

**Name of Project: "Emergency
Response Services" popularly known as
"108 Ambulance Service Project"**

CLARIFICATION OF PRE-BID QUERIES FOR THE DATE 11-02-2013
Ref: Tender No. F. 23(50)/NRHM/ISC/Tender-2012/

dated:

S.No.	Condition as per RFP	Query/Suggestion/clarification	NRHM remarks	Addendum/ Clarification to be issued on the Prebid queries
1	Payments: Page 27: Financing of the project shall be on reimbursement basis in accordance with the provision of the agreement. Claims or reimbursements for operational expenditure shall be payable by the respective District Health Societies on monthly basis on submission of duly completed statement of claim by the service provider.	Claims or reimbursements for operational expenditure should be centralized at the State level on monthly basis on submission of duly completed statement of claim by the service provider. 1. 80% of consolidated monthly invoice should be auto debited by ECS mode on the 15th day of the same month. 2. The monthly invoice to be verified by the respective DHS and the balance 20% amount to be transferred via RTGS to second party account by 30th day of the same month on being found true and justified.	80% of the monthly bills should be paid by the Districts within 15 days of submission of bills. The rest 20% may be paid by the districts after due verification.	To be inserted as second clause under the heading "Financing of the Project" at page 27 of the RFP.
2	Additional proportionate payment of 40%, of bid amount, towards running of the vehicle shall be paid: page 35 In case this level of service is not achieved, then a proportionate deduction towards non-running of the vehicle shall be made from the claims which shall be 40 per cent of the bid price per ambulance. If the number of trip exceeds the specified limit of 5 trips per day calculated on monthly basis, in that case	In state averaging, If the kilometer operated by each ambulance/ month is more than 4500km/ambulance/month then for additional km a payment of Rs/10km will be paid over and above the rate quoted.	The Provisions are amply clear and precise as such No change Proposed. As per Rfp.	No change. As per Rfp.


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additional proportionate payment of 40% of bid amount, towards running of the vehicle shall be paid.


3	<table border="1"> <thead> <tr> <th>No. of Km (s) travelled per vehicle</th> <th>Trip count</th> </tr> </thead> <tbody> <tr> <td>1-5 Km</td> <td>0.2 trip</td> </tr> <tr> <td>6-15 Km</td> <td>0.5 trip</td> </tr> <tr> <td>16 Km to 30 Km</td> <td>0.5 +0.1 trip for every 3 Kms.</td> </tr> <tr> <td>31 Km to 70 Km</td> <td>1+0.1 trip for every 4 Kms</td> </tr> <tr> <td>71 Km and 120 Km</td> <td>2+0.1 trip for every 5 Kms.</td> </tr> <tr> <td>121 Km and above</td> <td>3+0.1 trip for every 6 Kms</td> </tr> </tbody> </table>	No. of Km (s) travelled per vehicle	Trip count	1-5 Km	0.2 trip	6-15 Km	0.5 trip	16 Km to 30 Km	0.5 +0.1 trip for every 3 Kms.	31 Km to 70 Km	1+0.1 trip for every 4 Kms	71 Km and 120 Km	2+0.1 trip for every 5 Kms.	121 Km and above	3+0.1 trip for every 6 Kms	<p>This should be simplified as : 30 Km – 1trip then every 4km will be 0.1 trip and so on.</p>	<p>The Trip definition can be relaxed and simplified as follows:</p> <table border="1"> <thead> <tr> <th>No. of Km (s) travelled per vehicle</th> <th>Trip count</th> </tr> </thead> <tbody> <tr> <td>1-5 Km</td> <td>0.2 trip</td> </tr> <tr> <td>6-15 Km</td> <td>0.5 trip</td> </tr> <tr> <td>16 Km to 30 Km</td> <td>0.5 +0.1 trip for every 3 Km.</td> </tr> <tr> <td>Above 30km</td> <td>For every 4km it will be 0.1 trip and so on.</td> </tr> </tbody> </table>	No. of Km (s) travelled per vehicle	Trip count	1-5 Km	0.2 trip	6-15 Km	0.5 trip	16 Km to 30 Km	0.5 +0.1 trip for every 3 Km.	Above 30km	For every 4km it will be 0.1 trip and so on.	<p>To be inserted at clause no. 10, point 1 Page 34 of the RFP. Existing table at point 1 is to be replaced by the new calculation.</p>
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4	<p>Agreement Period : page No.12 2 years. On mutual agreement, Extendable every 6 months maximum for a period of 2 years on same terms and conditions.</p>	<p>Agreement period should be increased to 5 years extendable on mutual agreement for a further 5yrs on same terms and conditions with a provision of 10% annual escalation (Price variation clause).</p>	<p>This clause may be modified as follows: Initial Agreement period will be for 2 years further extendable on mutual agreement every year for a maximum period of 3 years on same terms and conditions.</p>	<p>To be inserted at Part A3 Page 12 of the RFP – "Agreement Period": Existing provision to be replaced.</p>																								

