

**Government of Rajasthan
Medical, Health and Family Welfare Department
(National Rural Health Mission)**

No.F.1(102)/NRHM/Accts/2008/4206

dated 23/09/09

NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

Government of Rajasthan through Department of Health intends to operate a professionally managed Emergency Response and Transportation System for operationalization of existing fleet of 164 Ambulances and further expansion by 150 additional ambulances proposed to be deployed by Feb.,2010. For implementation of this project, sealed Request for Proposal (RFP) is invited from eligible private sector/non-government entities intending to participate in the bid process.

QUALIFICATION CRITERIA

RFPs are invited in prescribed form from single entity/consortium of organizations who have experience in computer telephony integration with the ability to log calls with Geographical information System with GPRS integrated Ambulance monitoring system and software components to operate the hardware of the present project, having at least 3 (three) years experience in the operation of Pre-Hospital Medical Response (Ambulance) Services of running a minimum fleet of 40 ambulances supported by a control room, with a call centre set up by the entity. Such entities should demonstrate average annual turnover/ gross receipts of at least Rs.20 (Twenty) Crores in any one of the last 3(three) financial years. Other details mentioned in the RFP document.

SCOPE OF WORK

Operationalization of an existing project with a fleet of 164 ambulances deployed strategically across the State of Rajasthan (the fleet to be scaled up upto 314 Ambulances by Feb, 10) supported with a fully functional centralized call center situated at SIHFW building in Jhalana Dungari, Jaipur which is receiving more than 50000 calls per day and handling approx. 1000 emergencies on daily basis. Presently this project has approx. 1000 associates including 900 Pilots and EMTs. Scope of work also includes further expansion of the fleet upto 450 ambulances ensuring its strategic positioning across the state of Rajasthan.

The scope of services may include procurement of assets, operation and maintenance and also associated activities in designated zones within the State of Rajasthan.

The 'Request for Proposal' document can be obtained from 29/09/2009 to 16/10/2009 on payment of Rs 1000/- by a demand draft (in the name of Rajasthan State Health Society, payable at Jaipur) during office working hours from the office of Mission Director, NRHM, 3rd Floor, Swasthya Bhawan, Tilak Marg, Jaipur-302005 (Rajasthan). The document can also be down loaded from the website 'www.rajswasthya.nic.in'. However, such down loaded document to be submitted along with a demand draft of Rs 1000/- in the name of the society mentioned above.

The last date, time and place for submission of 'Request for Proposal' is 15.00 hours on 30/10/2009 in the office of Mission Director, NRHM, 3rd Floor, Swasthya Bhawan, Tilak Marg, Jaipur-302005 (Rajasthan).

On any account, delayed receipt of the RFPs shall not be entertained and opened.

Mission Director, NRHM