



STATE HEALTH SOCIETY BIHAR



SHORT RE-TENDER NOTICE

for

Air Ambulance Service in Bihar during Lok Sabha Elections 2019

Bids are invited from reputed Companies/agencies/Firms to station one fully equipped & manned Air Ambulance at Patna airport during election period, as per schedule given in the tender document. In case of any emergency, the Air ambulance will be required to reach the designated place for lifting and bringing patients to identified health facilities for treatment.

The detailed terms and conditions may be downloaded from website <http://statehealthsocietybihar.org>. Eligible Companies/agencies/Firms are requested to submit their bids (technical & financial) to the "Executive Director, State Health Society Bihar, Pariwar Kalayn Bhawan, Sheikhpura, Patna - 800 014" on or before **15/04/2019 (Monday) by 11:00 hrs.** The eligible firms will be required to submit technical and financial bid in separate sealed cover. All the applications received by due date will be opened at **12:00 hrs. on 15/04/2019 (Monday)** in front of bidders or their representatives at Conference Hall, State Health Society, Bihar, Sheikhpura, Patna.

For further clarifications, Shri. Ravish Kishore (Deputy Secretary, SHSB) may be contacted on 9473197729 between 10 AM to 6 PM.


Executive Director,
State Health Society Bihar



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for

Air Ambulance Services in Bihar during Lok Sabha Elections 2019



1. Background:

Bids are invited from reputed Companies/agencies/Firms to station one fully equipped & manned Air Ambulance at Patna airport during Lok Sabha election, as per the schedule mentioned in this document. In case of any emergency, the Air ambulance will be required to reach the designated place for lifting and bringing patients to identified health facility (anywhere in India) for treatment.

Eligible and qualified bidders are requested to submit their technical and financial bids (in separately sealed cover) placed in outer

envelope duly marked to the SHSB on or before **15/04/2019 by 11:00 hrs.** The technical bids shall be opened at **12:00 hrs. on 15/04/2019** in presence of bidders'/ their representatives. Thereafter, the financial bids of technically qualified bidders shall be opened on **15/04/2019 at 16:00 hrs.** For further clarifications, please contact **Shr. Ravish Kishore (Deputy Secretary, State Health Society, Bihar) 9473197729** during official working hours only (10 am to 6 pm).

2. Introduction:

Air Ambulance is a service, wherein a patient under critical or bedded condition is transferred from their home site to desired location for medical treatment on an aircraft that has emergency facilities on board. Air Ambulance will be fully equipped with ICU facilities to ensure safe and effective treatment of patients during the flight, up to the time they reach their destination. No matter what the condition of the patient is, and where they are supposed to be shifted, agency needs to do their best to airlift such patients and make them reach at a safer place. Also, the air ambulance should be equipped with cargo doors to enable easy movement of strictures and other instruments. Also, the air-ambulance should include the basic equipment listed in this tender document.

3. Eligibility Criteria:

S.No	Eligibility criteria for Bidders	Mandatory Documents
(i)	Bidder should submit Earnest Money Deposit (EMD) of 50,000/- (Fifty thousand Rupees only)	Demand Draft of Rs. 50,000/- (Rs. Fifty Thousand) in the shape of Demand Draft issued by a schedule bank, in favour of "The Executive Director, State Health Society Bihar" payable at Patna
(ii)	Bidder must be a registered/ incorporated agency in India	Agency registration certificate, issued by authorized Govt. entities: such as Copy of the Certificate of Incorporation issued by the Registrar of Companies (RoC) under companies Act 1956/2013; or Societies Registration Act 1860/Indian Trust Act 1882 or under any act of Government of India.
(iii)	The bidder must have last 2 years of experience of operating air ambulances in India/ abroad as on Mar 15, 2019	Copy of work order or experience certificate(s) from the clients; OR other supporting documents (self-declaration will not be entertained)
(iv)	The bidder must have average turnover of Rs. 1 Crores per annum in last three financial years (FY 2015-16, FY 2016-17 & FY 2017-18), as evidenced by the audited accounts of the bidder	Audited Balance sheet, AND (a) Statement of Profit & Loss Account, (if the registered under Companies Act/ Partnership Act/ Shops & Establishment Act), OR (b) Income and expenditure account (if registered under Societies and Trusts Act)
(v)	The bidder must provide self-attested scanned copies for (a) PAN Card, (b) income Tax Returns for last three assessment years (AY 2016-17, AY	Self-attested copies of: 1) PAN Card 2) GST Registration Certificate, if

