



Request for Proposal (RFP) for Operations & Management of 108 Emergency Services

Reference No.:

Date:

Mode of Bid Submission	Online through e Procurement/ e Tendering system at http://eproc.rajasthan.gov.in
Procuring Entity	Mission Director, NHM
Pre-Bid Meeting Date & Time	17.09.2020 at 11:30 AM
Last Date & Time of Submission of Bid	25.09.20 upto 03:00 PM
Date & Time of Opening of Technical Bid	25.09.20 at 4:00 PM

Bidding Document Fee: Rs. 2, 00,000/- (Rupees Two Lakhs only)

Name of the Bidding Company/ Firm:	
Contact Person (Authorized Bid Signatory Name & Designation):	
Correspondence Address of the Bidder:	
Mobile No.	Telephone & Fax Nos.:
Website & E-Mail:	

Mission Director, National Health Mission

3rd Floor, NHM Building, Swasthya Bhawan,

Tilak Marg, C-Scheme, Jaipur

Phone: 0141-2221590

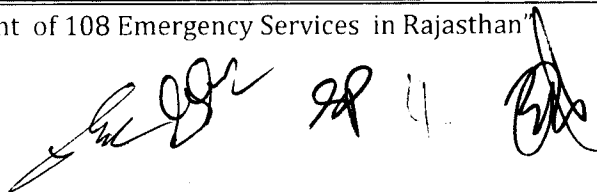
Web: rajswasthya.nic.in , Email: coisc.nhm@gmail.com

[Handwritten signatures and initials]

Disclaimer

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The block contains several handwritten signatures and initials in black ink. From left to right, there is a signature that appears to be 'S. K. Singh', followed by the initials 'J. K.', and then a signature that appears to be 'B. K. Singh'.

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ABBREVIATIONS & DEFINITIONS

RTPP Act & Rules	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto including subsequent amendment, if any.
Authorized Signatory	The bidder's representative/ officer vested explicitly through an Authority letter & that effect with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
ALS	Advanced Life Support Ambulances
Bid/ e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in format prescribed in Bid Document
BLS	Basic Life Support Ambulances
BG	Bank Guarantee
Bidder/ Service Provider/ Supplier	Any person/ firm/ agency/ company/ Joint venture company /Consortium/contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
PCR	Patient Case Record
CGST	Central Goods & Service Tax
CMC / PC	Contract Monitoring Committee/ Procurement Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. M in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract shall remain valid for 3 years which may be extendable to further two years on the fulfillment of the parameters as prescribed in this bidding documents.
CTN	Confirmation Token Number
CM&HO	Chief Medical & Health Officer
Day	A calendar day as per GoR/ Gol.
DMA	Driver Mobile app

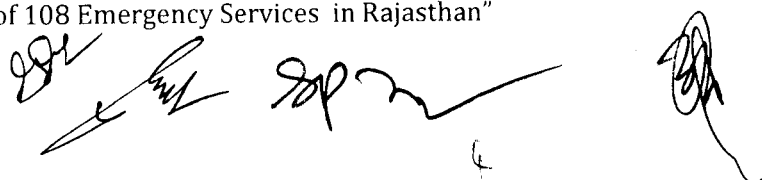
DBA	Database Administrator
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
ERC	Emergency Response Centre
FIFO	First In First Out
FRS	Functional Requirement Specification
Force Majeure Conditions	Any event or circumstance which is beyond the reasonable direct or indirect control and without the fault or negligence of the bidder and which results in bidder's inability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in part and may include rebellion, mutiny, civil unrest, riot, fire, explosion, flood, cyclone, lightening, earthquake, act of foreign enemy, war or other forces, theft, burglary, ionizing radiation or contamination, Government action, inaction or restrictions, accidents or an act of God or other similar causes.
Gol/ GoR	Govt. of India/ Govt. of Rajasthan
GIS	Geographical Information System
GPS	Global Positioning System
HQ	Head Quarter
HOTO	Handing Over Taking Over
ICT	Information and Communication Technology.
IEC	Information Education Communication
IPD	In Patient Department
IFB	Invitation for Bids (A document published by the procuring entity inviting bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting bid and request for proposal)
IGST	Integrated Goods & Service Tax
INR	Indian Rupee
IT	Information Technology
ITB	Instructions to Bidders
LD	Liquidated Damages
LoA	Letter of Award
MPR	Monthly Progress Report
MIS	Management information System

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MMR	Maternal Mortality Ratio
MOIC	Medical Officer In-charge
NHM	National Health Mission
NIB	Notice Inviting Bid
NMR	Neonatal Mortality Rate
Notification	A notification published in the Official Gazette
OPD	Out Patient Department
PAN	Permanent Account Number
Procurement Process	The process of procurement extending from the issue of invitation to bid till the award of the procurement contract or cancellation of the procurement process, as the case may be.
Procurement/ Public Procurement	The acquisition by purchase, lease, license or otherwise of works, or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and "procure" or "procured" shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
Performance Security (PS)	Performance Security is the security which is submitted as prescribed by the successful bidder against the work order received.
RFP	Request for Proposal
RISL	RajCOMP Info Services Limited
RSHS	Rajasthan State Health Society
RMRS	Rajasthan Medicare Relief Society
GST	Goods and Services Tax
Services	Any subject matter of procurement other than works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SGST	State Goods & Services Tax
State Government	Government of Rajasthan (GoR)
SPPP	State Public Procurement Portal "sppp.rajasthan.gov.in"
Subject Matter	Any item of procurement in the form of services

of Procurement	
TIN	Tax Identification Number
WO/ PO	Work Order/ Purchase Order
USSD	"Unstructured Supplementary Service Data" Mobile communication Technology
Valid Call	Any call or request made by a caller to seek services of fleet of 108 Emergency Ambulance, It also refers to the call made by a caller in case of seeking transportation/referrals for expecting mothers and infants.
Invalid Call	All calls which are not covered under the definition of Valid call.

Note: Any definitions not included in this clause shall be as per RTPP Act, 2012 & Rules, 2013.



1. NOTICE INVITING BID (NIB)

Unique Bid Number	
NIB Reference no.	
Name and Address of the Procuring Entity	Mission Director, National Health Mission 3rd Floor, NHM Building, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur Phone: 0141-2221590 Fax:
Name and Address of the Programme Officer In-charge	Project Director, National Health Mission
Subject Matter of Procurement	Operation & Management of 108 Emergency Services.
Method of Procurement	Open Competitive Bidding
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS) – L1
Website for downloading Bidding document, Corrigendum, Addendum etc.	sppp.rajasthan.gov.in http://eproc.rajasthan.gov.in www.rajswasthya.nic.in
Bid Document fees	Rs. 2,00,000/- (Rupees Two Lakhs Only)
RISL Fees	Rs. 1,000/- (Rupees One Thousand Only)
Estimated value of Procurement Cost	Rs. 525 Crores (Rupees Five hundred Twenty Five Crores only)
Bid Security	Rs.5.25Crores/- (Rupees Five Crores Twenty Five Lakhs Only)
Period of Sale of Bidding Document (Start/ End Date)	04.09.2020 to 17.09.2020
Pre-Bid Meeting Date/ Time	10.09.2020 Time: 11.30 AM
Manner, Start/ End Date for the submission of bids	Start date :- 04.09.2020 End date :- 17.09.2020 upto 03:00 PM.
Submission of Banker's Cheque/ Demand Draft for Bid Document fee, RISL Processing Fee and Banker's Cheque/ Demand Draft/BG for Bid Security and Affidavit (Original Stamps wherever mentioned in RFP)	17.09.2020 Upto 3.30 PM
Date/ Time/ Place of Technical Bid Opening	17.09.2020/4.00 PM/NHM office
Date/ Time/ Place of Financial Bid Opening	Shall be informed separately.
Bid Validity	90 Days from the opening of technical bids

Note:

- 1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD/BC for Bid Document fees, RISL Processing Fees and DD/BC BG for Bid Security should be submitted physically at the office of Procuring Entity as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
- 2) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Bid Document fee, RISL Processing Fee and Banker's Cheque/ Demand Draft/Bank Guarantee for Bid Security, up to 3.30 pm on 17.09.2020, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for RISL Processing Fee should be drawn in favour of "Managing Director, RISL" and Bidding document fee, Bid Security should be drawn in favour of "Rajasthan State Health Society" payable at "Jaipur" from Scheduled Bank.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency or they may contact e-Procurement cell, Department of IT & C, Government of Rajasthan on the following :
Address: e- Procurement cell, RISL, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur.
Email: eproc@rajasthan.gov.in
- 4) Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- 5) Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
- 6) NHM will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow Speed, choking of web site due to heavy load or any other unforeseen problems.
- 7) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
- 8) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids. Reasons for doing so shall be recorded in writing.
- 9) No contractual obligation whatsoever shall arise from the bidding document, bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful Bidder.
- 10) Procuring entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended Only to help the bidders to prepare a logical bid-proposal.
- 11) The provisions of RTTP Act, 2012 and Rules thereto shall be applicable for this procurement.
- 12) Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTTP Act, 2012 and Rules thereto, the latter shall prevail.

2. Program Profile & Background

Name of the Program: “ **Operation & Management of Emergency 108 Ambulance Services**” in The State of Rajasthan.

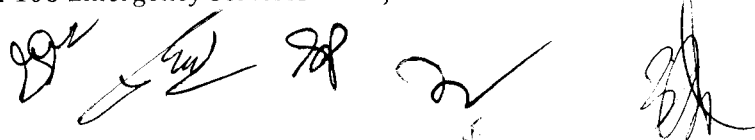
Among the major attributes, delay in reaching to an appropriate health facility is considered to be one of the prime factors contributing to high number of deaths in any medical emergencies eg. RTA (Road Traffic accidents), Poisoning, Heart attack & Inter facility Referrals if not transport & **Medical aid provided** within specified time. This normally happens either due to lack of readily available and affordable transport facility or inaccessibility / distance for which people fail to access institutional health services. Apart from this it is also a well-known fact that if any emergency reaches to/ gets medical aid within **Golden Hour**, chances of saving a life can be increased manyfolds.

Presently 701 Basic Life Support ambulances (108) are running across the State under the scheme for providing emergency care, however; the bidder will be handed over only with the ambulances/vehicles which are in roadworthy condition. Bidder may thus, take into account, a fleet of 701 Basic Life Support Ambulances, 34 Advance Life Support Ambulances and 5 Bike Ambulances. Bidder **shall have to provide** 267 fresh BLS Ambulances, 91 Advance Life Support Ambulances and 40 Bike Ambulances on Turnkey basis within the timeframe of 150 Days (in phased manner) as mentioned in Clause 6.1 However; the numbers are indicative and may differ from the actual handed over vehicles. The present fleet shall be limited to 747 BLS Ambulances, 125 ALS Ambulances and 45 Bike Ambulances as approved by Govt in present financial year. Fleet may increase as & when seek approval from Govt in coming financial years.

Scope of work mainly includes operationalization of an existing program with a fleet of 701 BLS Ambulances through Service Provider, 34 ALS Ambulances through RMRS and 5 Bike Ambulances **and to procure, add & operationalize the vehicles (267 BLS Ambulances, 91ALS Ambulances,40 Bike Ambulances) by service provider on turnkey basis in present operational fleet to complete the total fleet of 747 BLS,125 ALS & 45 bike Ambulances.** The total fleet then shall be deployed strategically across the State of Rajasthan in coordination with Integrated call center situated at State Institute of Health & Family Welfare SIHFV building in Jhalana Dungari, Jaipur which is presently receiving approximately 12000 calls per day and handling approx. 3500 emergencies (Approx 1250 of BLS Ambulances and 2000 of 104 JE) on daily basis. Number/type of Ambulances may increase/ decrease during the contract period. The scope of services shall include procurement of assets, operation and maintenance of Ambulances, Ambulances to be deployed on turnkey basis, provision of medical and non-medical consumables constantly, as specified in Annexure- 30 (A.B.C) of this RFP to be made available in Ambulances/Vehicles and other scope as prescribed in this RFP in various clauses.

2.1 Program Objectives

It is very clear that, to Improve the access to medical & health care, police and fire services, particularly attending the emergency situations relating to Accident (Road traffic accidents/other accidents), medical and all other emergencies in the general population like mass casualties, epidemic , inter facility referrals etc; and thereby assist the State to achieve the critical Sustainable Development Goals in the Health sector, i.e. reduction in Mortality and Morbidity in case of RTA & other medical emergencies to reduce the vulnerability of the people by providing access to 108 Ambulance Services.



- The 108 Emergency service **is to be coordinated through** 24x7 integrated Call Center located at SIHFW building Jhalana Doongri with a common toll free numbers 108 and/or 104. These fleet of BLS, ALS and Bike Ambulances shall be fitted with GPS device and equipped with mobile phones for communication & mounted tablets (Rugged Devices) mandatorily to capture the movement from base location to patient location, from Patient to hospital location and back to base location through Mobile app. The Mobile app shall also be used to update information related to real time off road/on road and availability status.
- To coordinate and support the service provider in running integrated Call Center to integrate with the GPS devices installed in the vehicles so that 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) So that, Ambulance/vehicle monitoring and tracking system, call management, performance monitoring and reporting becomes possible. The movement (movement from base location to patient location, from patient location to hospital location and back to base location) of every ambulance/vehicle is tracked through GPS.
- Taking over of presently fully operational fleet of 701 BLS, 34 ALS and 5 Bike Ambulances and to **procure, add & operationalize the vehicles (267 BLS Ambulances, 91 ALS Ambulances, 40 Bike Ambulances) procured by service provider on turnkey basis** and making them operational after proper branding as per directions of NHM through coordination with integrated call center with all modern necessary equipments, mounted tablets (Rugged) and GPS devices.

2.2 Benefits of fleet of 108 Ambulances/Vehicles (free service)

- To provide 24 x 7 Ambulance/referral /medical transport Services through 108/104 toll-free numbers across all 33 districts and 34 District Health Societies in the state of Rajasthan.
- Identify and respond to medical, police and fire emergencies in the entire state of Rajasthan managed through a centralized integrated call center and an existing fleet of 701 (BLS), which may be scaled up further but shall not exceed from 747 BLS Ambulances, 125 ALS & 45 Bike Ambulances.
- 108 Ambulances will cater to broadly following emergency situations but not limited to:-
 - Road Traffic Accidents
 - Mass Casualties
 - Snake Bite
 - Burn case
 - Heart Attack
 - Poisoning/food poisoning
 - Referral in case of emergency
 - Any other medical emergency
- To provide trained manpower as per clause 2.4.1 and services through specified medical/non- medical equipments/ consumables that will stabilize the patients and then transport them to the nearest Government

Hospital within the shortest possible time and adhere to the response time standards as per clause 7.

- These services shall be free of cost to the beneficiary.
- Deploy trained, professional, well behaved manpower in these ambulances (Driver and EMT in fleet of 108 BLS, ALS ambulances and EMT on Bike Ambulances) with uniform and ID cards in the ambulance and specified medical equipment that will stabilize the patients and then transport them to the nearest / required as per condition of Patients to Government/ Trauma centers /authorized private Hospital within the shortest possible time adhering to the response time standards as per clause 7.
- Traige coding about Patient's health condition i.e.
 - Red – Patient need ICU
 - Yellow – Patient need admission.
 - Green – Patient to be treated as outpatient.
- Operationalization, management and maintenance of a fleet of all these ambulances/ vehicles (approx.) deployed across state.
- Provide integrated GPS monitoring for these vehicles (complete solution as detailed in the RFP)
- **Pre arrival intimation of Ambulances/vehicles at various health facilities.**
- Caller can dial a single **number from anywhere in Rajasthan in case he/she needs/ or can also access the services through Citizen Mobile app.**

2.3 Program Stakeholders

The following are the stakeholders. among all of them: coordination is required for successful running of program.

- a) National Health Mission, Rajasthan.
- b) Service Provider for operations of fleet of 108 Services (BLS, ALS, Bike Ambulances).
- c) Service provider for Integrated Call center.
- d) Auditor appointed by MD.NHM for Audit, Analytics & Monitoring.

2.4 Brief Technical Requirements

2.4.1 Manpower for 108 Ambulance services

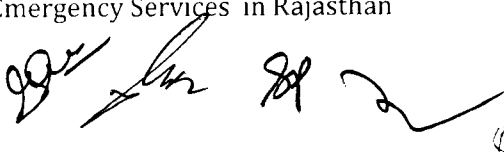
Existing manpower, working in the implementation of the services may be given priority to the extent possible. subject to satisfactory performance.

The existing manpower, retained subject to satisfactory services and other eligibility, shall be entitled to at least a 20% increase over the present wages (as on 07 Nov, 2019) Their wages will be in accordance with the provision of the Minimum Wages pertaining to skilled personnel.

The gross salary as reported by the Service Provider per month for Pilot on 07.11.2019 was Rs.6377/- and gross salary per month of EMT was Rs.6587/- as per calculation based on 8 Hours shift working.

2.4.1.1 **For 108 Ambulances (BLS and ALS) one EMT and one Pilot round the clock are required and one EMT for Bike Ambulances round the clock.**

(A) Basic qualification of EMT B.SC. Nursing/GNM with relevant training or any other equivalent paramedical course from recognized university with valid registration from state statutory body with minimum 6 months relevant experience. The EMT should undergo training of at least one month or till proficiency in a tertiary care institution or at any recognized institutes to handle the life-saving & life sustaining equipment & administer use splints. EMTs should be trained and certified in working and usage in Basic Life Support (BLS)



ambulances and ALS (Advanced Life Support) Ambulances from a recognized National/International institution for BLS Ambulances. The EMT deployed for Bike Ambulances shall also possess the Licence of (MCY) Motorcycle with Gear as per qualification laid down in Motor Vehicle Act 1988 with latest amendments. EMT deployed at Bike Ambulances must be able to manage first aid/ emergency requirement and stabilizing the condition of the patient being transported. Refresher training from certified institutions / associations in Basic Trauma Life support or pre hospital trauma life support or equivalent every year.

(B) Drivers

One driver round the clock shall be available in all fleet of 108 Emergency Services. The Service Provider has to provide drivers on 24x7 basis on all vehicles. Driver should be trained in giving first aid to the patient, if required. Drivers shall be kept as per qualification laid down in Motor Vehicle Act 1988 with latest amendments.