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		services establishment cost which cannot be recovered in 2 years.		
5	Maintenance Schedule : page 34	There should be no maintenance schedule given, instead the clause should read as "95% of the ambulances should be kept operational at all times"	This clause may be modified as follows: 21 Ambulances shall be kept in reserve for replacement during maintenance of ambulances. Maintenance schedule needs to be followed as per RFP.	To be inserted in the RFP under clause 10 "Maintenance Schedule" Page 36-37 of RFP. No payment shall be made for "reserve" fleet.
6	Un availed trips: page 34 If percentage of un availed trips to availed trips is more than 10%, then trip count of such trips in excess of 10% of the un availed trips will be made on the basis of 50 per cent of the criterion described in point 1 above.	If the ambulance has reached within the response time to the patient site but the patient was not found then un availed trip is valid as this is not in the hands of the service provider.	This clause may be modified as follows: Payment up to 50% of the un-availed trips will be made with 80% upfront payment. Thereafter the payments for the balance trip of the unavailed trips will be made after due verification	To be inserted at clause no. 10, point 4 of the RFP page 34. Existing point is to be deleted.
7	Page 48: Implementation of 108 Ambulance Service project in Rajasthan for: Charges for Operation & maintenance of the ambulance services including:- • Medical and non medical consumables(as per Annexure 15) in every ambulance • Rent of buildings, electricity & water	Provide details of: • medical/non medical consumables present in each 464 ambulances along with new 227	<ul style="list-style-type: none"> As per list in Annexure 15, existing service provider will provide the medical/non medical consumables in all 464 ambulances during HOTO and t the end of their contract, the service provider shall also provide all the prescribed medical/non medical consumables in all 464 ambulances or so to next new service provider. Suitable accommodation will have to be 	<ul style="list-style-type: none"> To be inserted in Annexure 3 – "Financial Bid" Page 48.


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	<p>ambulances to be deployed to calculate the total cost/ ambulance.</p> <ul style="list-style-type: none"> Rent being paid for the building at SIHFW 	<p>hired by the service provider to establish requisite Call Centre. Till alternative arrangements are made, the call centre may continue at SIHFW on payment of rent which is Rs. 1.15 lacs per month.</p>									
<p>8</p> <p>Technical Capacity: The Bidder should have at least two years of experience of operating and maintaining a minimum fleet of 150 equipped ambulances supported by a centralized call centre of at least 60 seats set up by the Bidder.</p>	<p>Control room supported by a minimum of 30 seated call centre set up by the entity in last two year. As 30 seated call centre is sufficient for 150 Ambulances qualification criterion for bidding.</p>	<p>This condition may be modified as under: The Bidder should have at least two years of experience of operating and maintaining a minimum fleet of 150 equipped ambulances supported by a centralized call centre of at least 30 seats (24x7) set up by the Bidder.</p>	<p>To be inserted in Technical qualifications (sub head to Qualification Requirements) of the RFP page 17. Existing provision is to be replaced.</p>								
<p>9</p> <p>III. PART B (Financial Proposal): page No.24 Documents/ Certificates/ evidence of fulfilling the eligibility criteria including audited financial statements for the last 3 (three) years i.e 2009-10, 2010-11 & 2011-12</p>	<p>audited financial to be the part of technical proposal</p>	<p>Audited Financial statements for the last 3 years 2009 to 2012 are a part of the Technical Proposal (Part A) and this requirement shall be deleted from the Part B Financial Proposal.</p>	<p>To be inserted under Technical Proposal (Part A) of the RFP page 24. Existing provision to be replaced.</p>								
<p>10</p> <p>List of Equipments being provided by NRHM</p>	<p>Specify the names of the equipments being provide by the Government in the Ambulances for costing purposes.</p>	<p>The list of equipments already available in the present Fleet of Ambulances are as specified below:</p> <table border="1" data-bbox="170 1243 422 1702"> <thead> <tr> <th>S. No.</th> <th>Name of the equipment</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Collapsible stretcher</td> </tr> <tr> <td>2</td> <td>Scoop stretcher</td> </tr> <tr> <td>3</td> <td>Spine board stretcher</td> </tr> </tbody> </table>	S. No.	Name of the equipment	1	Collapsible stretcher	2	Scoop stretcher	3	Spine board stretcher	<p>To be inserted in Part A 4 clause no.4, S.No. 5 of the RFP.</p>
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 સિવિલ સેવા વિભાગ
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11	Page 20: The Bidder may seek qualification on the basis	The Bidder may seek financial qualification	The word "financial" to
4	Wheel chair		
5	Oxygen cylinder D- type		
6	Oxygen Key		
7	Nebulizer machine		
8	Suction Apparatus (Hand held manual)		
9	AC/DC/Foot operated suction pump		
10	Pulse oxymeter		
11	Surgical- Bed PAN Plastic, Mucous sucker, Oxygen cylinder portable, Oxygen Mask (Adult & Child), Plastic Apron, Urine Pan Plastic		
12	Plastic Buckets, Rain Coat Tray Plastic		
13	Medical Equipments- All		
14	Tools – all		
<p>In the Ambulances to be added to the present Fleet, the complete set of Medical and Non medical consumable will have to be provided by the Service Provider which will become property of NRHM at the end of the contract.</p>			