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S.No	Eligibility criteria for Bidders	Mandatory Documents
	2017-18 & AY 2018-19), and (c) GST Registration Certificate	applicable. 3) Copy of Income Tax Return acknowledgement for three assessment years (AY 2016-17, AY 17-18 & AY 18-19)
(vi)	The bidder must not be: (i) Blacklisted/ banned/ convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission (upload) of online bidding document. (ii) The bidder shall declare all ongoing litigations, it is involved in with any Government Agency/ State/ Central department/ PSU.	Affidavit sworn before Public Notary/Executive Magistrate as per "Appendix A"

4. Scope of Work:

- 4.1. The State Health Society, Bihar (SHSB), intends to select an agency for providing Air Ambulance Service in the state of Bihar during Lok Sabha Election 2019 only during the 6 (Six) phases of the election scheduled during April and May 2019.
- 4.2. The service provider is required to provide required services on the dates of Deployment mentioned in the table below.

Phase Number	Date of Election	Date of Deployment of Air Ambulance	Place of Deployment
1	18 th April	17 th April to 19 th April	Patna
2	23 rd April	22 nd April to 24 th April	Patna
3	29 th April	28 th April to 30 th April	Patna
4	6 th May	5 th May to 7 th May	Patna
5	12 th May	11 th May to 13 th May	Patna
6	19 th May	18 th May to 20 th May	Patna

- 4.3. The service provider is required to provide an air ambulance, twin engine aircraft, suitably modified with all necessary equipment, fixtures & flying/ medical personnel as mandated in the tender.
- 4.4. The service provider is required to ensure availability of these fully-functional equipment on the air ambulance, during the complete duration of the project/deputation:
 - Portable Emergency Ventilator
 - Resuscitation Kit with Ventilator
 - Emergency Kit with Ventilator
 - ECG Machine
 - Oxygen cylinder
 - Wheel Chair Stretcher
 - Scoop Stretcher
 - Folding Stretcher
 - Auto Loading Ambulance Stretcher
 - Electrical Suction Pump
 - Portable Patient Monitor
 - Automatic External Defibrillator
 - Any other instrument deemed necessary for transportation of critically injured/ ill patient
- 4.5. Air ambulance may be used for transferring patients to any location in the country as referred by specialists or the qualified doctor of the concerned hospital/department as per the severity of the case and availability of such treatment within the state.

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- 4.6. The agency shall ensure availability of sufficient stock of life-saving drugs on the Air ambulance, during the complete duration of the project/ deputation.
- 4.7. Onboard every air ambulance, there will be 2 qualified doctors or else one doctor & one paramedic to ensure proper medical assistance to be given to the patient on board.
- 4.8. All doctors & paramedics should have undergone rigorous training for emergency rescue operations, flight safety operations, etc. The team may include cardiologist, Neurologist, Anaesthesiologist, orthopaedic, Critical care consultants.
- 4.9. The details of the contact person of the Service provider to be contacted for air ambulance service and any other issue shall be communicated in the contract agreement and the concerned contact person shall be deputed at Patna during period of deployment.
- 4.10. Once the call is received and informed about the medical condition of the patient needed to be airlifted, the agency needs to inform/alert their medical team that studies the patient's medical history and prepare an action plan.
- 4.11. The service provider is required to be airborne within 15 minutes of receiving call and reach the designated airport within 30-45 minutes, as per distance and flying time.
- 4.12. The agency/ bidder shall be charged as per the rate discovered through this tender, for the period of the contract defined in clause 4.1.
- 4.13. The SHSB shall be paying the same to the service provider, which includes charter cost for fully equipped Air Ambulance, per hour flying cost, Halt charges of crew and medical team including all medical equipment, Handling charges, airport charges, any other charges and all applicable taxes and duties, excluding Goods & Services Tax (GST). GST will be paid by the SHSB/Govt. as per the prevailing rate(s) under GST Act 2017.
- 4.14. There shall be no employer employee relationship between the SHSB and the personnel to be deployed by the service provider in the contract service.
- 4.15. The stamp duty & registration charges, if any, on the contract agreement levied by the Govt. (Central or State), or any other statutory body, shall be paid by the bidder/agency as applicable.
- 4.16. The Service Provider shall be responsible for insuring its machines, equipment, manpower, etc. for accident, theft, damage, burglary etc. The SHSB shall not be responsible for any damages of any kind or for any mishap/ injury/ accident caused to any personnel/ property of the bidder while performing duty. All liabilities, legal or monetary, arising in that eventuality shall be borne by firm/ agency.
- 4.17. Service level agreement (SLA) will be decided at the time of signing of contract.