2.4.1.2 Others

The Service Provider, shall provide coordinator at least one for two districts to explain the progress to CMHO/JD for co-ordination/resolution of complaints, if any. Other than above, Service Provider shall place one coordinator 24X7 at state integrated call centre managing & operating by other service Provider to ensure better coordination and uninterrupted dispatching of vehicles.

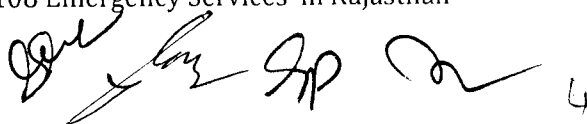
3. Eligibility Criteria

3.1 Technical Capacity

The bidder can either be a single entity, a joint venture company or consortium of entities formed for this purpose with a valid memorandum of understanding (MoU) duly executed. The applicant(s)/ members can also either be a Firm, Company, Society or a Trust fulfilling following conditions are only eligible to apply:-

- I. Companies incorporated under the Company's Act, 2013 are eligible on standalone basis or as a part of the bidding consortium.
- II. Societies registered under Societies Act as well as Income Tax Act, 1961.
- III. A foreign company can also participate as a member of consortium with an Indian entity mentioned in point I to IV.
- IV. Trust incorporated under relevant Act in India
- V. Proprietorship firm
- VI. Partnership firm (Registered under relevant applicable Act.)

3.1.1 The bidder should have minimum 2 years of experience of operation of a fleet of at least 200 Ambulances/ Emergency vehicles each year (based on GPS & GIS services) in the last **5 years**(2015-16 to 2019-20). Copy of Work orders and Certificates of Satisfactory services issued from various Central / State Government / Corporations / Boards/ other Autonomous & Statutory bodies to whom services have been provided in past needs to be submitted along with the proposal mandatorily. In case of consortium/Joint Venture, any one member of the



members shall be required to fulfill the Technical Eligibility criteria individually.

3.1.2 Bidder should not have been convicted by any court of law for any criminal or civil offences either in the past or in the present. In case of a consortium, the members should not have been declared bankrupt in the past. Bidder will submit an affidavit to this effect. **(Annexure 10A)**

3.1.3 Bidder will give an affidavit that no investigation by any statutory body / Govt. investigating Agency of any state Govt./ Central Govt. is undertaken or pending against the bidder for the charge having nature of criminal/economic offence/fraud.**(Annexure 10 A1)**

3.1.4 Bidder should not have been debarred in last three years from the date of submission of bid by any Central/ State/ Public Sector undertaking in India.**(Annexure 10 A2)**

3.1.5 Bidder should not be declared as an insolvent by any Authority or institutions.

3.2 Financial Capacity

Bidder shall have minimum Rs. 125 crores of annual average turnovers during three Consecutive financial years starting from financial year 2016-17, 2017-18, 2018-19, 2019-20 (Any three consecutive financial years). Bidder needs to submit audited turnover statements issued by statutory auditor. For Purpose of verification of turnover, bidder is required to submit a certificate of turnover of the said financial years issued by competent Chartered Accountant. The Bidder should submit details of financial capability for the three consecutive financial years as per Annexure-13. The Qualifying Bid should be accompanied with the Audited Annual Reports including all financial statements of the Bidder. In case of a Consortium, Audited Annual Reports of all the Members of Consortium should be submitted. The lead member of consortium /Joint venture shall be required to fulfil the 60% sharing of total Annual Average turnover of any three consecutive financial years (2016-17, 2017-18, 2018-19,

and 2019-20). The turnover shall be calculated on basis of Arithmetic sum of turnover of all members. The constitution of Consortium/Joint Venture shall not be changed without prior permission of MD, NHM during the entire tenure of the project.

Notes:

- (i) The Bidder may seek qualification on the basis of financial capability of its Parent and / or its Affiliate(s) for the purpose of meeting the Qualification Requirements.
- (ii) The Individual firms and Partnership firms shall have to submit a CA audited / CA certified Balance Sheet and other financial statements for evaluation purposes.
- (iii) CA Certified copies of all the Balance Sheets whether of Bidder from where the financial strength is drawn has to be submitted along with RFP.

4. Scope of Work

4.1 Management and operation of 108 (BLS, ALS and Bike) Ambulances/Vehicles Fleet & coordination with Integrated call center& Auditor appointed by MD,NHM:-

This part mainly consists of two sub- parts:-

4.1.1 Coordination with integrated call center & Auditor

- **Coordination** with Integrated call center for providing ambulance/referral/transport services
- Coordination with Auditor appointed by MD.NHM to provide regular reporting/Data Access to ensure & validate overall quality of the program plan.

4.1.2 Maintenance, Management and operation of assets handed over to service provider of 108 Ambulance Services

- To takeover, operate, manage and maintain a fleet of 701 BLS, 34 ALS and 5 Bike Ambulances of 108 Emergency Services 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.
- During the "Agreement Period", the Service Provider shall operate and maintain the Program 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:
- Total fleet of 108 Ambulances should be operational all the time; in any condition, no ambulance shall be off-road at any point of time. It shall be the duty of the Service provider to keep the suitable/appropriate number of reserve ambulances to replace the off-road ambulances to maintain the fleet operational at all times. In case, it is not done so, Penalty shall be imposed as per clause 7 (6).
- Carrying out periodic preventive maintenance of the Program Facilities;
- Undertaking routine maintenance to ensure uninterrupted operation of the Program Facilities;
- Undertaking major maintenance such as ambulance repairs (as per vehicle manufacturers recommended maintenance schedules), refurbishment and necessary up gradation and maintenance of GPS Infrastructure and other equipments time to time.
- Operation and maintenance of all communication, control and administrative systems necessary for the efficient operation of the Program Facilities;
- The Service Provider shall maintain, in conformity with Good Industry Practice, all ambulances, equipment, building and furniture forming part of the Program Facilities.
- Routine maintenance, upkeep, refurbishment of the vehicles. Re-trade tyres, repaired batteries and retrieved spares will not be allowed in maintenance.
- Major aggregates chassis and complete engine can be changed after due permission from NHM (in case of Government owned Ambulances/Vehicles). Entry of this change has to be entered in vehicle registration certificate issued from Appropriate Transport Authority.
- Provide 24 x 7 transports/referral Services through 104/108 toll-free numbers across all districts in the State of Rajasthan.
- The maintenance, management and operation of a fleet of Ambulances (267 BLS, 91 ALS and 40 Bike Ambulances) to be provided on Turnkey basis as and when directed by MD, NHM.

NOTE:- Number of vehicles mentioned in this RFP document are indicative only and on the basis of present fleet in Rajasthan. These numbers may differ (may be lesser or higher) from the actual handed over vehicles while handing over.

5. Program Duration

Duration of the program shall be for 3 years, which will commence from date of signing of agreement. After two & half years it would be evaluated at state level monitoring committee. If services of service provider found satisfactory as per provision of RFP, program duration may be extended for further two years.

If NHM is not willing to continue services before stipulated period of the agreement the same can only be done by giving 2 months notice in writing to service provider. Escalation @ 3% per year on the bid price shall be applicable for 108 Emergency services .

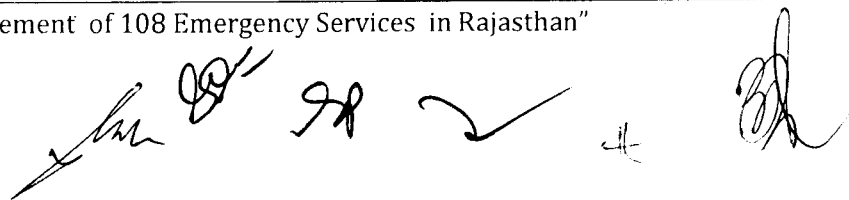
6. Program Deliverables, Milestones & Time Schedule, Responsibility

- Services of fleet of 108 Ambulances (BLS, ALS, Bike Ambulances) through call or request placed for ambulance Mobile app for maternal health/ child health related services.
- The basic objective of the project is to cater transportation and referrals to Victims of Road Traffic Accidents.
- To successfully provide services for all the valid calls received at Integrated call centre or request received through Mobile app for transport/referral services . No valid calls or request received through Mobile app should be left unattended or denied from service. Any denial from services shall be viewed seriously and penal/disciplinary action shall be taken as per the provisions of the agreement.
- To provide 24x7 pre-hospital emergency transportation care (Ambulance) services across the State within Permissible Response Time of Urban- 20 mins for BLS, ALS & 10 Mins for Bike Ambulances and in Rural- 30 min. and in dessert areas- Bikaner, Barmer and Jaisalmer other than Urban Areas- 40 Mins of the call being received in the Call Centre as per clause 9.4
- Develop a mechanism to track details related to human resources like attendance, Roaster, Availability and same should be accessible for NHM in Dashboard.
- State would be better equipped to handle any health crisis by effectively managing the transport referrals service in the least amount of time.
- Reduction in the number of footfalls in hospitals.
- State would be able to optimize the resources in the Healthcare system - funds, personnel, facilities etc.
- The bidder is to ensure that no discontinuation/interruption in the services occurs and no call is left unserved even while taking over / handing over of the existing project responsibilities.
- Training and Deployment of adequate qualified personnel as per requirement of the services in Head Office, field staff, Drivers and other required staff for running the services efficiently as per RFP.
- Operate and manage further scaling up of the program as & when directed by MD.NHM.

6.1 Procurements

- The Service provider has to purchase and provide additional New/Fresh fleet of 108 Emergency Ambulances (BLS, ALS and Bike) in similar lines (As per Vehicles Specifications mentioned at Annexure 28) of existing fleet (Air conditioner enabled) on turnkey basis as mentioned below.

S.No	Time period started from date of signing of agreement	Number of Ambulance / vehicles have to be operational		
		BLS	ALS	Bike
1.	Within 60 Days	50	30	20
2.	Within 90 Days	80	40	20



3.	Within 120 Days	90	21	
4.	Within 150 Days	47	-	

IF ambulances on turnkey basis are not operational within stipulated time. then the amount for the rates agreed for turnkey basis shall be deducted per fault from the total invoice amount raised by service provider for respective district.

- Above mentioned Turnkey Ambulances shall be registered in the name of NHM/GoR from the date of commissioning. The ownership of Turnkey ambulances/ vehicles (Except Reserve Ambulance) provided during contract period shall remain with NHM / GoR after completion of agreement period.
- If Service Provider fails to provide service during contract period and the contract Agreement is terminated prematurely as provided in clause 10.4. then Turnkey Ambulances shall remain under possession of NHM/GoR till the New Service Provider takes charge of the services and starts functioning.
- If Turnkey Ambulances are procured by Service Provider on EMI, then EMI tenure for turnkey ambulances should not be more than 5 Years from date of signing of agreement. EMI tenure shall be calculated from the time of deployment of the Ambulance. The EMI of Turnkey Ambulances shall be paid through Escrow Account during the contract period. In case of premature termination of agreement, the remaining amount which is payable to Company from which the vehicles are purchased, shall be governed by termination clause.
- To ensure uninterrupted emergency services & for monitoring purpose, Reserved ambulances shall also be GPS enabled & equipped in similar lines of same specifications of existing fleet.
- Non-consumable items shall become assets of the program which shall have to be handed over to the Government on termination/completion of the program. Proper records of such assets shall be maintained in the program accounts by the service provider.

6.2 Milestones for taking over the program

S. No.	Activity	Timeline
1.	Agreement Signing	First Day (Day one)
6	Taking over 50% of fleet of 108-Ambulances (Includes BLS, ALS & Bike Ambulance)	Within 15 days from signing of agreement
7	Taking over remaining ambulances (10 8 Ambulances fleet) and installation of GPS & Tablet Device (Rugged) to be mounted (Includes BLS, ALS & Bike Ambulance)	In next 15 days but total within 30 days from the date signing of agreement

6.2.2 Handing over Taking Over shall be done under the supervision of NHM Staff. To avoid disruption to the present operation. Service Provider may take over operations from existing vendors in phased manner. The new service provider will HOTO the vehicles from Old service Provider and will be paid as per vehicle operational date.(Proportionately)

6.2.3 Moratorium Period: - Bidder will have to take over the existing fleet of 701 BLS, 34 ALS and 5 Bike ambulances/vehicles within 30 days time. In addition to these 30 days, bidder will be given a period of another 15 days as moratorium period wherein penalties will not be imposed. During taking over New Service Provider will be paid for the ambulances /vehicles taken over and for the days for which the taken

over ambulances are operated. After these 45 days bidder will have to achieve all the parameters as mentioned in RFP otherwise penalties/deductions shall be affected from claims as per RFP. If Ambulances/Vehicles are not operational till 45 days then penalty of Rs.20000/- (Rupees Twenty Thousands only) shall be imposed for each non-operating vehicle per day till the vehicles become operationalised from 46th day onwards.

Note: Moratorium Period shall not be applicable if in case, the existing Service Provider becomes the Successful Bidder in the present bid.

6.2.4 New service provider will have to take over Ambulances on "As is where is" basis and installation of GPS devices will be ensured within initial 30 days time. NHM will not undertake any repair of the ambulances. In case ambulances are received in damaged condition and new service provider undertakes repair out of a pool of reserve funds, then the repair cost shall be reimbursed to the Service Provider. The repair shall be undertaken by a committee having members from Government and Service Provider both. The committee will take a decision regarding repair/quantum of repair and then undertake the repair as the rules and regulations of RTTP Act, 2012 and Rules 2013.

6.2.5 The Service Provider will be handed over the ambulances which are in roadworthy condition. These are approximately 701 BLS, 34 ALS & 5 Bike Ambulances. After taking over the ambulances/vehicles service provider will undertake proper upkeep, maintenance, minor repair of the ambulances. The financial proposal of the Service Provider shall be inclusive of these costs also in addition to all other costs related to the implementation of the project.

6.2.6 Gap analysis of all present fleet of all types 108 ambulances services will be done and any gap found will be funded by Govt. as per clause 6.2.4.. Any discrepancy (shortage and/or repair) in the equipments of the ambulances which are on the part of previous service provider, the liability of the same will be of the previous service provider. The new service provider will then undertake the repair through authorized dealer in accordance with clause 6.2.4.

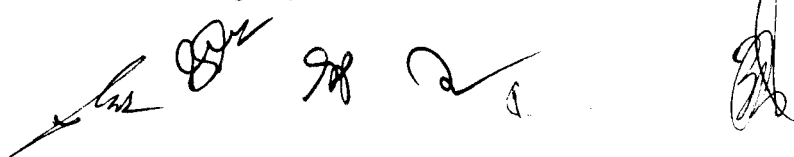
6.2.7 The previous Service Provider will repair/ meet the shortage in that case. In the absence of discharging such liability on the part of previous service provider, the same shall be done by the new service provider at the cost of previous service provider, which will be recovered by NHM from BG submitted by the previous service provider. 108 Emergency services (701 BLS, 34 ALS & 5 Bike Ambulances) which shall be part of 108 Ambulances fleet. Final list of Ambulances wise Kilometer reading is enclosed at (Annexure 21) for reference of bidders.

6.3 IEC of the Program:-

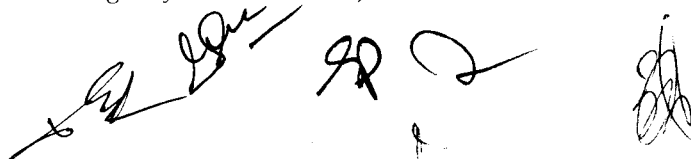
- IEC activities of the program shall be undertaken by NHM, Medical & Health Department as per requirement.

6.4 Responsibility of the service provider

- 1) Ensuring 100% service to the valid calls received or request received through Mobile app for Ambulance services at the Integrated call center.
- 2) Coordination with service provider running integrated call centres and making available desired records to Auditor appointed by MD, NHM.
- 3) Operation and management of the 108 Emergency Services across all districts in the State of Rajasthan.
- 4) To make sure that proper services are being delivered to valid calls or request received through Mobile app for 108 Emergency services which are landing on the Integrated call center.
- 5) To ensure availability of transport/referral transport facility through 108 Emergency Services to all valid calls or request received through Mobile app which call has been received at the Integrated call centre.

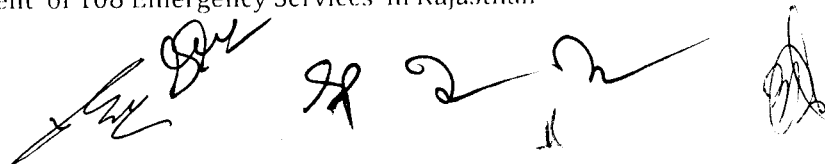


- 6) The facility through 108 Ambulance shall be provided within the given response time as per RFP.
- 7) Service provider shall be provided with the approximately 701 BLS, 34 ALS and 5 Bike Ambulances/vehicles.
- 8) Service provider shall be given a list of all Medical Institutions like Medical College Hospitals, District Hospitals, Sub Divisional Hospitals, CHCs and PHCs and Service Provider will map its ambulances according to location of these institutions in consultation with NHM.
- 9) The service provider will have to cater to all cases of all areas of Rajasthan in the prescribed response time as per clause 9.4. Presently all ambulances/vehicles are deployed at strategically selected locations however, relocation of these ambulances may be considered in order to provide services within response time and to Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes. Relocation of any ambulance/vehicles is permitted on the basis of approval of respective District Collector/DHS keeping in view, the need and load at respective facility. It is the responsibility of the Service Provider to make justified proposal with reasons for such relocation and present it before the respective District Collector / MD.NHM for approval.
- 10) (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) 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 other stakeholders.
- 11) **Shall not accept any commission, discount or similar payment for his own benefit 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.**
- 12) Service Provider 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 program and "fraudulent practice" means misrepresentation of facts in order to influence implementation process of the program in detriment of the Government.
- 13) Recruit, train and position qualified and suitable personnel for implementation of the program at various levels. The staff so engaged/recruited/appointed shall be exclusively on the pay rolls of the Service Provider and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. Service Provider shall not assign or sublet his contract or any substantial part thereof to any agency.
- 14) It will be mandatory that the bidder shall be fully responsible for adhering to the provisions of various applicable laws including **Motor Vehicle Act, Labor laws and Minimum Wages Act**. In case the Service Provider fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the Service Provider shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of Rajasthan Public Demands Recovery Act, 1952 or other laws as applicable on the occurrence of such situations. Service Provider has to comply with provisions of Labor Law, Minimum Wages Act, PF rules and ESI Act. Group Insurance cover (with accidental benefit of Rs.5.00 lacs in case of death) and other labor welfare laws of land while appointment, continuation, termination during the job. These laws shall also be complied by the Service Provider in case any accident/ mishap/death/injury/disability occur to any of the staff.
- 15) Any legal liability arises after signing of agreement or during contract period because of implementation of Law, compliance of directions of Courts shall be solely responsibility of service provider.
- 16) Deploy trained, professional, well behaved manpower in these ambulances (EMT and Pilot in fleet of



BLS,ALS & EMT on Bike Ambulances) with uniform and ID cards as prescribed in the ambulance and transport them to the nearest / required as per condition of beneficiaries to Government /authorized private Hospital & provide referral transport services to emergency transport services within the shortest possible time adhering to the response time standards as per RFP clause 9.4.

