirin	20 tabs.
13. Tab. Isordil (5 mg) or Sorbitrate	20 tabs.
14. Tab. Buscopan	20 tabs.
15. Tab. Metacin/ Crocin	20 tabs
16. Tab. Pan-40 tab	20 tabs
17. Paediatric drip sets	2 sets
18. Normal Saline	3 bottles
19. Dextrose 5%	3 bottles
20. Ringer Lactate	6 bottles
21. Mannitol 20%	3 bottles
22. Dextrose Normal Saline	6 bottles
23. Infusion Microset	2 sets
24. Venflon-20”	2 pieces
25. Syringe - 2ml	1 dozen
26. Syringe – 5ml	1 dozen
27. Cervical Immobilizer – Small, medium & large	1 set each
28. Knee Brace – Small, medium & large	1 set each
29. Crepe Bandage ( 4 inches )	2 rolls
30. Crepe Bandage ( 6 inches )	2 rolls
31. Lumbar Belt	2 pieces
32. Suturing Tray	1 piece
33. Suturing – ETHILON	5 pieces
34. Tooth Forceps	3 pieces
35. Scissor – Suture cutting.	2 pieces
36. ORS packets	10 packet
37. Airway (Plastic)	2 pieces
38. Alcohol 7% or spirit	2 phials (Medium size)
39. Gauze	5 rolls(Medium size)
40. Cotton	2 lbs
41. Bandages	5 rolls (Medium size)

## **Annexure- 13: STAFF DEPLOYMENT & TRAINING**

### **AMBULANCE STAFF:**

The agency will have to depute one driver and one Emergency Medical Technician (EMT)/ (GNM/ B. Sc (Nursing)). Helper is not necessary.

### **Ambulance Drivers (As in Government for driving of light (LCV) vehicles)**

Vehicle Safety Checks

Elements

Ambulance Driving Techniques

Accident Avoidance and Crash Procedures

Basic Life Support

Disaster Management Protocols

### **Emergency Medical Technician (EMT)/ (GNM/ B. Sc (Nursing))**

In-Depth Anatomy and Physiology

Primary Care Theory

Trauma Care Theory

IV Administration and Theory

Nasopharyngeal Suctioning

D50W Administration Theory

Pharmacology

Cardiac Monitoring

Oxygen Delivery Theory and Practical

Patient Assessments

Communications

Transportation

Ambulance Operations

Trauma

CPR

AED

Clinical Hospital Practice

Basic Life Support

Disaster Management Protocols

Care issues

**EMERGENCY RESPONSE SERVICES -**

District-wise ambulance utilization detail [MONTHLY REPORT]

for the reporting month: [ -2014]

Print date &amp; time

Sl. No.	Name of District	No. of ambulances in the district	Detail of trips (Km based)				No. of ambulances			No. of institutional deliveries carried by 108 amb.	No. of deliveries in 108 amb.	No. of neonates (0-30 days) carried by 108 amb.	Remarks
			Availed	Not availed	Total (Col. 4+5)	Average trips/ Ambulance (Col. 6/3)	Remained Off-road	making less than and equal to 5 trips	making more than 5 trips				
1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>Total</b>													





**EMERGENCY RESPONSE SERVICES –**

Details of ambulances remained Off-road [MONTHLY REPORT]

For the reporting month: [.....2014]

Print date & time

Sno	Name of District	Registration no. of ambulance	Off-road from date (DD/MM/YYYY)	Off-road to date (DD/MM/YYYY)	Total no. of Off- road days	Reason for Off-road	Remarks
1	2	3	4	5	6	7	8
	<b>Total:</b>						



# STATE HEALTH SOCIETY BIHAR



## EMERGENCY RESPONSE SERVICES -

Details of trips [DAILY REPORT]

for the reporting month: [ -2014]

Print date & time

Sno	Trip no.	District name	Base location of amb.	Reg. no. of amb.	Call date (DD/MM/YYYY)	Call Time (HH:MM:SS AM/PM)	Service type	Caller type	Chief complaint	Caller name	Caller phone no.	Patient name	Patient Age	Patient gender (Male/ Female)	Patient contact no.	Patient place/ picked from	Reaching time at patient place/ picked from (HH:MM:SS AM/PM)	Hospital reaching time (HH:MM:SS AM/PM)	Base location reaching time (HH:MM:SS AM/PM)	OPD/ IPD/ Emergency no.	Total distance (in Kms)	Trips (Km based)	Driver name	Driver/crew mobile no.	Remarks
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26

**EMERGENCY RESPONSE SERVICES -**

Ambulance-wise detail of medical emergencies handled [DAILY REPORT]

Up to reporting date: [DD/MM/YYYY]

Print date & time

. S No	District name	Reg. no. of amb.	Launch date (DD/MM/YYYY)	Today									during the month (cumulative up to date)									Up to date (cumulative since the launch date)									
				Availed no. of trips	Not availed no. of trips	Total no. of trips	Distance covered for availed trips (in Kms)	Distance covered for NOT availed trips (in Kms)	Total distance (in Kms)	Availed no. of trips (Km based)	Not availed no. of trips (Km based)	Total no. of trips (Km based)	Availed no. of trips	Not availed no. of trips	Total no. of trips	Distance covered for availed trips (in Kms)	Distance covered for NO I availed trips (in Kms)	Total distance (in Kms)	Availed no. of trips (Km based)	Not availed no. of trips (Km based)	Total no. of trips (Km based)	Availed no. of trips	Not availed no. of trips	Total no. of trips	Distance covered for availed trips (in Kms)	Distance covered for NO I availed trips (in Kms)	Total distance (in Kms)	Availed no. of trips (Km based)	Not availed no. of trips (Km based)	Total no. of trips (Km based)	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	

**EMERGENCY RESPONSE SERVICES -**

Details of ambulances remained Off-road [DAILY REPORT]

For the date: [DD/MM/YYYY]

Print date & time

S.no	Name of District	Registration no. of ambulance	Off-road from date (DD/MM/YYYY)	Total no. of Off-road days	Reason for Off-road	Remarks
1	2	3	4	5	6	7
	Total:					

## Annexure- 14: Commercial Bid Format

Sl. No.	Name of Project	Amount (INR) per/ambulance/month offered to SHSB (inclusive of all taxes)	Amount (INR) per/ambulance/month assistance demanded from SHSB (inclusive of all taxes)
<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>
1	For Operation, Running and Maintenance of 266 TATA Winger high roof dual AC Ambulance Services in Bihar		

Note: Enter amount either in 'c' or 'd' (INR in both numbers and words) which would be taken into consideration for awarding the contract.

Place:

Date:

Bidder's signature and seal