	of financial capability of its Parent and / or its Affiliate(s) for the purpose of meeting the Qualification Requirements.		on the basis of financial capability of its Parent and / or its Affiliate(s) for the purpose of meeting the Qualification Requirements.	be inserted in notes (sub head to Qualification Requirements), point no. (i) of the RFP page no. 20 for further clarification.
12	Page 63: Experience of the Associate of Bidder/ Consortium Members will also be considered for eligibility under the experience criteria.	Experience of the Associate of Bidder/ Consortium Members should not be considered for eligibility under the experience criteria.	Experience of the Consortium Members only will be considered for eligibility under the experience criteria.	The term "Associate of bidder" in Annexure 11 on page no. 63 to be deleted.
13	Page 89: Training module for Emergency Medical Technician (EMT)	AED is mentioned in the list of equipments as there is no cardiac monitor or defibrillator	It is proposed to delete the training for AED (Automated External Defibrillation) as mentioned in the list of equipments as there is no cardiac monitor or defibrillator in the ambulances.	To be inserted in Annexure 16 page 89. Existing provision is to be replaced.
14	Page 89: Payment to PDO	It should be clarified who will make payments to PDOs.	It is proposed to clarify that Payments to PDOs has to be included in the per Ambulance cost with other staff.	To be clarified for Annexure 16 page 89.
15	TRIP (Event calls): In case of the ambulance is being used for events like religious fairs and festivals, police / army recruitments and if the ambulance is stationed at a particular place for one shift i.e. 12 hours then credit of 2 trips is admissible and in case the ambulance has been stationed round the clock i.e. Two shifts, then credit of 4 trips is admissible.	One shift i.e. 12 hours then credit of 2.5 trips is admissible and in case the ambulance has been stationed round the clock i.e. Two shifts, then credit of 5 trips is admissible, as 5	This can be modified as follows: In case of the ambulance is being used for events like religious fairs and festivals, police / army recruitments and if the ambulance is stationed at a particular place for one shift i.e. 12 hours then credit of 2.5 trips is admissible and in case the ambulance has been stationed round the clock i.e. Two shifts, then credit of 5 trips is admissible.	To be inserted in clause 10, point 2 on page 34 of the Rfp. Existing provision is to be replaced.

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			trips/day is tender condition.		
16	Page 105: Ambulance Drivers (As in Government for driving of light (LCV) vehicles) Ambulance.	For driving TATA 407/ 410 model Ambulances, HCV license is required where as for others like Force, Winger etc LCV license is sufficient	This clause may be modified as follows: Ambulance Drivers (As in Government for driving of Heavy (HCV) vehicles).	To be inserted in c on page 105 of the RFP. Existing provision is to be replaced.	
17	Infrastructure-Call Centre	. The size of the existing premises of call center is small vis-à-vis the requirement of executives planned to be seated there. Current capacity is 60 seats which needs to be increased as the number of ambulances have increased.	The service provider has to take suitable accommodation on rent for setting up of the call centre efficiently.	To be inserted in Annexure 3 – “Financial Bid” Page 48.	
18	Minimum wages to EMT and Pilots	The representatives of present EMT's and Pilot's raised the issue that minimum wages to be paid to the Pilots and	As the service Provider is asked to give preference to the existing Staff, it is imperative to pay reasonable monthly remuneration to the experienced staff. Minimum wages to be paid to the experienced Staff should not be less than : For EMT : Rs 7500/- per month For Pilot: Rs 7000/- per month. In no case these Field staff will be deployed	To be inserted in Part A-4, Clause 05, point 7 on page 30 of the RFP. Existing provision is to be replaced.	

परियोजना निदेशक

राष्ट्रीय ग्रामीण स्वास्थ्य मिशन

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पृष्ठ संख्या: 5

		EMTs be determined in advance before finalization of service provider.	continuously for more than 12 hours in a day. Provisions of Minimum wages and Labour laws are to be strictly complied by the Service Provider.	
19	Names of the websites	There is spelling error in relevant Web Ids.	The web addresses of all the relevant websites are: www.dipronline.org, http://rajswasthya.nic.in http://www.eproc.rajasthan.gov.in	To be inserted at all relevant places in the RFP.
20	ANNEXURE 3: FINANCIAL BID SCHEDULE OF RATES (BoQ) Page 48	Whether the rates are excluding service tax and other taxes also	The rates to be quoted are excluding service tax only	Column 2 of annexure 3 at page 48 to be replaced as under: Cost/Ambulance/Month (Excluding service tax as applicable). Inclusive of all other taxes, duties, fees etc. Similarly, at page 24, Clause III, Part B, point 4, the line to be replaced as under: The Bidder shall be paid on per ambulance per month basis exclusive of service tax but Inclusive of all other taxes, duties, fees etc. (Annexure 3).

Mission Director, NRHM