- 17) Provide GPS monitoring for these vehicles & **coordination with** service providers operating Integrated call center & Monitoring & Audit through Auditor appointed by MD,NHM (complete solution as detailed in the RFP)
- 18) The 108 emergency services is to be monitored on the basis that all valid calls or cases should not be left unattended and corresponding services should be made available. Service Provider will be penalized if any service is denied or call is not attended or service is provided late or not as per norms mentioned in clause 7.
- 19) Assist the Government when required in accreditation of hospitals in the State and such other matters from time to time.
- 20) Conduct required training programs for EMT and Pilot as per service mandate before deploying .
- 21) Strive for continuous improvement in management of 108 Emergency Services and shall ensure proper and timely monitoring of the services.
- 22) Operation and Maintenance of vehicles (Non Turnkey and Turnkey fleet of BLS,ALS & Bike 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 Service Provider according to the guidelines laid down by the Government.
- 23) To maintain 99.99 per cent up time of the complete GPS based system in coordination with Integrated call centre along with real-time tracking of all vehicles otherwise penalty will be imposed as per clause 7.
- 24) Recruit and train human resource required for existing as well as the anticipated expansion of the project. Training norms/ courses for EMT & Pilot (technical personnel) shall be duly approved by the Government.
- 25) To maintain all information/ records for the project period and submit various reports in given format (eg. GPS tracking Records of Vehicles , Trips etc.) and information within the stipulated timeframe as desired by the Mission Director/ Project Director , National Health Mission as well as District wise reports to respective CMHO/District Health Society.
- 26) The Service Provider shall be subjected to periodical System of internal, Data, IT and financial Audit. The audit shall be conducted by Auditor appointed by NHM. The expenses for conducting such audit shall be borne by NHM. The Service Provider shall be liable to provide all required documents, access to system and data for audit purpose.
- 27) The Service Provider is required to submit the suggestion of the ambulances/vehicles' location based on real user data every quarter to make ambulance reach to patient as soon as possible, in order to provide services in all areas of Rajasthan with valid Justification. This submission would be subject to approval by Mission director NHM/District collector to change the locations of the ambulances/vehicles.
- 28) The service provider shall ensure to fill PCR (Patient Case records) for 108 Emergency Services form electronically and physically as per **Annexure 20** for each and every patient transported in the ambulance. At the end of the month the service provider shall submit a certificate duly certified by the BCMO that he has seen and checked all the PCR forms for the patients transported in that particular month for all the 108 Ambulances in that particular block. Service provider shall ensure to fill three copies of the PCR form out of which one shall be handed over to hospital at the time of handing over the patient, second shall be kept in ambulance and third shall be sent to head office of Service Provider . It will be that every month Service Provider shall submit a report about the certified PCR forms received at its state office to NHM Rajasthan. In Case Service provider fails to submit certified PCR payment for such Ambulances/vehicles will not be processed & similarly fails to submit certified PCR (Patient Case records) for fleet of BLS,ALS & Bike Ambulances then Trip will not be considered as a valid trip and trip Deduction will be imposed as per clause 7 .



- 29) Any other medical emergency in case of Mass casualty reported.
- 30) Linkage/ Coordination with Other Departments as and when required throughout the contract period.
- 31) **Infrastructure:** The Company is required to locate and maintain the building (may be hired) and other infrastructure throughout the life of the agreement to prevent the structural and functional deterioration that can impede the service delivery as years pass by. The company shall also ensure that the ownership of government of Rajasthan in assets created out of government fund is protected
- 32) The service provider shall have to submit the reports in the form and format desired by the Department/ NHM.
- 33) It shall be responsibility of the Service Provider to provide/ensure 24x7 Uninterrupted Services. Any interruption /strike shall lead to strict action against the Service Provider, including penalties as prescribed and even forfeiture of Performance Security if decided so by MD, NHM.
Turnkey Ambulance prototype approval:-The Service Provider shall take prior approval of Prototype of Turnkey Ambulances that includes Branding, Sticking etc. by MD, NHM before deploying the vehicles /Ambulances.
- 34) Issues related to Manpower/HR shall be dealt by Service Provider only. Under any circumstances, NHM will not be involved in HR issues of Service Provider.

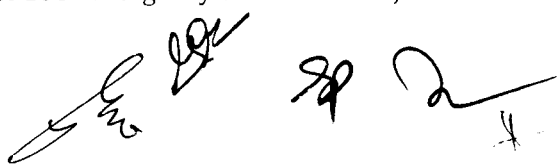
6.5 Statutory Compliance: the Service Provider is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The Service Provider shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

6.6 Responsibility of National Health Mission / Government of Rajasthan

- 1) National Health Mission /GOR shall provide appropriate assistance where required so as to benefit maximum people of Rajasthan.
- 2) Timely settlement of claims at the agreed terms in accordance with the provisions of the agreement. Claims shall be presented to District Health Societies and payment shall be made by the respective District Health Societies.
- 3) To provide space for stationing of the Ambulances at strategically located places across the State.
- 4) To conduct regular monitoring and evaluation of the project activities based on quantifiable indicators and reports received from the service provider.
- 5) Prescribe various formats for reporting progress of the project Service.

6.7 Investment and ownership

All movable (Except Reserve Ambulance/ Vehicles) and immovable assets created in the project shall be the property of RSHS (NHM), Government of Rajasthan. Account of such assets shall be maintained properly. The assets & the accounts so created shall have to be handed over to the Government on completion/termination of the agreement in proper working condition subject to clause 6.1. Service Provider shall ensure to send the detailed information on monthly basis of the assets procured in that particular month.



7. Operational Parameters and Penalty Clauses

108 Emergency services:-

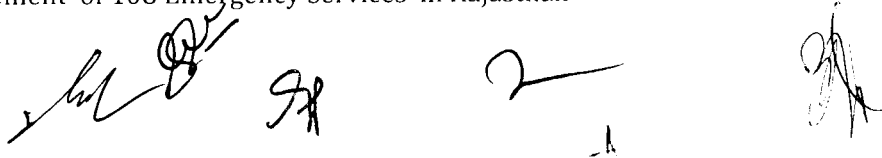
The Service Provider shall ensure that all call/request/case intimated at the call center from any area of the Rajasthan should be catered to and also in the given response time as mentioned in clause - 7

- (a) Total fleet of 108 Ambulances shall be operational all the time. In any condition no ambulance shall be off-road at any point of time. It shall be the duty of Service provider to keep the reserve ambulances to replace the off-road ambulances time being as to adhere the norms / provision as Mentioned in RFP.
- (b) In case this level of services is not achieved/108 Ambulances reported off-road /non-functional then a proportionate deduction towards non-running of ambulances shall be affected from the claims. 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 and the penalty will be determined by a committee consisting of Mission Director, National Health Mission, Director (RCH), Project Director (NHM) and Director (Finance, NHM).
- (c) 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 Performance Security also.
- (d) If the Service Provider feels aggrieved with any of the decision/decisions of the above committee, it may proceed further with the issue as per the clause 10.6 for Settlement of disputes and Arbitration.
- (e) If an ambulance is condemned after following due procedures as per rules (GF & AR) or total loss because of an accident then the service provider has to provide Ambulance on rates agreed as per agreement on turnkey basis.

Insurance & Fitness of the Ambulances for whole of the contract period:-

The Service Provider selected through this bidding process shall ensure to transfer the old insurance & Fitness certificates from previous service provider's name to its name.

S.No	Description of Penalty	Amount of penalty to be imposed
1	Permissible Response Time as per clause 9.4 : (108 Ambulances fleet BLS,ALS and Bike) Urban- 20 min (BLS,ALS) and for Bike Ambulance-10 Mins , Rural- 30 min. and in dessert areas- Bikaner, Barmer and Jaisalmer other than Urban Areas- 40 Minutes.	If an ambulance gets delayed from the prescribed response time then the penalty would be Rs. 50/- per minute after the prescribed response time. The seconds in delayed response time would be rounded off to minutes as following manner: Upto 29 seconds, it would be added as 0 minute in delayed response time. Upto and more than 30 second delay, it would be added as 1 minutes in delayed response time. For eg, If ambulance is delayed by 1 minute 29 seconds from the prescribed response time then the penalty for this case would be



	Note:- Ambulance Response time will be calculated from the time ambulance driver receives the booking details through driver app or sms or call to the time ambulance reach Incident location.	Rs. 50. If ambulance is delayed by 1 minute 30 seconds or one minute 31 seconds then the prescribed response time then the penalty for this case would be Rs. 100/-.However subject to maximum of Rs.3000/- Note:- Driver mobile App installed in mobile phones mandatory to capture the movement from base location, to patient location, to hospital location and back to base location. A mobile application is mandatory for ambulance drivers for log their trip details, so that trip time (Response time) calculations can be accurate. This data shall also integrate with data base and available on MIS report. In case, if it is not done so then trip shall not be counted as a complete/valid trip. No manual entry shall be encouraged in any condition.						
2	Permissible time for driver to start moving the 108 Ambulances	Ambulance start time within permissible limit =2 Minutes) 1. More than 90% cases start time (within 2 minutes) = No Penalty 2. Starts time(within 2minutes) trends between 80 to 90 % cases = Rs. 200 /case/ defaults 3. Starts time (within2 minutes) is reported Less than 80 % cases – Rs. 300 / case/defaults						
3	In case a valid call / Request placed through app at call center is not serviced as per RFP requirement then Call verification penalty shall be applicable. All Calls/requests received at the call center shall be scrutinized and checked by Third party auditor (Level 1 team). Verified calls shall be again verified by Level -2 team Control room Audit operators hired by Auditor appointed by MD,NHM for monitoring of various parameters including Call verification, Response time ,GPS, Vehicle Maintenance ,Call response, Start moving time, at SwasthyaBhawan State Head Quarterson the basis of random sampling of minimum 10% of total valid calls , 01 %Invalid- (Prank ,Nuisance etc.) & Others (Missed call ,Disconnected calls etc.) Received at call center on daily basis.	Call verification penalty will be calculated & imposed on monthly basis for each and every unserviced call reported through Third party audit (Audit of call center data & re- verification @ control room) as below:- <table> <tr> <th>Sr. No.</th><th>SLA</th><th>Penalty</th></tr> <tr> <td></td><td>The prime requirement of this RFP is that all valid calls received at the call center should be provided with the required service as per RFP provisions. If it is found in the verification that any valid call is not provided with the required service or is denied from the service then penalty shall be imposed as mentioned in penalty column.</td><td> Penalty @ Rs. 5000/- per 108 ambulance (Home to Hospital, Hospital to Hospital) related unserviced valid calls Reported through Auditor appointed by MD,NHM. Number of unserviced calls shall be reported through Auditor </td></tr> </table>	Sr. No.	SLA	Penalty		The prime requirement of this RFP is that all valid calls received at the call center should be provided with the required service as per RFP provisions. If it is found in the verification that any valid call is not provided with the required service or is denied from the service then penalty shall be imposed as mentioned in penalty column.	Penalty @ Rs. 5000/- per 108 ambulance (Home to Hospital, Hospital to Hospital) related unserviced valid calls Reported through Auditor appointed by MD,NHM. Number of unserviced calls shall be reported through Auditor
Sr. No.	SLA	Penalty						
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	If it is found that the required services are denied/not provided to the call or the call is not successfully closed due to the fault of service provider running 108 Ambulance, then penalty shall be imposed for each and every Unserved call. It is responsibility of Service provider running 108 Ambulance to coordinate with integrated call center to ensure service to beneficiaries with in Response time as mentioned in RFP. Formula for 11 % call auditing @ Auditor control room shall be finalized by NHM as per calls/request Logs. 100 % calls/requests audit shall be made by Auditor(level 1 team) at call center& re verification of 11 % calls(Level 2 team) @ control room . If mismatch is found @ level 2 Auditor's audit in various parameters (Call Verification ,Response Time, Start moving time,GPS, Inspection, Vehicle Maintenance/ off-road report) then penalty shall be imposed in extrapolated manner on total calls.Thus penalty shall be applicable each & every defaults found @ level 1 audit & re verification of these reports at level 2 Auditor's team. Based on level 2 team audit at control room ,if false reporting /mismatch exceeds in reports at any level(108 Ambulance Service provider /Call center or Auditor then	
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	notice shall be served to concerned. Two consecutive warnings may lead to forfeiture of Performance Security and if the services/reporting do not improve thereafter, NHM Rajasthan may consider pre mature termination of the Contract.		
4	Any shortfall/ default found on inspection by RSHS (NHM)/ authorized District representatives. (fleet of 108 Ambulances) On the basis of inspection conducted by NHM as defined in RFP.	Categories of shortfalls:- Would be applicable as per Annexure 22 .Penalty would be imposed for each default mentioned, 108 Ambulances.	Penalty of Rs 500/- for first time for every category of shortfall and subsequently would be doubled on each inspection for the shortfall already reported and as mentioned earlier in new case Penalty of Rs 500/- for first time for every category of shortfall (Individually for every category of shortfall)
5	Submission of information desired by NHM, GoR in stipulated time frame.	Penalty of Rs 1000/- will be imposed per day per information, once the stipulated time is lapsed specifically mentioned in letters and email. Same penalty shall be imposed for incorrect /incomplete information.	
6	If the ambulances/ vehicles are not maintained as per the vehicle manufacturer maintenance schedule penalty @ Rs. 1000/- for default in per category as per R-10 of Ann. 14 (it is inspection based) shall be deducted from the claims of the service provider. If Off road without permission of concerned (competent) Authority then Payment will be deducted of the monthly bid price/ Ambulance/ day proportionately for the number of days the ambulance has remained off road as per Repair Maintenance Schedule-Annexure -23.		
7	If any GPS unit is frequently non-functional then replacement/repair of such GPS units should be ensured within 1 day, otherwise penalty will be imposed at the rate of Rs 1000/- per day per GPS unit from 1st day onwards(For 108 Ambulance) . GPS penalty will be calculated on the basis of GPS monitoring done at state level and same will be informed to respective districts for the deduction of calculated amount from the claims of service provider. GPS penalty will not be deducted for off-road vehicles shown in daily report of the Service Provider.		

8 . Financing of the Program:

Financing of the project shall be on reimbursement basis in accordance with the provisions of the agreement. Claims/reimbursements are envisaged on monthly basis on submission of statements of invoices by the service provider. **No advance financing/payment shall be done under any circumstances.**

8.1 **Sanctions and payments against monthly invoices to the service provider: Payment against monthly invoices shall be done from District Level to the Service Provider.**

Payments to the Service Provider shall be made on Monthly basis and based on the system generated reports from state and verification reports from districts.

The Service Provider shall submit invoices/bills along with documents as indicated at Ann. 18 monthly at district headquarters. The Service provider will first submit the invoices in scanned copy online and hard copy of the same within 24 hours to the respective District CMHO.

A monthly report will be generated and will be sent to all districts. For this purpose the level-1 & 2 team (deputed under the supervision of NHM State Head quarters)of Auditor (Appointed by MD,NHM)shall analyze the reports generated on daily basis. The Level-2 team of Auditor will reverify minimum 11% call recordings of total valid calls eg.10% of total valid calls , 01 % Invalid- (Prank ,Nuisance etc.) & others (Missed call, Disconnected calls etc.) received at the call center on daily basis and a provisional daily payable amount shall be calculated after accounting for the penal provisions as mentioned in the RFP clause 7. Such daily generated amount will be prepared after accounting for the penal provisions except point number 4.5. and 6 of the penalty table mentioned in penalty clause 7.

The districts will report the State HQ about penalty and /or proposed deduction to be affected from the claims of the Service Provider within 5 working days w.r.t point number 4,5 and 6 of the penalty table mentioned in penalty clause 7. After taking into account the penalties and/or proportionate deductions reported by IT team at NHM HQ, the genuineness and calculations of claims raised in the invoices by the Service Provider and penalties/ deductions (if any) on the basis of verification report of districts as per the provision of the RFP the district CMHO will issue the sanction and transfer the funds to the Service Provider.

Level 1 team of Auditor shall audit all the calls /requests received at integrated call center. Thus based on audit of various parameters (Audit of all reports by level 1 team of Auditor & re-verification of 11 % of calls by level 2 team of Auditor) as mentioned in clause 7, Penalty / deduction shall be made from invoices submitted to districts CMHOs.

A separate software to process the payments shall also be developed to avoid any unwarranted delay in payments.

For any payment/penalty related issues the Service Provider may submit representation to CM&HO/DHS or MD,NHM in case of any clarifications.

9 Inspection of ambulances/vehicles:- Any Physical verification undertaken by any authority designated by MD, NHM at random or on regular basis. The inspection shall be undertaken on a checklist prescribed by NHM. Regular inspections shall be undertaken by the district authorities using a mobile application developed by Auditor appointed by MD,NHM and the report of the said inspection can be viewed on line by the district and state authorities and the service provider. It will also have a provision of calculation of the penalty on the basis of the checklist and the provisions of the agreement. The calculated amount of penalty for a particular ambulance for one inspection shall immediately be intimated to the district and same deduction shall be affected from the claims of the service provider.

NHM may undertake inspection of any of the ambulance and call center by the officers nominated by MD, NHM and shortcomings noticed in the report may result in imposition penalty as per provisions of the agreement. NHM may also undertake verification of calls and OPD numbers in the hospitals (of the patients intimated to be admitted through fleet of 108 Ambulances); in case any shortcomings noticed in the report it may result imposition of penalty as per provisions of the agreement. In case of any mismatch, payment related to that particular case shall be deducted from the claims of the service provider.