5. Performance Review & Penalty provisions

- 5.1. Agency performance would be evaluated based upon identified Key Performance Indicators (KPIs) listed below. The parameters will be used to assess the performance of the Service Provider and penalty will be applied as and when required, upon commissioning of the services.
- 5.2. Besides other consequential action, the penalties would be imposed for each occurrence as per details mentioned in the sub- identified Key Performance Indicators (KPIs) listed below:

Parameter	Indicator (KPIs)	Acceptable Value	Penalty Provision
1) Human Resource: Provision of qualified human resource	At least 1 qualified doctor & one paramedic	100%	INR 50,000/- (Rs. Fifty Thousand) per day of Doctors' absence; INR 10,000/- (Rs. Ten Thousand) per day of paramedic's absence
2) Air Ambulance air borne on receiving call for emergency	Within 15 minutes of receiving call, subject to clearance from ATC	100%	INR 5,000 per minute delay for each call after 15 minutes of receiving call
3) Non- Functioning of air ambulance	Ensure availability of alternate air ambulance round the clock at their own cost	Arrange alternative air ambulance within 4 hours	INR 1,00,000/- for not arranging alternative Air ambulance within 6 hours and may also include

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			forfeiture of Performance Security
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5.3. The above service level indicators are minimum, and it is obligatory for service provider to provide efficient service delivery to all the stakeholders as per the good industry practices/ applicable statutory guidelines.

6. Financial Offer Format:

The Bidder is required to provide financial bids in the format given in **Appendix B**.

7. Payments

- 7.1 The prices quoted by the agency/ bidder shall include all applicable taxes and duties, **excluding Goods & Services Tax (GST)**. If applicable, GST will be paid by SHSB or any other office authorised.
- 7.2 The payment will be made to the agency by SHSB or any other office authorised.
- 7.3 The service provider will raise its invoices (*as prescribed under GST Act*) on completion of services and the invoices must be submitted, duly accompanied by evidences of services provided. The payment will be subject to TDS as per Income Tax Rules/GST (if applicable) and other statutory deductions as per applicable laws.

8. Evaluation Criteria:

After opening Part 1 the Technical Committee will evaluate the bids and the eligible and qualified bids will be considered for financial bid opening. The Bidder quoting lowest total bid amount – '**Financial Bid (C)**' as per table above will be considered as L1 and will be awarded the contract. The selected bidder will be required at the time of signing of the Contract Agreement to submit Performance Security (in form of Demand Draft or Bank Guarantee) of 5% of total contract value (cumulative for all 6 phases) valid for at least 60 days beyond the completion of all contractual obligations. After signing the Contract if the selected Agency failed to start the job as agreed, or any failure to abide by the terms & conditions (mentioned herein), the Performance Security shall be forfeited by cancelling such award.