9.1 Cross check by Service Provider and re-inspection by NHM:-

On the basis of inspection report, the service provider shall undertake a cross check of that particular

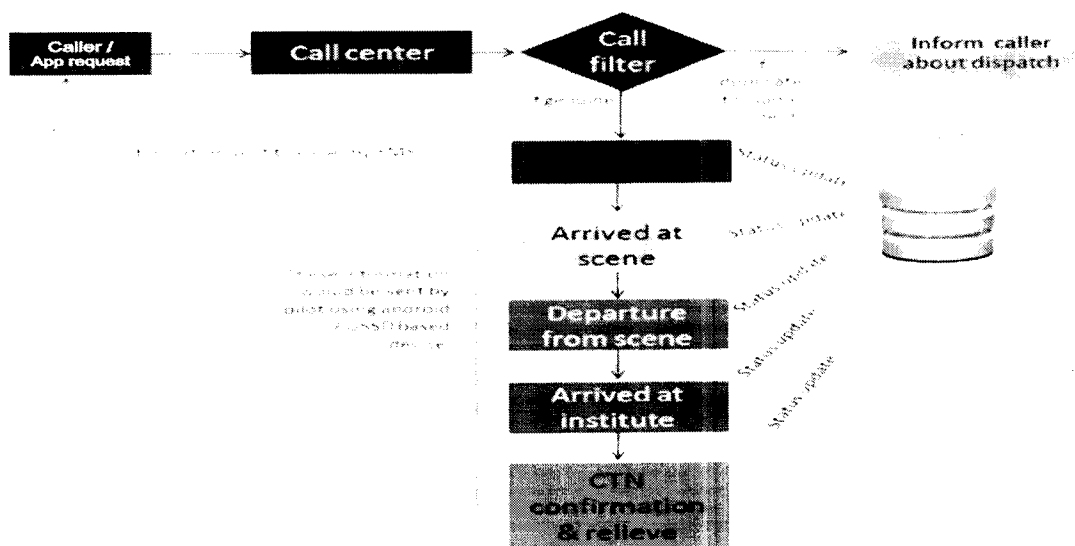
Ambulance and rectify the shortcomings within 7 days of the receipt of the inspection report. After the rectification, the designated officer of the service provider will re-inspect the ambulance and submit the re-inspection report using same mobile app and the report of this inspection can be viewed on line by the district and state authorities and service provider of 108 Emergency Services ,Integrated Call Centre and Auditor. The Cross check report will confirm the rectification done by the service provider of 108 Ambulances which will be further verified by the inspector of NHM. If all the shortcomings found rectified by the inspector of NHM then he/she will send a confirmation report to the State & district authorities and to service provider of 108 Ambulances ,Integrated Call Centre and Auditor appointed by MD,NHM. If some/all of the shortcomings are still noted or if the service provider fails to cross check/rectify the shortcomings then penalty shall be deducted from the claims as per penalty clause7.

Note: In any case the inspection of each ambulance shall be done on weekly basis by district authority.

9.2 Hardware Requirements

1. GPS device should have capacity to store approximately 3000 records during "No Network Connection" situation. Specifications as per **Annexure -26**
2. Rugged Tablet to be mounted for Driver Mobile App and PCR reporting.

3. Ambulance Dispatch Flow:



Note: CTN (Confirmation Token Number) can be OPD/IPD Registration Number. Discharge ticket number and referral slip can be used in case of referral by fleet of 108 Ambulances.

Process details:

Sr. No.	Ambulance Status	Description
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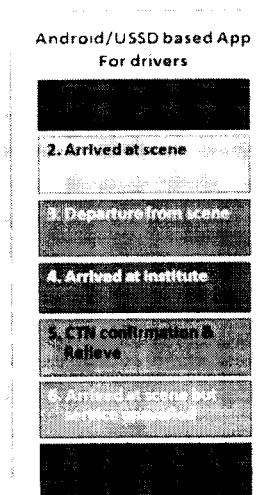
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1	Dispatched	Case assigned to ambulance and it started movement towards patient location.
2	Arrived at scene	Ambulance is reached at the patient location.
3	Departure from scene	Ambulance takes the patient and started movement towards health institute/centre.
4	Arrived at institute	Ambulance is reached at health institute/centre with patient.
5	CTN confirmation & relieve	Driver will enter OPD/IPD/ Emergency Registration Number/Hologram Number through their mobile application to the server. (now ambulance status is changed from Busy to Available for next case)

For Ambulance Drivers: A mobile application for ambulance drivers shall be mandatory to log their trip details, so that trip time (Response time) calculations can be accurate. This data will be integrated with data base and available on MIS report. No manual entry shall be allowed in any condition. Driver is required to prepare BTR in electronic & Physical format, using mobile app. An automated call / SMS will be sent to the destination hospital by the pilot through Driver Mobile app in coordination with Call Centre as soon as the information is entered in the app.

Functional status of Driver mobile app in vehicles along with GPS status of vehicle shall be monitored in real time at control Room of NHM. Sample screen of driver mobile app is given below :



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- i. Dispatched
- ii. Arrived at Scene
- iii. Departure from Scene
- iv. Arrived at Institute
- v. CTN confirmation & Relieve
- vi. Arrived at scene but service unavailed: Vehicle arrived to incident location but patient already moved to the hospital using other vehicle.(Note:- Nos. of unavailed trips shall be reported on Monthly basis before submitting invoices with proper justification-Within response time/ Beyond response time with PCR)
- vii. Vehicle status update (Off-Road): Toggle button for Off-Road/On-Road status.Driver mobile app shall be used for real time update, which has to be verified within 10 minutes by service provider and if it is found genuine at the level of Service Provider , then service provider shall arrange reserve ambulances so as to ensure uninterrupted functioning of the project.

(Note-real time reporting of offline/onlineRecords for each & every instances shall be made available on portal).

1. Break down: -In case of break down, reserve ambulance shall be made available in average 4 hours.
2. Schedule Maintenance: -In case of schedule maintenance reserve ambulance shall be made available with no up time.

Note :- (In case of breakdown, if reserve ambulances are not made available or delayed at base location beyond specified time, then proportionate deduction (Aggregated Sum of delay hours) shall be applicable on off-road ambulances.

If the Service Provider fails to do so, off-road penalty shall be imposed as per clause 7

4. Regular AMC of hardware / security / communication channels etc. for the smooth operations of the ERS and GPS. Hand-over of complete operational Vehicles at the end of the project period/ termination/ discontinuation services.

9.3 Performance Standards for Ambulances

(a) The ambulance has to reach the site of requirement within the response time of receiving such calls at the Emergency Response Center in all of the cases. Response Time standards shall apply to all emergency ambulance/vehicle requests requiring a response as determined by the Emergency Response Center (ERC) using call screening and dispatch protocols approved by the NHM 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 Auditor to Department and deductions shall be effected from the claims as per penalty clause 7.

(c) **Response Time calculations shall be calculated as:**

- i. Time of Call Received on Ambulances- shall be defined as the time at which the Ambulance Driver

received the booking details through DMA , SMS or call or any other source.

- ii. Time of Arrival on Scene – shall mean the time at which an ambulance/108 crew (the pilot) notifies the ERC through DMA 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- 20 min for BLS, ALS and 10 mins for Bike Ambulances
Rural- 30 min
Desert areas- Bikaner, Barmer and Jaisalmer other than Semi-Urban Areas- 40 Mins.
- iv. Urban ,Rural and dessert areas will be defined by the location of the patients/site of emergency. 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.
- (iv) Response time standards may be suspended in case of a multi casualty incident or disaster in case Department calls on the vehicles to aid.
- (v) Response time will be determined based on GPS reports. The proportionate deduction shall be imposed if in any case Manual entry is reported scene reach time for the day on which manual entry is made.
- (vi) **GPS tracking in dark Zones:** - Service provider shall ensure installation of dual SIM GPS device in the areas which are with no connectivity or are identified as dark zones. If both SIMs fails to catch signals and GPS remains non-functional due to this then for these areas response time and other related information shall be worked out on the basis of history tracking and replay tracking.

10. General Terms & Conditions of Contract

10.1 Monitoring & Evaluation

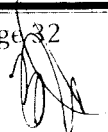
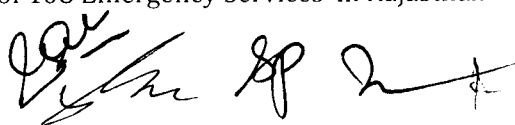
- a) The performance shall be reviewed by Mission Director, National Health Mission as and when required and by Additional Chief Secretary/Principal Secretary, Medical & Health Department as and when directed.
- b) The District Chief Medical & Health Officers will oversee the activity within their respective districts and also in District Health Societies meetings chaired by District Collector.
- c) The services and records of the service shall be subject to inspection by designated officer(s) of Medical & Health Department.
- d) Evaluation of performance may be undertaken by National Health Mission.
- e) Regular monitoring of the services shall be undertaken by District / State NHM.

10.2 Saving Clauses

In the absence of any specific provision in the agreement on any issue the guidelines already issued/to be issued by the Mission Director, NHM, Government of Rajasthan shall be applicable and binding on the service provider.

10.3 Force Majeure:

(a) While running fleet of 108 Emergency 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.

(b) 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.

(c) 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.

10.4 Termination /Suspension of Agreement

(a) The Government 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--

(i) Shall specify the nature of failure, and

(ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

(b) The Government 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.

(i) 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.

(ii) If the service provider becomes insolvent or bankrupt.

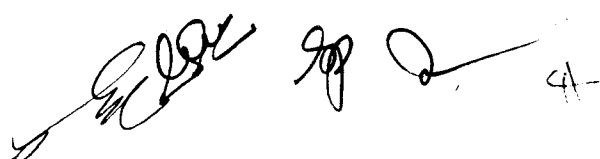
(iii) If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services for a period of not less than 60 days; or

(iv) 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.

(c) In the event of premature termination of the contract by the Government on the instances other than non-fulfillment/ non-performance of the contractual obligation by the agency, the balance remaining un-paid amount on account of Operational expenditure as on the day of termination shall be released within six months from the date of such termination or the issues are settled whichever is later. In case of Turnkey Ambulances, in the event of premature termination of the contract by the Government, the Government may decide to retain the Turnkey Ambulances or to return them to the Service Provider depending upon the competent decision taken in such circumstances by the State Govt. The payment of remaining EMIs, if any, shall also be affected by the Govt. or the Service Provider as the case may be. The Bidders shall submit an undertaking on a non- Judicial stamp paper of appropriate value (Rs.500) accepting this as per Annexure 29

(d) Handover at the time of exit from the Project:-

The assets shall have to be handed over to the Government on completion/termination of the agreement in proper working condition. Service Provider shall ensure to send the detailed information on monthly basis of the assets procured in that particular month.



In case of 108 Ambulances (Government owned), they have to be handed over back to NHM/Govt. in operative and road worthy condition along with the tools provided by RSHS (NHM) or purchased by the Service Provider during currency of the agreement; normal wear and tear is permissible. In case the 108 Ambulances is found non road worthy then the ambulance will be repaired at the risk and cost of the Service provider. In addition to this service provider will be imposed with a penalty @ Rs. 1000/- per day for the number of days the 108 Ambulances remain off road due to improper upkeep and handover in non-roadworthy condition.

10.5 Modifications

Modifications in terms of reference including scope of the services can only be made by written consent of both parties. However, basic conditions of the agreement shall not be modified.

10.6 Settlement of Disputes

10.6.1 Settlement of Disputes:

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred for decision to the committee constituted as below:-

1. Principal Secretary Medical and Health, GoR.
2. Representative of Secretary Finance, GoR.
3. Representative of Secretary Law, GoR.
4. Representative of Secretary IT, GoR.

If either of the party is not satisfied with the decision of above committee it may refer the matter for arbitration as per clause 10.6

10.6.2 Arbitration

If dispute or difference of any kind arises between the NHM and the Service Provider in connection with or relating to the agreement, the parties shall make every effort to resolve the same amicably by mutual consultations.

If the parties fail to resolve their dispute or difference by such mutual consultations and even after the decision of Dispute Settlement Committee decision then either party may give notice, within thirty days of decision of Dispute Settlement Committee, to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer as the arbitrator to be appointed by the NHM. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he/she shall be replaced by another person appointed by NHM to act as Arbitrator.

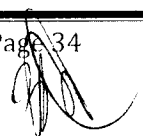
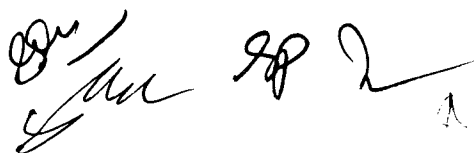
Work under the agreement shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable shall be withheld on account of such proceedings unless such payments are the direct subject matter of the arbitration.

Reference to arbitration shall be a condition precedent to any other action at law.

Venue of Arbitration: The venue of arbitration shall be Jaipur, Rajasthan.

10.7 Jurisdiction of Court

Legal proceedings if any shall be subject to court at Jaipur (Rajasthan) jurisdiction only.



10.8 Reporting

- The Service provider shall have to submit the reports in the form and format desired/designed by the Department/NHM as & when required in form/format of Excel, MS word etc.
- All reporting shall be done as mentioned in Ann.14 and as and when required by MD,NHM or respective District authorities.

11. INSTRUCTION TO BIDDERS

11.1 Sale of Bidding/ Tender Documents

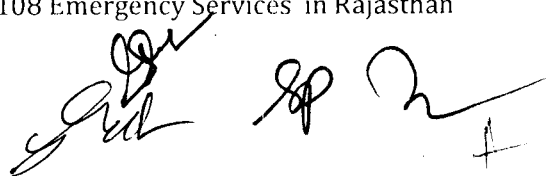
- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB). The complete bidding document shall also be placed on the State Public Procurement Portal, e-Procurement portal and departmental website. The prospective bidders shall be permitted to download the bidding document from the websites and pay its fees while submitting the Bid to the procuring entity.

11.2 Pre-Bid Meeting/ Clarifications

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b) A pre-bid conference is also scheduled as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the result of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c) The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

11.3 Changes in the Bidding Document

- a) At any time, prior to the deadline for submission of Bids, the procuring entity may, for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- b) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- d) Any bidder who has submitted his bid in response to the original invitation shall have the opportunity to modify or resubmit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of bids, when changes are made to the bidding documents by the procuring entity:
- e) Provided that the bid last submitted or the bid as modified by the bidder shall be considered for evaluation.



11.4 Period of Validity of Bids

- a) Bids submitted by the bidders shall remain valid during the period of 90 Days as specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidders that agree to an extension of the period of validity of their bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its bid.

11.5 Format and Signing of Bids

- a) Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- b) All the documents including the bid document should be uploaded digitally signed with the DSC of authorized signatory.
- c) A Single stage- Two part/ cover system shall be followed for the Bid: -
 - a. Technical Bid, including fee details, eligibility & technical documents
 - b. Financial Bid
- d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Mandatory Fee Details		
1.	Bidding Document Fee, Bid Security, RISL Processing Fee. The responding Firm / Agency a) Should have made a payment of Rs. 2,00,000/- (Rupees Two Lakhs only) for the Bidding Document Fee b) Should have submitted a Bid Security as mentioned in the NIB of Rs.5.25 Crores (in words Five Crores Twenty Five Lakhs only) c) Should have submitted RISL Processing Fees of Rs. 1000/-	Instrument/Proof of submission (PDF)
Eligibility Documents		
2.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-2 (PDF)
3.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
Technical Documents		
4.	Documents required for Technical Evaluation as mentioned in	Documents as per technical evaluation criteria

	technical evaluation criteria	
5.	Certificate of Conformity/ No Deviation	As per Annexure-4 (PDF)
6.	Tender Form	As per Annexure-5 (PDF)

b) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-6 (PDF)
2.	Financial Bid Format	As per BoQ (.XLS) format available on e-Procurement portal

c) The bidder should ensure that all the required documents, as mentioned in this bidding document, have submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format contents may lead to the rejections of the Bid submitted by the bidder.

11.6 Cost & Language of Bidding Document

- The bidder shall bear all costs associated with the preparation and submission of its bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The bid, as well as all correspondence and documents relating to the bid exchanged by the bidder and the procuring entity, shall be written only in English Language, strictly on the forms provided in this RFP.
- The Proposal with all accompanying documents (the “Documents”) and all Communication in relation to or concerning the Selection Process shall be in English language.

11.7 Alternative/ Multiple Bids

A bidder is eligible to submit only one proposal for the project. A bidder company bidding individually or as a member of a Consortium shall not be entitled to submit another bid either individually or as a member of any Consortium, as the case may be. Alternative/ Multiple Bids shall not be considered at all.

11.8 Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB. The total estimated Project Cost Rs. 525 Crores (Rs Five Hundred Twenty Five Crores Only) for three years and 5.25 crores (Rs. Five Crores Twenty Five Lakhs only) have to be submitted by bidder as 1% bid security of the estimated value of procurement cost and 0.5 % in case of sick industries, other than Small Scale Industries, whose case are pending with Board of Industrial and Financial Reconstruction. The Bid Security shall be submitted in the form of Banker's Cheque/ Demand Draft/ BG in favor of “Rajasthan State Health society”. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.(As per notification issued dated 13.08.2020)

In the absence of the Bid Security, technical proposal of the bidder shall be rejected. The Bid Security shall be kept valid through the bid validity period and would be required to be extended if so required by the department.

- a) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- b) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- c) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - i. when the bidder withdraws or modifies its bid after opening of bids;
 - ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - iii. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - iv. when the bidder does not deposit the performance security within specified period after the supply work order is placed; and
 - v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- d) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- e) No interest shall be payable on the bid security.
- f) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- g) The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - i. the expiry of validity of bid security;
 - ii. the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - iii. the cancellation of the procurement process; or
 - iv. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

11.9 Deadline for the submission of Bids

- a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

11.10 Withdrawal, Substitution, and Modification of Bids

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.

11.11 Opening of Bids

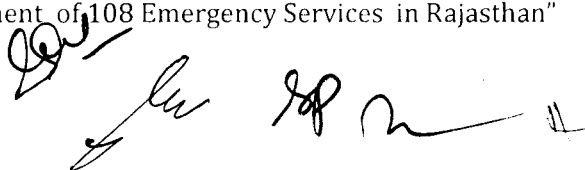
- a) The Bids shall be opened by the bid opening committee constituted by Procuring entity on the date and time mentioned in the NIB in the presence of the bidders or their authorized representatives who choose to be present.
- b) The bid opening committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The bid opening committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to procuring entity).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:-
 - i. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - ii. bid is valid for the period, specified in the bidding document;
 - iii. bid is unconditional and the bidder has agreed to give the required performance security; and
 - iv. other conditions, as specified in the bidding document are fulfilled.
 - v. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

11.12 Selection Method

Bidder would be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in "Financial Evaluation Criteria" of clause titled "Evaluation & Tabulation of Financial Bids", wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rates / quote would be selected for the implementation of the project.

11.13 Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.



- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

11.14 Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the bidding document;
 - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

b) Non-material Non-conformities in Bids

- a. The bid evaluation committee may waive any non-conformity in the Bid that does not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
- b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.

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- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.

c) Technical Evaluation Criteria

The bids received online up to due date and time as mentioned in the NIB/addendum will only be considered for evaluation.

Evaluation of Technical Proposals

In the first stage, Part A (Technical Proposal) shall be opened online and the eligibility shall be assessed as per the set criteria given in the RFP. Financial Part of only those bidders will be opened who are found substantially in order of the RFP stipulations and qualifies the technical proposal. Committee reserves the rights to disqualify any or all bidders reasons thereof even though the bidder/s qualifies the eligibility criteria laid down in the RFP in clause 3. The decision of the committee shall be final binding on the bidders.

Evaluation of Financial Proposal:

- The financial bid opening shall be done for only those bidders who shall qualify technically as per the criteria laid down in the bidding documents.
- It is highlighted that the bidder quoting the most advantageous bid (L1 based on arithmetic total of Turnkey and Non Turnkey Ambulances bids) would be judged as Successful Bidder. The total operational cost will be submitted according to proposed agreement period.

Selection Criteria for L1 Bidder				
S. No.	Ambulances Type	Cost per Ambulances (NHM)	No. of Ambulances	Total Cost of Ambulances (NHM)
1	108 BLS Ambulances of NHM	A	480	$G=A*480$
2	108 BLS Ambulance on Turnkey Basis	B	267	$H=B*267$
3	108 ALS Ambulances of NHM	C	34	$I=C*34$
4	108 ALS Ambulances on Turnkey Basis	D	91	$J=D*91$
5	108 Bike Ambulances of NHM	E	5	$K=E*5$
6	108 Bike Ambulances on Turnkey Basis	F	40	$L=F*40$
Total Bidding Cost				$M=G+H+I+J+K+L$
Note: Amount of M will be L1 bid quoted by Bidder (Lowest Among the Bidders)				

11.15 Appeals

- a) If any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days or such other period as may be specified in bidding documents from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
- a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who has participated in procurement proceedings:
- b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) On receipt of an appeal under sub-section (1), the officer designated under that sub-section shall, after affording a reasonable opportunity of being heard to the parties, determine as to whether or not the procuring entity has complied with the provisions of this Act, the rules and guidelines made thereunder and the terms of the pre-qualification documents, bidder registration documents or bidding documents, as the case may be, and pass an order accordingly which shall, subject to the order passed under sub-section (5), be final and binding on the parties to the appeal.
- c) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- d) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government on its behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- e) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- f) The officer or authority to which an appeal may be filed under (a) or (d) above shall be :
- g) **First Appellate Authority:** Principal Secretary, Medical, Health & Family Welfare Department, GoR
- Second Appellate Authority:** Secretary, Finance (Budget) Department, GoR
- h) **Form of Appeal:**
- a. Every appeal under (a) and (c) above shall be as per Annexure-10 along with as many copies as there are respondents in the appeal.
- b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- i) **Fee for Appeal:** Fee for filing appeal:

- a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- j) Procedure for disposal of appeal:
 - a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall:-
 - i. hear all the parties to appeal present before him; and
 - ii. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- k) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

11.16 Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

11.17 Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the "The Rajasthan Transparency Public Procurement Act 2012", with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

11.18 Offences by Firms/ Companies

- a) Where an offence under "The Rajasthan Transparency in Public Procurement Act, 2012" has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.

- c) For the purpose of this section-

- i. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - ii. "Director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

11.19 Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - i. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - ii. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

11.20 Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quality of service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the service is to be obtained continuously or is batched. If delay in delivery of service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- c) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- d) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- e) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

11.21 Verification of Eligibility Documents by RSHS

- a) RSHS reserves the right to verify all statements, information and documents submitted by the bidder in response to bid document. The bidder shall, when so required by RSHS, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RSHS shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RSHS thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act 2012 and Rules thereto.

11.22. Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

11.23 Price/ purchase preference in evaluation

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

11.24 Negotiations

- a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.



- f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

11.25 Exclusion of Bids/ Disqualification

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
 - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
 - a. communicated to the concerned bidder in writing;
 - b. Published on the State Public Procurement Portal, if applicable.

11.26 Lack of competition

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst bidders; and
 - e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- b) The bid evaluation committee shall prepare a justification note for approval of the procuring entity, clearly including views of the Accounts/Finance member of committee.
- c) The procuring entity competent to decide a procurement case, as per delegation of financial powers, shall decide as to whether to sanction the single bid or re-invite bids after recording reasons.

- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

11.27 Acceptance of the successful Bid and award of contract

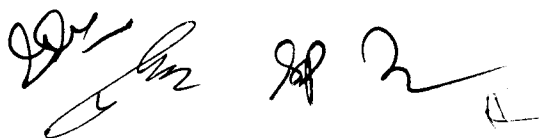
- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Award (LOA) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of Award is posted and or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- i) The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

11.28 Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

11.29 Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any



time prior to award of contract, **without thereby incurring any liability to the bidders. Reasons for doing so shall be recorded in writing.**

11.30 Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract. The limits of repeat order shall be as under: -
 - i. 50% of the value of services of the original contract.

11.31 Performance Security

A) The bidder whose proposal is accepted and Award issued shall have to deposit Performance Security of an amount of 2.5 % of the total project cost to be calculated on the basis of rates received in the RFP along with signing of the agreement. Amount of Bid Security can be adjusted into the Performance security. In case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 1% of the amount of supply order.

- a. Performance Security is required for due performance of the agreement. Non submission of Performance security within the specified time may also lead to forfeiture of the Bid Security.
- b. Forfeiture of Security Deposit: Performance Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - i. When any terms and condition of the contract is breached.
 - ii. When the bidder fails to make complete supply as per the scope of RFP.
- c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- d. Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- e. No interest shall be payable on the PSD.
- f. The decision of Procuring entity in this regard shall be final.

- 1. The expenses of completing and stamping the agreement shall be paid by the bidder and the department shall be furnished free of charge with one executed stand counter part of the agreement.

Performance security shall be furnished in the form specified in clause 11.31 (b) to (e) of sub- rule (3) of Rule 75 of the said Rules 2013 shall remain valid for a period of one hundred eighty days beyond the completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period. In case performance security is deposited in form of Bank guarantee (BG)..The original BG shall be deposited at the office of Mission Director, NHM within the period mentioned in Award of Contract & along with this additional Bank guarantee of performance security shall also be deposited in case the period of agreement is extended .

B) Performance security shall be furnished in any one of the following forms: -

- a. Bank Draft or Banker's Cheque of a scheduled bank;

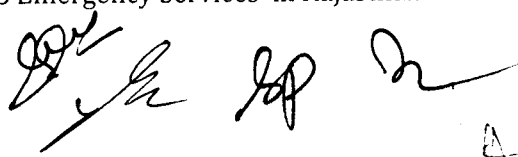
- b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
- c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
- d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.

11.32 Execution of agreement

- a) A procurement contract shall come into force from the date on which the agreement is signed.
- b) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only. The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance security as mentioned in the proposal above.
- c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.

11.33 Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - i. impede enforcement of any law;
 - ii. affect the security or strategic interests of India;
 - iii. affect the intellectual property rights or legitimate commercial interests of bidders;



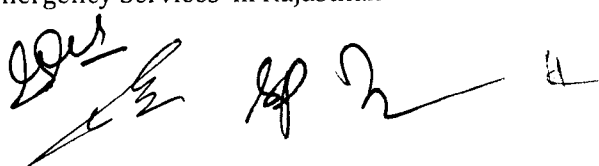
- iv. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

11.34 Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - i. at any time prior to the acceptance of the successful Bid; or
 - ii. After the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - i. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - ii. Rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

11.35 Code of Integrity for Bidders

- i. No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- ii. The code of integrity include provisions for: -
 - 1) Prohibiting



- a) any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - b) any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - c) any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - d) improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - e) any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - f) any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - g) any obstruction of any investigation or audit of a procurement process;
- 2) disclosure of conflict of interest;
- 3) Disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- iii. Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
- 1) exclusion of the bidder from the procurement process;
 - 2) calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - 3) forfeiture or encashment of any other security or bond relating to the procurement;
 - 4) recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - 5) cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - 6) debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

11.36 Interference with Procurement Process

(1) Whoever-

- (a) interferes with or influences any procurement process with the intention of securing any wrongful gain or undue advantage for any prospective bidder or bidder; or
- (b) interferes with the procurement process with the intention of causing any unfair disadvantage for any prospective bidder or bidder; or
- (c) engages in any action or lobbying, directly or indirectly, with the objective of unduly restricting fair competition; or
- (d) intentionally influences any procuring entity or any officer or employee thereof or wilfully or fraudulently makes any assertion or representation that would restrict or constrain fair competition in any procurement process; or
- (e) engages a former officer or employee of a procuring entity as an employee, director, consultant, adviser or otherwise, within a period of one year after such former officer or employee was associated with a procurement in which the employer had an interest; or
- (f) Engages in any form of bid-rigging, collusive bidding or anticompetitive behaviour in the procurement process; or
- (g) intentionally breaches confidentiality referred to in section 49 for any undue gain, shall be punished with imprisonment for a term which may extend to five years and shall also be liable to fine which may extend to fifty lakh rupees or ten per

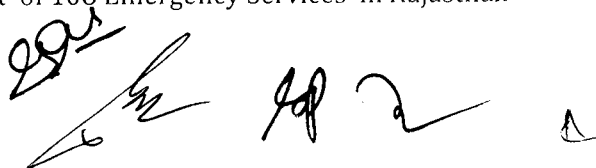
cent of the assessed value of procurement, whichever is less.

A bidder, who: -

- a) withdraws from the procurement process after opening of financial bids:
- b) withdraws from the procurement process after being declared the successful bidder:
- c) fails to enter into procurement contract after being declared the successful bidder:
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

12 The bidders should note the following points:

- 1) That the incomplete proposals in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- 2) Strict adherence to formats, wherever specified, is required.
- 3) All communication and information should be provided in writing and in English language.
- 4) All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also.
- 5) No change in/or supplementary information shall be accepted once the proposal is submitted. However, the RSHS (NHM) reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by RSHS (NHM) may be a ground for rejecting the proposals.
- 6) The Proposals shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, RSHS (NHM) reserves the right to make modifications to the stated evaluation criteria before the Bid Due date by issuing an addenda, which would be uniformly applied to all the Bidders.
- 7) The Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with RSHS (NHM). This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries. The Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the firm/consortium.
- 8) RSHS (NHM) reserves the right to reject any or all Proposals/entire RFP. Reasons for doing so shall be recorded in writing.
- 9) Mere submission of information does not entitle the Bidder to meet an eligibility criterion. RSHS (NHM) reserve the right to vet and verify any or all information submitted by the Bidder as well as right to reject.
- 10) If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Department of Health and Family Welfare, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection and Bid Security shall be forfeited. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole

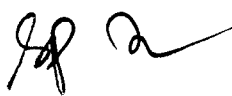
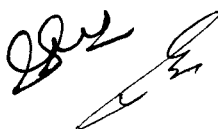


discretion of RSHS (NHM) if adequately satisfied.

- 11) The Bidder shall be responsible for all the costs associated with the preparation of the Proposal and any subsequent costs incurred as a part of the Bidding Process. RSHS (NHM) shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
- 12) In every specific case, where the Bidder is constrained by statute/law from fulfilling any specific provision of this document, the Bidder is encouraged to contact office of Mission Director, NHM, Rajasthan.
- 13) The RSHS (NHM) may, in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda. Communication of such extension to the persons who purchased the RFP document shall be made by National Health Mission.
- 14) All partners of Consortium shall be liable jointly and severally for the execution of contract in accordance with the contract terms and a copy of the agreement entered into by the joint venture/ consortium partners having such a provision shall be submitted with the Bid. A statement to this effect shall be included in the authorization mentioned as above as well as in the bid form and in contract form (in case of successful bid).

13. Acknowledgement by bidder

- a) It shall be deemed that by submitting the bid, the bidder has: -
 - (i) Made a complete and careful examination of the RFP;
 - (ii) Received all relevant information requested from Department.
 - (iii) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of Department or relating to any of the matters stated in the RFP Document.
 - (iv) Satisfies himself/herself about all the matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
 - (v) Acknowledged that it does not have any Conflict of Interest; and
 - (vi) Agreed to be bound by the undertaking provided under and in terms hereof.
- b) The Department shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Department.



A-



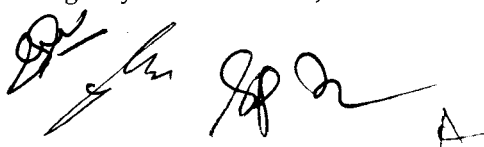
14. Proposal Submission Requirements

(A) PART A (Technical Proposal)

1. This part of the proposal i.e. Part A shall contain following documents
2. Duly filled up Application Form (as per **Annexure-1**).
3. Covering Letter cum Project Undertakings as per **Annexure-4**.
4. Bid Security of Rs. 5.25 Crores (Rs. Five Crores Twenty Five Lakhs only) in form of an account payee DD/Banker's Cheque /Bank Guarantee of scheduled Bank in favor of Rajasthan State Health Society, Payable at Jaipur.
5. The Bidder is expected to provide details of its registration as per **Annexure-11** and furnish registration certificates and other supplementing documents.
6. A summary of relevant past experience should also be provided as per **Annexure-11**.
7. Details of all information related to past experience and background should describe the nature of work, name & address of client, date of award of assignment, size of the project etc. as per **Annexure-12**.
8. Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder as per **Annexure-5**.
9. In case of consortium, original Power of attorney for signing of application by the lead member as per **Annexure-6**.
10. Letter of Exclusivity (in case of application by Consortium) as per **Annexure-8**.
11. Covering letter and brief profile of the bidder.
12. Proposed organizational structure and Curriculum Vitae (CV) of key personnel to be involved in the operation of the project
13. Affidavit certifying that Entity/promoters/Directors/members of an entity are not blacklisted as per **Annexure 10A**. Affidavit of Declaration (Anti Collusion Certificate) mentioning that the applicant/consortium will not collude with the other applicants as per **Annexure-10B**
14. Certificates of relevant experience issued by government or any other organizations by a competent authority.
15. Documents/ Certificates/ evidence of fulfilling the eligibility criteria including audited financial statements for the any 3 (three) consecutive years i.e. **2016-17, 2017-18 & 2018-19,2019-20** (In case audited financial statement of Financial year 2019-20 not received then Certificate generated by Chartered Accountants shall be submitted by the bidders)
16. The Bidder should submit details of financial capability for the any three (3) consecutive financial years as per **Annexure-13**. The Qualifying Bid should be accompanied with the Audited Annual Reports including all financial statements of the Bidder. In case of a Consortium, Audited Annual Reports of all the Members of Consortium should be submitted.
17. Latest GST clearance certificates.
18. GST Number & PAN Number
19. Firm's Registration Copy.
20. **Ann A, B, C and D** as per RTPPP Act.
21. Certificate of CA for Annual Turnover as per Annexure 29

(B) PART B (Financial Proposal)

1. Bidder shall submit Financial Proposal as per **Annexure – 3**.
2. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.
3. The Bidder shall be paid per ambulance per month for **108 Ambulance(BLS/AIS/Bike)**.



ANNEXURES



ANNEXURE 1: APPLICATION FORMAT

APPLICATION FORMAT		
1	Proposal submitted for the program	Proposal submitted for the program: "Operations & Management of 108 Emergency Services" in Rajasthan"
2	Name and postal address of the organization submitting Proposal. PAN, Service Tax and Sales Tax registration numbers with self-certified copy	
	Telephone No. with STD Code	
	Fax Number	
	E-mail address, if any	
	Reference of registration/incorporation of the Organization.	
	Name and address of the Chief Executive (with telephone No's.)	
3	Proposal addressed to:	Mission Director, NHM. 3 rd Floor, Swasthya Bhawan. Tilak Marg, Jaipur-302005 (Rajasthan).
4	Reference of the Notice for invitation of proposals	No.....dt.....
5	Reference of deposit of document Charges	1. Receipt/DD No.....dt..... For Rs..... 2. Receipt/DD No.....dt..... For Rs..... 3. Receipt/DD No.....dt..... For Rs.....
6	Authority for signing and submitting the document (Power of Attorney, Resolution of the organization)	
7	Documents enclosed in support of the Request- 1) 2) 3) 4) 5) Total pages..... Name and signature of the authorized signatory Seal of the organization Date:	

ANNEXURE 1A: FORMAT for UNDERTAKING

I/We declare that we have read and understood and that we accept all clauses, conditions and any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions.

I/We have carefully examined and conform to all the parts of the RFP documents and have obtained all the requisite information affecting this proposal and am/are aware of all conditions and difficulties likely to affect the execution of the agreement.

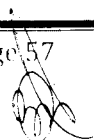
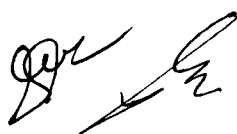
I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement and the technical aspects as indicated in this RFP.