9. Instruction to Bidders:

- 9.1. Bidder shall submit their bids in Two PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, and Project name.
- 9.2. PART-I: The envelope marked as 'Part-I - Technical Bid' should contain all the supporting documents in support of eligibility requirements stated in para 3 above. Filling up prices in Part-I will render the bidder disqualified. All documents should be properly stamped and signed on each page.
- 9.3. PART-II: Original copy of FINANCIAL BID as per the Format given in **Appendix B** with full price details. Envelope needs to be super scribed as "Financial Bid".
- 9.4. The envelopes containing Part-I & Part-II, of offer shall be enclosed in a larger envelope duly sealed and marked as "**Tender for Air Ambulance Services in Bihar during Lok Sabha Elections 2019**".
- 9.5. Both the 2 envelopes shall be put in an OUTER COVER sealed and addressed to the Executive Director, State Health Society, by registered post/ speed-post/ by-hand to "**The Executive Director, State Health Society, Bihar Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014**" on or before due date.
- 9.6. 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, SHSB will bear no responsibility for the misplacement or premature opening of the Bid.
- 9.7. 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 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.
- 9.8. EMD of unsuccessful bidders will be returned without any interest on completion of tender process. EMD of successful bidders will be returned without any interest at the time of signing the contract with service level agreement and upon submission of Performance Bank Guarantee.
- 9.9. State Health Society, Bihar reserves the right to modify, alter, and cancel the tender at any stage without assigning any reasons without any liability towards the bidder.


Executive Director
State Health Society, Bihar



Format for Affidavit certifying that Entity/ Promoter(s)/ Director(s)/ Members of Entity are not Blacklisted
(On a Stamp Paper of INR 100/-)

Affidavit

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) / director(s) are not blacklisted/barred/convicted by any court of law for any criminal or civil offences/declared ineligible by State Health Society Bihar(SHSB)/District Health Society (DHS) or DM Office, Patna or any other entity of GoB or any entity of state government or Govt. of India, or any local self-government body or public undertaking in India for participating in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons, as on date of submission of online bidding document.

And that we are hereby, declaring all ongoing litigations where our promoter(s)/director(s) are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

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 contract period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of....., 2019

Name of the Bidder/ agency.....

Signature of the Authorized Person:

Name of the Authorized Person:

Designation of the Authorized Person:

Financial Bid Format

Financial Bid per Phase of election (3 days – 72 hours)

Description	Financial Bid – in Rs. (in numbers)	Unit for financial bid calculation	Financial Bid per Phase – in Rs. (in Words)
	A	B	C=A x 3
1) Per day – Charter Cost for fully equipped Air Ambulance – from the moment of landing at Patna airport. ¹		3 days	
2) Per Hour Flying cost (Applicable only when deployed)		—	
3) Per day – Halt Charges of crew and medical team, including all medical equipment		3 days	
4) Per day – Handling, Airport charges, any other charges/taxes (Excluding GST)		3 days	
Total Cost			

Note:

1. Bidder must include total operational cost for landing at Patna airport.

Terms & Conditions

- 1) Amount quoted shall be per Phase of election, and valid across all 6 phases of deployment.
- 2) Single Phase is equivalent to 72 hours of deployment of air-ambulance (3 days).
- 3) The bidder, who quotes the lowest (L1) for providing Air Ambulance Service in the state of Bihar during Lok Sabha Election 2019 during each of the 6 phases of the election during the months of April and May 2019 will be selected as the agency for providing Air Ambulance Service as per this tender document.
- 4) L1 will be decided based on minimum total cost among the financial bids submitted.
- 5) The prices quoted shall be firm and inclusive of all the factors, which includes charter cost for fully equipped Air Ambulance, per hour flying cost (applicable only when deployed), Halt charges of crew and medical team including all medical equipment, Handling charges, airport charges, any other charges and all applicable taxes and duties, **excluding Goods & Services Tax (GST)**. This shall be quoted in the online mode only. GST if applicable, will be paid by State Health Society (SHSB) or the authorities decided by SHSB, as per the prevailing rates/ rules.
- 6) The rates offered shall remain firm and will not be subject to escalation of any description during the execution of the rate contract.
- 7) The bidder will be required to raise the invoice as prescribed under GST Act 2017 and rules therein.