Place:

()

Date:

Signature of authorized signatory
Designation and Official seal



ANNEXURE 2: ACKNOWLEDGEMENT & FINANCIAL PROPOSAL

FINANCIAL PROPOSAL (BOQ)

To

The

**Department of Health & Family Welfare
Government of Rajasthan**

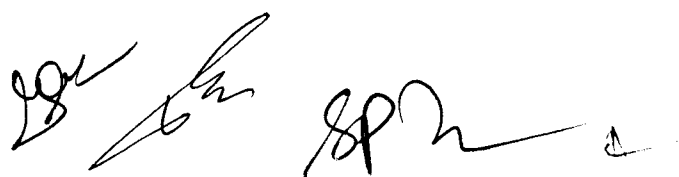
Sub: - Request for Proposal for "Operations & Management of 108 Emergency Services" in Rajasthan

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the agreement, I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement, technical aspects and the sums indicated in this financial proposal.
2. I/We declare that we have read and understood and that we accept all clauses, conditions and any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions.
3. If our proposal is accepted, we undertake to deposit security deposit equals to the 2.5% of the Project Cost arrived at on the basis of financial quote before execution of the formal agreement.
4. I/We agree to abide by this proposal/bid for a period of 90 days from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period or the extended bid validity period.
5. Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the Government of Rajasthan.
6. The Financial Bid shall be inclusive of all the applicable taxes however Service Tax would be extra as applicable and the government will not pay anything over and above the rate quoted in the BOQ.

Yours faithfully

Signature of the authorized signatory



ANNEXURE 3: FINANCIAL BID
SCHEDULE OF RATES (BOQ)

Implementation of “ Operations & Management of 108 Emergency Services” in the State of Rajasthan.
(OPERATING COST PER AMBULANCE PER MONTH) 24x7

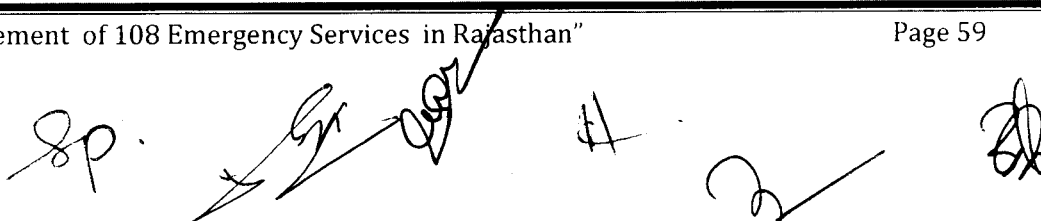
(Indian Rupees)

Particulars	Cost of Ambulances	Cost/Ambulance/Month + Exclusive of all other applicable taxes in INR
(1) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Operation & management of the 108 BLS services including:- As per Annexure 25(A)	A*480=G	Single rate to be quoted for all items mentioned in annexure 25 (A)from 1 st to 19 th Rs(Rupees in words Only). Per 108 BLS per month.
(2) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Turnkey Basis (Operation & management of the 108 BLS services including:- As per Annexure 25 (B)	B*267=H	Single rate to be quoted for all items mentioned in annexure 25 (B)from 1 st to 19 th Rs(Rupees in wordsOnly). Per 108 BLS per month.(Turnkey Basis)
(3) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Operation & management of the 108 ALS services including:- As per Annexure 25(C)	C*34=I	Single rate to be quoted for all items mentioned in annexure 25 (C) from 1 st to 19 th Rs(Rupees in words Only). Per 108 ALS per month.
(4) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Turnkey Basis (Operation & management of the 108 ALS services including:- As per Annexure 25 (D)	D*91=J	Single rate to be quoted for all items mentioned in annexure 25 (D)from 1 st to 19 th Rs(Rupees in wordsOnly). Per 108 ALS per month.(Turnkey Basis)
(5) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Operation & management of the 108 Bike services including:- As per Annexure 25 (E)	E*5=K	Single rate to be quoted for all items mentioned in annexure 25 (E) from 1 st to 19 th Rs(Rupees in words Only). Per 108 Bike per month.
(6) Implementation of Operations & Management of 108 Emergency Services in Rajasthan for: Charges for Turnkey Basis (Ambulance ,Operation & management of the 108 Bike services including:- As per Annexure 25 (F)	F*40=L	Single rate to be quoted for all items mentioned in annexure 25 (F) from 1 st to 19 th Rs(Rupees in wordsOnly). Per 108 Bike per month.(Turnkey Basis)
Total Bidding Cost M = G+H+I+J+K+L (Amount of M will be L1 bid quoted by Bidder(Lowest among the Bidders)		

*Service Provider is required to submit the item wise details for hardwares, and all other solutions and equipments etc.

Note:

- Bidders are strictly instructed to quote their rates in BoQ on eproc only.
- Bidders shall not indicate their rates in technical bid/proposal in any form. If found, Bid will be rejected at first instance.



ANNEXURE 3A(i) : Board Resolutions

M/s _____ (To be submitted by each consortium member and Parent company)

COPY OF BOARD MEETING HELD ON ----- AT -----

The Board, after discussion, at the duly convened Meeting on with the consent of all the Directors present and in compliance of the provisions of the Companies Act, 1956, passed the following Resolution:

RESOLVED THAT approval of the Board be and is hereby accorded to participate in consortium with M/s _____ Limited and M/s _____ Limited for the “**Operations & Management of 108 Emergency Services**” and Mr / Ms _____, be and is hereby authorized to execute the Consortium Agreement.

FURTHER RESOLVED THAT pursuant to the provisions of the Companies Act, 1956 and as permitted under the Memorandum and Articles of Association of the Company, approval of the Board, be and is hereby accorded to invest to the extent of % (insert the % equity commitment as specified in the Consortium Agreement), as required, of the requisite qualifying Net worth, as equity shares, in the Special Purpose vehicle, in compliance of the Bid condition, as member of the consortium formed for the “**Operations & Management of 108 Emergency Services**” in The State of Rajasthan.

FURTHER RESOLVED THAT approval of the Board be and is hereby accorded to contribute such additional amount over and above the percentage limit (specified for the Lead Member in the Consortium Agreement), obligatory on the part of the Consortium pursuant to the terms and conditions contained in the Consortium Agreement dated executed by the Consortium as per the provisions of the Invitation to Bid, to the extent becoming emergent and necessary towards the equity share in the Project Company in execution and completion of the Project.

[To be passed by the Lead Member of the Bidding Consortium]

FURTHER RESOLVED THAT approval of the Board be and is hereby accorded to the Special Purpose Vehicle created for the “**Operations & Management of 108 Emergency Services**” in Rajasthan as well as to the other Consortium Member(s) to use our financial capability for meeting the Qualification Requirements for the “**Operations & Management of 108 Emergency Services**” and confirm that all the equity investment obligations of the SPV as well as of the Consortium Member(s), shall be deemed to be our equity investment obligations and in the event of any default the same shall be met by us.

[To be passed by the entity(s) whose financial credentials have been used]

(Director)

Certified true copy by Company Secretary

(Signature, Name and stamp of Company Secretary)

Notes:

1. This certified true copy should be submitted on the letterhead of the Company, signed by the Company Secretary.
2. The contents of the format may be suitably re-worded indicating the identity of the entity passing the resolution.

ANNEXURE 3A (ii): Board Resolutions

Board resolution for using the financial credentials of parent/ultimate parent/affiliate.

M/s _____

(Insert name of the company whose financial credentials are used)

COPY OF BOARD MEETING HELD ON ----- AT -----

The Board, after discussion, at the duly convened Meeting on _____, with the consent of all the Directors present and in compliance of the provisions of the Companies Act, 2013, passed the following Resolution:

RESOLVED THAT pursuant to the provisions of the Companies Act, 2013 and as permitted under the Memorandum and Articles of Association of the company, approval of the Board, be and is hereby accorded to M/s _____ (Name of the Bidding company/Consortium Member (s)) to use our financial capability for meeting the Qualification requirements for the “ **Operations & Management of 108 Emergency Services** in The State of Rajasthan and confirm that all the equity investment obligations of M/s _____ (Name of Bidding Company/ Consortium members (s)), shall be deemed to be our equity investment obligations and in the event of any default the same shall be met by us.

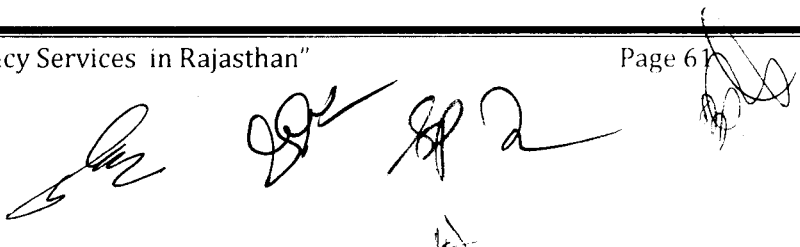
(Directors)

Certified true copy

(Signature, Name and stamp of Company Secretary)

Notes:

- 1) This certified true copy should be submitted on the letterhead of the Company, signed by the Company Secretary.
- 2) The contents of the format may be suitably re-worded indicating the identity of the entity passing the resolution.

The bottom of the page features several handwritten signatures in black ink. There are four distinct signatures, with the last one on the far right appearing to be a stamp or a more formal signature. The signatures are written over the page number and footer area.

ANNEXURE 4: FORMAT FOR COVERING LETTER

Format for Covering Letter

[On the Letter head of the Applicant (in case of Single Applicant) or Lead Member (in case of a Consortium)]

Date:

To

The Mission Director

National Health Mission

Government of Rajasthan

Jaipur

Re: “ **Operations & Management of 108 Emergency Services**”for Rajasthan State.

Madam / Sir,

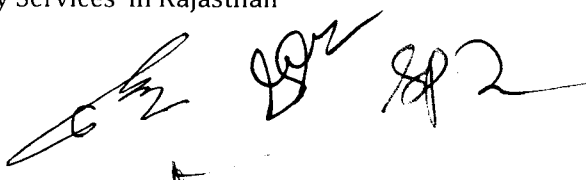
Being duly authorized to represent and act on behalf of.....

(Hereinafter referred to as “the Applicant”), and having reviewed and fully understood all of the requirements and information provided in this RFP, the undersigned hereby apply for the qualification for Operations & Management of 108 Emergency services for Rajasthan. We are enclosing our Application with BID SECURITY amount of Rs.

Bid Document fee, RISL processing Fee as per the requirements of this RFP. We confirm that our proposal is valid for a period of 90 days from opening of technical proposal.

Yours faithfully,

(Signature of Authorized Signatory)
(NAME, TITLE AND ADDRESS)



ANNEXURE- 5: 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 “ **Operations & Management of 108 Emergency Services**” in Rajasthan including signing and submission of all documents and providing information / responses to the Department of Health & Family Welfare, GoR, representing us in all matters before Deptt. of MH&FW, GoR, and generally dealing with Deptt. of MH&FW, GoR 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 _____ 200_

For _____

(Name, Designation and Address)

Accepted

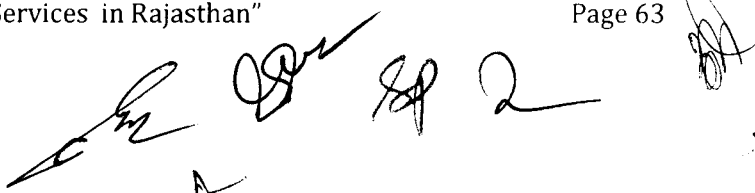
(Signature)

(Name, Title and Address of the Attorney)

Date: _____

Note:

- i. *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.*
- ii. *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.*
- iii. *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- 6: POWER OF ATTORNEY FOR LEAD MEMBER

Format for Power of Attorney for Lead Member of Consortium

Power of Attorney

(On a Stamp Paper of relevant value)

Whereas the Department of Health and Family Welfare, Government of Rajasthan (GoR), has invited applications from interested parties for Expansion of “ **Operations & Management of 108 Emergency Services**”.

Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Program 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 Program 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.

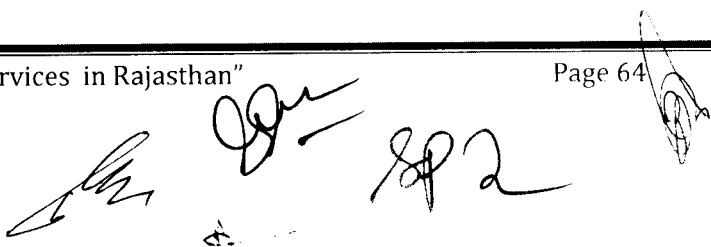
NOW THIS POWER OF ATTORNEY WITNESSETH THAT:

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 Department of Health and Family Welfare, Government of Rajasthan (GoR) 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- 7: AGREEMENT

AGREEMENT

1. An agreement made this.....day of.....between..... (Hereinafter called "the approved service provider", which expression shall where the context so admits, be deemed to include his heirs, successors, executors, Parent and affiliate companies and administrators) of the one part and the Mission Director, National Health Mission ,Rajasthan (hereinafter called "the Government" which expression shall where the context so admits, be deemed to include his successors in office and assigns) of the other part.
2. Whereas the selected and approved service provider has agreed with the Government to implement the **Operations & Management of 108 Emergency Services**" in the State of Rajasthan in the manner set forth in the terms of the Request for Proposal (RFP) and Schedule of Rate appended herewith.
3. And whereas the selected and approved service provider has deposited a sum of Rs.....(Rupees.....) only in the form of as performance security for satisfactory performance of the Project.
4. Now these present witnesses:
5. In consideration of the payment to be made by the Government through Mission Director, National Health Mission, Rajasthan at the rate set forth in the Schedule hereto appended, the approved service provider will duly and satisfactorily implement the project in the manner set forth in the terms of the RFP.
6. The terms of the RFP and addendums thereof, if any appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.
7. Following letters/correspondence undertaken between the parties shall also form part of this agreement-

Govt. of Rajasthan	Approved service provider

8. (a) The Government do hereby agree that if the approved service provider shall duly implement the program in the manner aforesaid, observe and keep the said terms and conditions, the Government will, through Mission Director, National Health Mission, Rajasthan, pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.

(b) The mode of payment will be in accordance with clause 8 of the RFP-

9. Agreement period shall be for 3 years, which will commence from date of signing of agreement. After two & half years it would be evaluated at state level monitoring committee. If services of service provider found satisfactory as per provision of RFP, program duration may be extended for further two years.

10. Termination /Suspension of Agreement

(a) The Government 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--

(i) Shall specify the nature of failure, and

(ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

(b) The Government 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.

(i) 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.

(ii) If the service provider becomes insolvent or bankrupt.

- (iii) 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
- (iv) 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.

(c) In the event of premature termination of the contract by the Government on the instances other than non-fulfillment/ non-performance of the contractual obligation by the Service Provider, the balance remaining un-paid amount on account of capital expenditure as on the day of termination shall be released within six months from the date of such termination.

(d) Handover at the time of exit from the program

(i) The non-consumable assets shall have to be handed over to the Government on completion /termination of the agreement in proper working condition. Service Provider shall ensure to send the detailed information on monthly basis of the assets procured in that particular month.

(ii) In case of NHM/GoR owned Ambulances/Vehicles, they have to be handed over back to NHM/Govt. in operative and road worthy condition along with the tools/medical equipment's provided by RSHS (NHM) or purchased by the Service Provider during currency of the agreement: normal wear and tear is permissible. In case the Ambulance(s) is found non road worthy, then the ambulance will be repaired at the risk and cost of the Service provider. In addition to this, Penalty @ Rs. 1000/- per day shall be imposed on Service Provider for the number of days the ambulance remain off road due to improper upkeep and handover in non- roadworthy condition.

(ii) In case of Turnkey vehicles, provided during contract period, their possession & ownership will remain with NHM/ GoR after completion of agreement period.

11. In case of any default in providing the services, necessary action under the terms of this agreement may be initiated by the Government in addition to imposition of penalty / liquidated damages / difference of loss of additional cost for new contract.

12. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as specified in RFP document.

In witness whereof the parties hereto have set their hands on theday of..... 2020.

Legal proceedings if any shall be subject to Jaipur (Rajasthan) jurisdiction only.

For and on behalf of
The Governor or Rajasthan

Signature of the
approved service provider.

Mission Director,
Signature & Designation

Date:

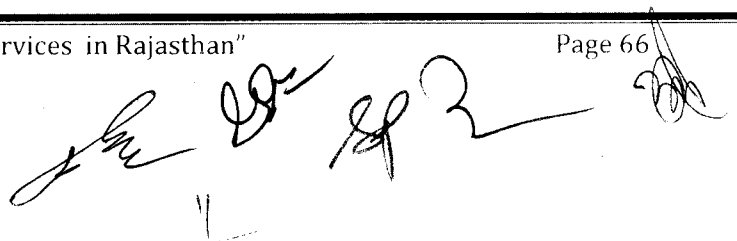
Date:

Witness No.1.

1. Witness

Witness No.2.

2. Witness



ANNEXURE- 8: LETTER OF EXCLUSIVITY

Letter of Exclusivity

I, we, _____, hereby declare that we are/ will not associate with any other firm/entity/consortium submitting a separate application for the Program under consideration.

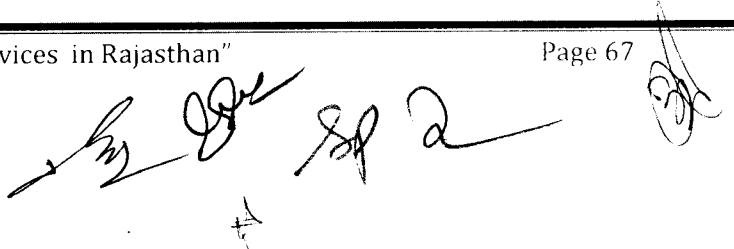
Dated this the _____ day of _____ 20....

For _____
(Name, Designation and Address of the
Chief Executive Officer of the applicant)
(Lead organization in case of consortium)
Accepted

_____ (Signature)
(Name, Title and Address of the Applicant/s)
Date: _____

Note:

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



ANNEXURE- 9: FORMAT FOR JOINT BIDDING AGREEMENT

(Format for Consortium Agreement)

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution)

THIS Consortium Agreement executed on this _____ day of _____ Two thousand Nineteen between M/s [insert name of Lead Member] _____ a Company incorporated under the laws of _____ and having its Registered Office at _____ (hereinafter called the "**Member-1**", which expression shall include its successors, executors and permitted assigns) and M/s _____ a Company incorporated under the laws of _____ and having its Registered Office at _____ (hereinafter called the "**Member-2**", which expression shall include its successors, executors and permitted assigns), M/s _____ a Company incorporated under the laws of _____ and having its Registered Office at _____ (hereinafter called the "**Member-n**", which expression shall include its successors, executors and permitted assigns), [The Bidding Consortium should list the details and percentage shareholding separately of all the Consortium Members] for the purpose of submitting response to RFP, and execution of "Agreement" (in case of award), against RFP dated _____ issued by NHM, Government of Rajasthan through Department of Medical Health & Family Welfare (MH&FW), and having its Registered Office at Swasthya Bhawan, Jaipur.

WHEREAS, each Member individually shall be referred to as the "**Member**" and all of the Members shall be collectively referred to as the "**Members**" in this Agreement.

WHEREAS the RSHS (NHM) intends to operations & management of 108 Emergency Services - 747 BLS, 125 ALS & 45 Bike Ambulances and further expansion (if required) as per the directives of Department of Medical Health & Family Welfare.

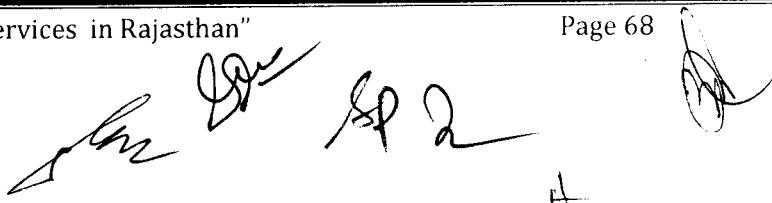
WHEREAS, the RSHS (NHM) had invited response to RFP vide its Request for Proposal (RFP) dated _____.

WHEREAS the RFP stipulates that in case response to RFP is being submitted by a Bidding Consortium, the Members of the Consortium will have to submit a legally enforceable Consortium Agreement in a format specified by RSHS (NHM) wherein the Consortium Members have to commit equity investment of a specific percentage for the Project.

NOW THEREFORE, THIS AGREEMENT WITNESSTH AS UNDER:

In consideration of the above premises and agreements all the Members in this Bidding Consortium do hereby mutually agree as follows:

1. We, the Members of the Consortium and Members to the Agreement do hereby unequivocally agree that Member-1 (M/s _____), shall act as the Lead Member as defined in the RFP for self and agent for and on behalf of Member-2, , Member-n.
2. The Lead Member is hereby authorized by the Members of the Consortium and Members to the Agreement to bind the Consortium and receive instructions for and on their behalf.
3. Notwithstanding anything contrary contained in this Agreement, the Lead Member shall always be liable for the equity investment obligations of all the Consortium Members i.e. for both its own liability as well as the liability of other Members.
4. The Lead Member shall be liable and responsible for ensuring the individual and collective commitment of each of the Members of the Consortium in discharging all of their respective equity obligations. Each



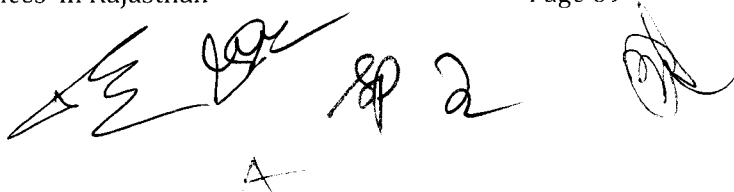
Member further undertakes to be individually liable for the performance of its part of the obligations without in any way limiting the scope of collective liability envisaged in this Agreement.

5. Subject to the terms of this Agreement, the share of each Member of the Consortium in the issued equity share capital of the Project Company is/shall be in the following proportion:

Name	Percentage
Member 1	---
Member 2	---
Member n	---
Total	100%

We acknowledge that after execution of the "Agreement", the controlling shareholding (more than 50% of the voting rights) in the Project Company developing the Program shall be maintained till the completion of the same.

6. The Lead Member, on behalf of the Consortium, shall *inter alia* undertake full responsibility for mobilizing debt resources for the Program, and ensuring that the Program achieves proper Financial Closure.
7. In case of any breach of any equity investment commitment by any of the Consortium Members, the Lead Member shall be liable for the consequences thereof for which the Lead member agrees thereto.
8. Except as specified in the Agreement, it is agreed that sharing of responsibilities as aforesaid and equity investment obligations thereto shall not in any way be a limitation of responsibility of the Lead Member under these presents.
9. It is further specifically agreed that the financial liability for equity contribution of the Lead Member shall not be limited in any way so as to restrict or limit its liabilities. The Lead Member shall be liable irrespective of its scope of work or financial commitments.
10. This Agreement shall be construed and interpreted in accordance with the Laws of India and Courts at Jaipur alone shall have the exclusive jurisdiction in all matters relating thereto and arising there-under.
11. It is hereby further agreed that in case of being selected as the Successful Bidder, the Members do hereby agree that they shall furnish the Performance Guarantee in favor of Rajasthan State Health Society in terms of this RFP.
12. It is further expressly agreed that this consortium agreement shall be irrevocable and shall form an integral part of the "Agreement" between Department of Medical, Health and Family Welfare, Government of Rajasthan and the bidder consortium and shall remain valid until the expiration or early termination of the same.
13. The Lead Member is authorized and shall be fully responsible for the accuracy and veracity of the representations and information submitted by the Members respectively from time to time in the response to the RFP Bid.
14. It is hereby expressly understood between the Members that no Member at any given point of time, may assign or delegate its rights, duties or obligations under the "Agreement" except with prior written consent of Department of Medical, Health and Family Welfare.
15. This Agreement
- (a) has been duly executed and delivered on behalf of each Member hereto and constitutes the legal, valid, binding and enforceable obligation of each such Member;
- (b) sets forth the entire understanding of the Members hereto with respect to the subject matter hereof; and



I may not be amended or modified except in writing signed by each of the Members and with prior written consent of NHM.

16. All the terms used in capitals in this Agreement but not defined herein shall have the meaning as per the RFP & Agreement.

IN WITNESS WHEREOF, the Members have, through their authorized representatives, executed these present on the Day, Month and Year first mentioned above.

For M/s-----[Member 1]

(Signature, Name & Designation of the person authorized vide Board Resolution Dated|●|)

Witnesses:

Signature-----

Signature -----

Name:

Name:

Address:

Address:

For M/s-----[Member 2]

(Signature, Name & Designation of the person authorized vide Board Resolution Dated|●|)

Witnesses:

Signature -----

Signature -----

Name:

Name:

Address:

Address:

For M/s-----[Member n]

(Signature, Name & Designation of the person authorized vide Board Resolution Dated|●|)

Witnesses:

Signature -----

Signature -----

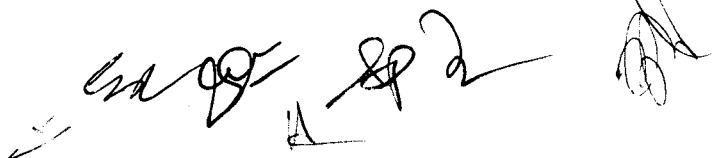
Name:

Name:

Address:

Address:

Signature and stamp of Notary of the place of execution



ANNEXURE- 10A: FORMAT FOR AFFIDAVIT

Format for Affidavit Certifying that Entity/ Promoter(s) /Director(s)/Members of Entity have not been convicted by any court of law for any criminal or civil offences either in the past or in the present. In case of a consortium, the members should not have been declared bankrupt in the past **(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) have not been convicted by any court of law for any criminal or civil offences either in the past or in the present, also not have been declared bankrupt in the past by Department of Health & FW, Govt. of Rajasthan/ or any other entity of GoR 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 Program 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 thisDay of,

20.....

Name of the Applicant

..... Signature of
the Authorized Person

Note:

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

..... Name of the
Authorized Person

[Handwritten signatures and initials]

ANNEXURE- 10A1: FORMAT FOR AFFIDAVIT

Format for Affidavit Certifying that Entity/ Promoter(s) /Director(s)/Members of Entity that no investigation statutory body / Govt. investigating Agency of any state Govt./ Central Govt. is undertaken or pending against the bidder for the charge having nature of criminal/economic offence/fraud **(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 no investigation statutory body / Govt. investigating Agency of any state Govt./ Central Govt. is undertaken or pending against us or any of our promoter(s) /director(s) for the charge having nature of criminal/economic offence/fraud 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.

Note:

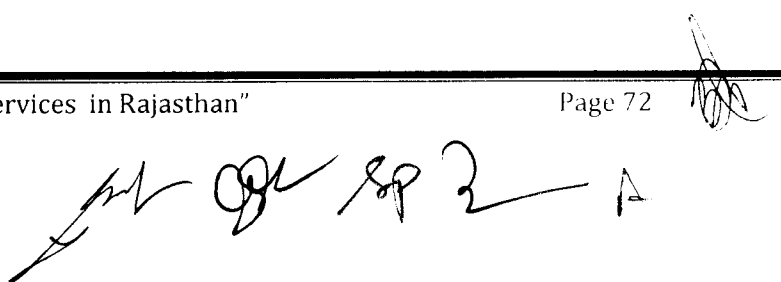
To be executed separately by all the Members in case of Consortium.

Dated thisDay of,20....

Name of the Applicant

..... Signature of the
Authorized Person

..... Name of the
Authorized Person

Handwritten signatures and initials are present at the bottom of the page, including a large signature on the left and several initials and smaller signatures on the right.

ANNEXURE- 10A2: FORMAT FOR AFFIDAVIT

Format for Affidavit Certifying that Entity/ Promoter(s) /Director(s)/Members of Entity have not been debarred in the past or in the last three years from the date of submission of bid by any Central/ State/ Public Sector undertaking in India
(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) have not been debarred in the past or in the last three years from the date of submission of bid by any Central/ State/ Public Sector undertaking 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 thisDay of,
20.....

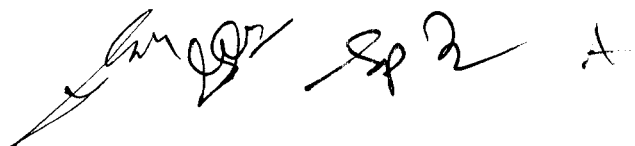
Name of the Applicant

..... Signature of
the Authorized Person

..... Name of the
Authorized Person

Note:

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



ANNEXURE- 10B: ANTI COLLUSION CERTIFICATE

Anti-Collusion Certificate

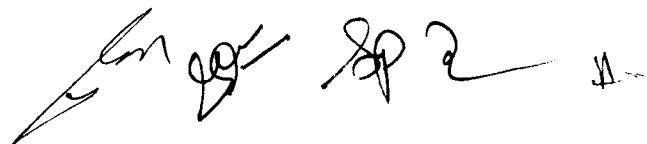
We hereby certify and confirm that in the preparation and submission of our Proposal for **“Operations & Management of 108 Emergency Services”** in Rajasthan against the RFP issued by Department of Health & Family Welfare, Government of Rajasthan, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti- competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this _____ Day of _____, 20

For _____

(Name)

Authorized Signatory



**ANNEXURE-11: DETAILS OF REGISTRATION AND
INFORMATION REGARDING PAST EXPERIENCE OF THE BIDDER**

Details of Bidder

Note: Details to be provided for the Bidder/ Lead Member / each Member of Consortium (in case of Consortium)

Details of Organization:		
Name of the organization		
Type of Legal entity		
Year of Incorporation/Registration/Commencement		
Name of the Authority/Jurisdiction/Law under which the Legal entity is incorporated or registered.		
Statute Legislation under which the Legal entity is incorporated/registered		
Registration Number: (Under the Company Act, Income Tax Act, Service Tax and Sales Tax Act)		Note 1
Registered Address		
Correspondence Address and Head Office address		
Does the Memorandum of Association/Articles of Association permit the organization to carry out the business of emergency medical transport services?		Note 2
Number of years of operation in Ambulance service		
Relevant Qualification Details Years wise and State Wise		Note 3
1. State wise		
Name of the State / Province where vehicle (Four wheel motorized) services are/were operational		
Years of experience in Ambulances (Four wheel motorized) operations in that/those State(s)		
Current areas of operation – specify (Names of the Districts)		
	Year 1	Year 2
Number of vehicles operated	Note 4	
Number of vehicles owned		
Number of patients transported per ambulance per annum on average		
Certificate of satisfactory performance		Note 5

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. Experience of the Consortium Members will be considered for eligibility under the experience criteria.

The percentage holding of the financially evaluated company, Lead member, affiliate at the beginning and during the tenure of the Program shall be governed by the clauses given under financial capacity clause 3.2.

Note 1

Please enclose Registration / Incorporation Certificates

Note 2

Please enclose certified copies of Memorandum & Articles of Association, documents.

Note 3

In case of International experience, country wise details should be provided. The information shall be provided for each of the Financial Year. The Financial Year shall mean the accounting year followed by the Bidder in course of its normal business.

Note 4

Provide certificate from the Government Authority or Statutory Auditor towards fleet of Ambulances operation in the State.

Certificate from the Government Authority /Statutory Auditor regarding Qualification experience

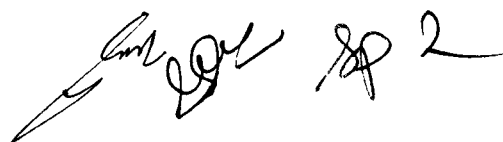
This is to certify that (name of the Bidder/Member/Associate) has been operating a fleet of Ambulances in the State of for the past financial years as per year- wise details noted below: refer clause of Eligibility Criteria for the same (clause 3)

Number of Vehicles			
Others as per requirement in clause 3			

Signature of the Authorized Signatory

Note 5

The Bidder shall provide Performance certificate from the relevant Authority from the State/Country in which the vehicles are operational.



ANNEXURE-12: DETAILS OF ELIGIBLE EXPERIENCE

The Bidder should provide the experience details of services provided at each location/ State / Country / undertaken. The experience of the Single Entity's Associate or Consortium Member's Associates (who are not Members of the Consortium) will also be considered.

In case Bidder is a Consortium, the above information should be provided for each member and their Associate (for whom the experience is claimed).

In Role of Member specify whether Single Entity, or in case of Consortium specify whether Lead Member or Member.

Name of entity providing support:		Project cost:
Location: (country, state, districts):		No. of staff by category:
		Ambulance/vehicle (Four wheel motorized): (per ambulance)
		Other: (E.g. first Responders etc.)
Duration of ambulance service provision:		Profile of staff: Summary of key staff (degree /diploma/certificates with specific reference to project, training, number of years in employment, total relevant experience as a paramedic/ Drivers)
Start Date:	Completion Date:	Name of associates, Consortium members (if any):
Details of government organization, funding organization or contracting agency for ambulance/vehicle services:		
Name of Senior staff (Project Director, Project Manager) involved and functions performed:		
Narrative description of project and the outcome: (Including number of patients transported per ambulance per annum on an average)		
Brief description of actual services provided:		
Fleet details: • Number of vehicles (Four wheel motorized) operated • Number of ambulances owned • Number of ambulances leased		

Instructions:

1. A separate sheet should be filled for each state where ambulance services have been provided.
2. Role of Member would be Single Entity or in case of Consortium would be Lead Member or Member.
3. Ambulances services carried out for: Government Agency / Self or own company (parent company / group company). Details such as name, address and contact details need to be provided.
4. Project Cost should be provided. Date of successful completion / substantial completion should be provided.

ANNEXURE-13: FINANCIAL CAPABILITY OF THE BIDDER/MEMBER

(To be submitted by each member in case of

consortium) Name of Bidder/Member

Role of Bidder/Member.....

Revenue-Expenditure Statement

(In Rs. Lacs)

S.No.	In Rupee, at the end of concerned Financial Year	FY 1	FY 2	FY 3
1.	Revenue / Income/ Gross Receipts (A)			
2.	Operating Cost (B) =(C+D+E)			
3.	Employees cost I			
4.	Admin and General Cost (D)			
5.	Other Costs (E)			
6.	Depreciation (F)			
7.	Interest (G)			
8.	Provisions (H)			
9.	Profit Before Tax I = (A-B-F-G-H)			
10.	Tax Paid (J)			
11.	Profit After Tax (I-J)			

Note:

1. This information should be extracted from the Annual Financial Statement / Balance Sheet which should be enclosed and this response sheet shall be certified by the Statutory Auditor.
2. The Single Entity or the Consortium should provide the Financial Capability of its own / of the Consortium Members/Financially evaluated company.
3. In Role of Member specify whether it is a Single Entity, Lead Member or Member of the Consortium or Affiliate or Parent.
4. The Bidder along with Consortium Members shall attach copies of the balance sheets, financial statements and Annual Reports for 3 (three) years preceding the Proposal Due Date.
5. Financial Year 1 (FY1) will be the latest completed financial year. preceding the bidding. Year 2 shall be the year immediately preceding Year 1 and so on.
1. The bidder shall provide an Auditor's Certificate specifying the Revenue / Income/ Gross Receipts of the bidder and its Consortium members and also specifying the methodology adopted for calculating the same.
2. The Bidder shall attach the copies of the audited balance sheets, financial statements and Annual Reports for 3 (three) years preceding the Proposal Due Date of its Associate whose Financial Capacity has been claimed.

ANNEXURE-13A: FINANCIAL CAPABILITY OF THE BIDDER MEMBER

(To be submitted by each member separately in case of consortium)

In Crore (Equity Commitment (%) * Rs. [] Crore)

For the above calculations, we have considered Net Worth by Member in Bidding Consortium and/ or Parent/ Affiliate as per following details:

Name of Consortium Member Company	Name of Company / Parent/ Ultimate Parent/ Affiliate/ Consortium Member whose Turn Over is to be considered	Relationship with Bidding Company* (if any)	Financial Year to be considered for Turn Over	Turn Over (in Rs. Crore) of the Consortium Member Company	Equity Commitment (in %age) in Bidding Consortium	Committ- ed Net Worth (in Rs. Crore)
Company 1						
Total						

** The column for "Relationship with Bidding Company" is to be filled only in case the financial capability of Parent/Affiliate has been used for meeting Qualification Requirements. Further, documentary evidence to establish the relationship, duly certified by the company secretary/chartered accountant is required to be attached with the format.*

**(Signature & Name of the person Authorized
Stamp of By the board)
)**

**(Signature and
Auditor**

Date:

ANNEXURE- 14:**REPORTING FORMATS****OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES – RSHS (NHM), AJASTHAN****R/1 Closing status-wise summary sheet**

Up to reporting month:

[..... - 2020] Print date & time

S.No	Closing status		during the month			Up to the month		
	Cod e	ty pe	No. of cases		% of cases	No. of Cases		% of cases
1	2	3	4		6	7		9
		Availed						
1	1	Emergency calls – 108 Emergency services (From home to hospital)						
2	2	Emergency calls – 108 Emergency services (From Incident location to hospital)						
3	3	108 Emergency services (Referrals)						
		Total Availed	n		(n/N) x100	p		(p/P) x100
		Not Availed						
4	4	Emergency calls – 108 Emergency services (From home to hospital)						
5	5	Emergency calls – 108 Emergency services (From Incident location to hospital)						
6	6	108 Emergency services (Referrals)						
		Total Not Availed	m		(m/N) x100	q		(q/P) x100
		Vehicle Busy						
7	7	Emergency calls – 108 Emergency services (From home to hospital)						
8	8	Emergency calls – 108 Emergency services (From Incident location to hospital)						
9	9	108 Emergency services (Referrals)						
		Total Vehicle Busy	o		(o/N) x100	r		(r/P) x100
		Total:	N		(N/N) x100	P		(P/P) x100

**OPERATIONS & MANAGEMENT OF 108
EMERGENCY SERVICES – RSHS (NHM),
RAJASTHAN
R/2**

**District-wise 108 EMERGENCY SERVICES utilization detail
[MONTHLY REPORT] for the reporting month: [.... - 2020]**

Print date & time

S.No	Name of District	No. of ambulances in the district	Detail of trips				No. of ambulances			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
Total										

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OPERATIONS & MANAGEMENT OF 108 Emergency SERVICES – RSHS (NHM), RAJASTHAN

R/3

District-wise Block-wise 108 EMERGENCY SERVICES utilization in 50 High Focus Blocks

[MONTHLY REPORT] Up to the reporting month: [.....] – 2020] Print date & time

Total				S.No		
				Name of District		
				Name of Block/ Tehsil		
				Registration no. of ambulance		
				Ambulance type		
				Availed no. of trips	during the month	
				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)		
				Total no. of beneficiaries		
				Availed no. of trips	up to the	
				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)			
			Total no. of beneficiaries			

OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES – RSHS (NHM), RAJASTHAN

R/4

108 EMERGENCY SERVICES Real time Off-road [DAILY AND MONTHLY REPORT] For the reporting month: [..... - 2020]

Print date & time

S.No	Name of District	Registrati on no. of ambulan ce	Ambulanc e type	Off-road from date (DD/M M/YYYY Y)	Off-road to date (DD/MM/YY YY)	Total no. of Off-road days	Reason for Off-road	Reserve Ambulances Deployed from Date	Reserve Ambulan ces Deployed to Date	Registrati on no. of Reserve Ambulan ces	Remarks
1	2	3	4	5	6	7	8	9	10	11	12
Total:											

**OPERATIONS & MANAGEMENT OF 108 Emergency SERVICES – RSHS (NHM),
RAJASTHAN**

R/5

1	S No
2	Trip no.
3	District name
4	Block name
5	Base location of amb.
6	Base location type (Urban/ Rural/ Desert)
7	Ambulance type
8	Reg. no. of amb.
9	ERS based ... Call date and time (DD/MM/YYYY HH:MM:SS AM/PM))
10	Ambulance dispatch time
11	Service type (RTA / Refferals / Other medical emergency)
12	Call Closing Type (Availed/ Not Availed)
13	Chief complaint
14	Home to Hospital/ Incident place to Hospital / Referral
15	Full Name of Caller
16	Caller phone no.
17	Full Name of Beneficiary
18	Beneficiary Age (in Months/Years)
19	Beneficiary gender (Male/ Female)
20	Beneficiary IHMS ID
21	Beneficiary contact no
22	Beneficiary location/ Beneficiary place/ picked from
23	GPS based(Through Driver mobile App)... Reaching date & time at patient location/ patient place/ picked from (DD/MM/YYYY HH:MM:SS AM/PM)
24	GPS based.(Through Driver mobile App)...Response Time (in Minutes)
25	GPS based(Through Driver mobile App)... Hospital reaching date &time (DD/MM/YYYY HH:MM:SS AM/PM)
26	GPS based... (Through Driver mobile App)... Reaching date & time back to base location (DD/MM/YYYY HH:MM:SS AM/PM)
27	OPD/ IPD/ Emergency no.
28	GPS based... Total distance (in Kms)
29	
30	Driver name
31	Driver/crew mobile no.
32	Remarks

OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES – RSHS (NHM), RAJASTHAN

R/6

Ambulance-wise detail of medical emergencies handled [DAILY REPORT] Up to reporting date: [DD/MM/YYYY]

		1	S.No	
		2	District name/ Block Name/ Base Location/ Type	
		3	Amb. Type/ Reg. no. of amb.	
		4	Launch date (DD/MM/YYYY)	
		5	Availed no. of trips	Today
		6	Not availed no. of trips	
		7	Total no. of trips	
		8	Distance covered for availed trips (in Kms)	
		9	Distance covered for NOT availed trips (in Kms)	
		10	Total distance (in Kms)	during the month (cumulative up to date)
		11	Availed no. of trips	
		12	Not availed no. of trips	
		13	Total no. of trips	
		14	Distance covered for availed trips (in Kms)	
		15	Distance covered for NOT availed trips (in Kms)	Up to date (cumulative since the launch date)
		16	Total distance (in Kms)	
		17	Availed no. of trips	
		18	Not availed no. of trips	
		19	Total no. of trips	
		20	Distance covered for availed trips (in Kms)	
		21	Distance covered for NOT availed trips (in Kms)	
		22	Total distance (in Kms)	

OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES – RSHS (NHM),
RAJASTHAN R/9

District wise, Vehicle wise, Insurance & Fitness [Monthly REPORT]
(Separate format for each type of vehicle)

For the month: [..... .. - 2020]

Print date & time

Monthly Statement regarding information of Insurance & Fitness of					
Month.....					
S.No.	District	Ambulance No.	Fitness Due Date	Fitness Done on Date	Insurance Due Date
Renewed fitness & Insurance Certificate in the current month should follow with report.					

OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES -RSHS (NHM), RAJASTHAN R/10- Maitenance (Monthly Report)- Separate format for each type of vehicle.....2020---- Print date & Time

Month.....											
S.No	District	Ambulance No.	Wheel Greasing			Oil Change (Engine/Gear/Steering/Differential/ Power Steering)			Coolant Change		
			Previous wheel greasing done on K.M.	Progressive K.M. of Ambulance	Difference K.M. of 4 & 5	Previous Change K.M.	Progressive K.M.	Difference K.M. of 7 & 8	Previous Change K.M.	Progressive K.M.	Difference K.M. of 11 & 12
1	2	3	4	5	6	7	8	9	10	11	12

**OPERATIONS & MANAGEMENT OF 108 EMERGENCY SERVICES – RSHS (NHM),
RAJASTHAN R/11**

Monthly Operational Vehicle report						
Month.....						
S.No.	District	Ambulance No.	Make	Year Modal	On road days	K.M. operated in the Month
						Progressive K.M. of Ambulance

RAJASTHAN R/12

Total

Rural

108 EMERGENCY SERVICES – RSHS (NRHM), RAJASTHAN R/13

Non Emergency – Medical Advice summary sheet Up to reporting month: [

..... - 2020]

Print date & time

S.No	Non Emergency – Medical Advice		during the month		Up to the month	
	Code	Type	No. of cases	% of cases	No. of Cases	% of cases
1	2	3	4	5	6	7
1	1	Medical Advice	n	(n/N) x 100	p	(p/P) x 100
2	2	Counseling	m	(m/N) x 100	q	(q/P) x 100
3	3	General Complaints	o	(o/N) x 100	r	(r/P) x 100
4	4	PCPNDT Complaints	a	(a/N) x 100	s	(s/P) x 100
5	5	Information	b	(b/N) x 100	t	(t/P) x 100
6	6	SMS Prescription	c	(c/N) x 100	u	(u/P) x 100
7	7	Malnutrition Information				
		Total:	N	(N/N) x 100	P	(P/P) x 100

108 EMERGENCY SERVICES – RSHS (NRHM), RAJASTHAN R/14

District wise, Vehicle wise, Accident report [Daily REPORT] (Separate format for each type of vehicle)

For the month: [.. - 2020]

Print date & time

Daily Accident Report (.....)									
Date.....									
S.No.	District	Ambulance No.	Location	Accident Place	Type of Accident Fetal/Major/Minor	FIR No.	Police Station	Reason of Accident	Remarks

[Handwritten signatures and marks]

108 EMERGENCY SERVICES – RSHS (NRHM), RAJASTHAN R/15

District wise, Vehicle wise, Accident report [Monthly REPORT] (Separate format for each type of vehicle)

For the month: [.. - 2020]

Print date & time

Ambulance Services RSHS (NHM), Rajasthan.									
Monthly Accident Report									
Date.....									
S.No.	District	Ambulance No.	Location	Accident Place	Accident Date	On Road Date	Release dated from Police custody	Total Off road days	Type of Accident Fetal/Major/Minor

ANNEXURE- 15: STAFF DEPLOYMENT & TRAINING

AMBULANCE STAFF:

Ambulance Drivers (As in Government for driving of light (HCV) vehicles)

- Vehicular Safety Checks
- Elements
- Ambulance Driving Techniques
- Accident Avoidance and Crash Procedures
- Basic Life Support
- Disaster Management Protocols

Emergency Medical Technician training (EMT)

- 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/Advanced Life Support
- Disaster Management Protocols
- Care issues

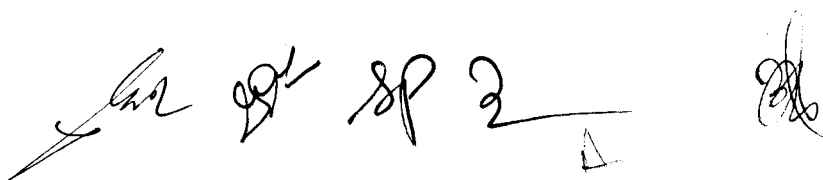


ANNEXURE- 16: CHECK LIST OF DOCUMENTS

Check List of documents to be submitted along with the technical proposal to RSHS (NHM):-

S.No.	List of documents	Y/N	Page no.
1	To demonstrate annual turnover/ gross receipts in this segment of at least Rs.50 Crores in words (Rs.Fifty Crores) of annual average turnovers during last three Consecutive Financial Years. the bidder shall submit audited annual accounts for last 3 years		
2	In case of a Consortium, Audited Annual Reports and financial statements of all the Members of Consortium		
3	Board resolutions {as per Annexure-3A(i) & 3A (ii)}		
4	Joint Bidding Agreement (as per Annexure-9).		
5	Anti-Collusion Certificate (as per Annexure-10B).		
6	Financial Capability of the bidder duly certified by C.A. (as per Annexure-13 & 13A).		

1	DD for cost of RFP of Rs. 2,00,000/- in favor of Rajasthan State Health Society, payable at Jaipur (Nonrefundable) Scanned copy with online proposal		
2	DD towards RISL Processing fees for Rs. 1000/- in favor of M.D. RISL payable at Jaipur (Non-refundable) Scanned copy with online proposal		
3	"Bid security DD/Bankers Cheque/ Bank Guarantee for Rs. 5.25 crores (Five Crores Twenty Five Lakhs only) in favor of "Rajasthan State Health society". Scanned copy with online proposal.		
4	Certificates from the organizations to whom services have been provided in past.		
5	Duly filled up Application Form (as per Annexure-1).		
6	Format for undertaking (as per Annexure-1A).		
7	Covering Letter cum Project Undertakings as per Annexure-4.		
8	Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder as per Annexure-5.		



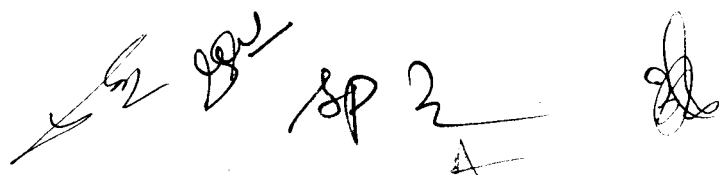
9	In case of consortium, original Power of attorney for signing of application by the lead member as per Annexure-6.		
10	Letter of Exclusivity (in case of application by Consortium) as per Annexure-8.		
11	Affidavit certifying that entity/promoters/Directors/members of an entity are not blacklisted as per Annexure 10A,10A1,10A2.		
13	Affidavit of Declaration (Anti Collusion Certificate) mentioning that the applicant/consortium will not collude with the other applicants as per Annexure-10B		
14	A summary of relevant past experience and its registration should also be provided as per Annexure-11.		
15	Details of all information related to past experience and background should describe the nature of work, name & address of client, date of award of assignment, size of the project etc. as per Annexure-12.		
16	Proposed organizational structure and Curriculum Vitae (CV) of key personnel to be involved in the operation of the project.		
17	Service tax clearance certificate / no dues from the assessing officer.		
18	Certificates of relevant experience issued by government or any other organizations by a competent authority.		

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ANNEXURE 17

Details of 108 Ambulance (BLS)kilometers of vehicles			
Sr. No.	Model Year	Make	Count of Year Modal
1	2008	Tata 407	28
2	2009	Tata 407	19
3	2009	Tata 410	1
4	2010	Tata 407	38
5	2010	Tata 410	1
6	2011	Force	1
7	2011	Tata 407	73
8	2011	Tata Winger	115
9	2013	Force	98
10	2013	Tata 410	33
11	2013	Tata Winger	2
12	2014	Tata 410	128
13	2015	Tata 410	64
14	2017	Force	100
Grand Total			701

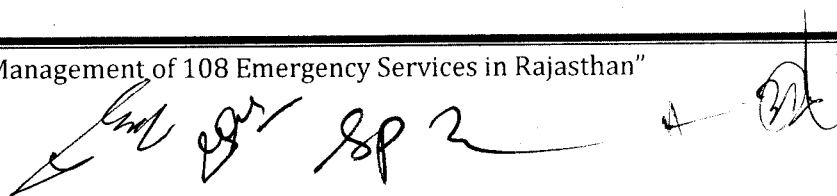
Details of other Ambulances to be introduced in fleet of ALS/BIKE Ambulances			
Sr. no.	Model Year	Make	Count of Ambulance
1	2016	Force Tempo Traveller	34 (ALS)
2	2018	Hero Xtreme 200R	5 (Bike)

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Annexure- 18

Required Enclosures with the Invoice for fleet of 108 (BLS, ALS, bike) Ambulances

1. Computer Log sheet of the Vehicle.
2. Off road statement of Vehicles.
3. GPS statement of Vehicles.
4. No. of available vehicle/ working vehicle/ working days.
5. PCR/BTR form certificate certified by BCMO.

Handwritten signatures and initials in black ink, including what appears to be 'SP 2' and a circled '32'.

Annexure - 19

Technical Specifications/requirements of GPS device to be installed in all vehicles

(108 Emergency Services BLS,ALS,Bike)

Minimum Hardware Specifications of VTS/ GPS Device Components

Environmental

- Operating temperature: -30 to +80 °C
- Storage: -40 to +85 °C

Power Supply

- Supply voltage range: 6 to 32V DC
- Current consumption during transmission: less than 150mA
- Device should have internal battery (4 – 6 hours backup) to support uninterrupted service while disconnection of main power supply.

GSM/ GPRS

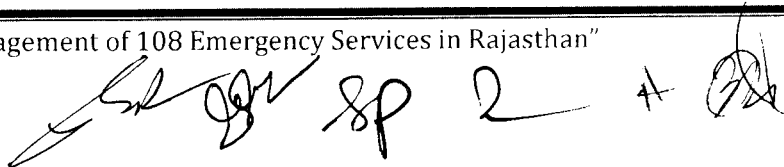
- Built-in GSM antenna: Quad Band
- 6 MB flash memory for embedded application: 2 MB RAM
- Frequency band: 850/ 1900 MHz and 900/1800 MHz

GPS

- Built-in antenna
- CE, ROHS & FCC Certified

Compulsory requirements:

- “Make In India” GPS device.
- GPS devices compatible with RAAS (Rajasthan accountability & Assurance system)
- Vendor lock free GPS device
- Information of transmission protocol, IMEI No., SIM No., GPS device Make/ Model should be provided to the department for integration with RAAS (Rajasthan Assurance Accountability System) developed by DoIT&C.
- SOS/ ALERT Button facility to capture the movement and various locations of trip (Base (Start) location, Patient location, Hospital location, Base Location after drop) to calculate GPS based Response Time between Base location and Patient location.
- SMS Integration – SMS will be sent to Caller as soon as the ambulance is dispatched. as per above statement.
- One operational sample GPS device (of each type) need to be deposited to NHM along with the information to IMEI No., SIM No., GPS device make/model.
- A dedicated team (not less than 2 nos) of GPS Service Provider should be deployed at SIHFWJaipur for trouble shooting, correction or amendments in reports, user-management, vehicle-management, master data management, response time etc.



(PCR)

Patient Name: _____ Date: _____ City/Town/Village: _____ Ambulance No: _____ Trip No: _____ Patient ID: _____		Patient Name: _____ Date: _____ City/Town/Village: _____ Ambulance No: _____ Trip No: _____ Patient ID: _____	
Age: _____ Sex: _____ Height (cm): _____ Weight (kg): _____ Blood Group: _____ Risk: _____		Patient's Name: _____ Name of the Attendant: _____ Relationship: _____ Not at scene before vehicle arrival: _____ Associated: _____ Duration: _____ Reason: _____	
Call received at ambulance: _____ Vehicle departure from location: _____ Vehicle arrival at scene: _____ Reaching victim: _____ Vehicle departure from scene: _____ En route to hospital: _____ Arrival at hospital: _____ Transported to another hospital: _____ Referred to another hospital: _____ Outcome (discharge): _____ Back to Date: _____		Past illness: _____ Allergy: _____ History of Medication: _____ Type of case: Accident/Trauma/Medical: _____ Cause of emergency: _____ Anticipated arrival of emergency: _____ Most harmful injury: _____ Reasoning for injury: _____	
Traffic accidents on way to destination: _____ Delay in reaching victim: _____ Reason if not proceeded: _____ Reason for not serving victim after not reaching site: _____ Destination determination: _____ Self determination: _____ Refuse against transport: _____ Transport decline form signed: _____ Refuse against medical advice: _____ Medical decline form signed: _____ Other medical authorities involved: _____ Restraints used: _____ Do not resuscitate: _____ Treated and discharged: _____		Allergies: _____ Emergency Physician Name: _____ Contact No: _____ Advice: _____ All Score: _____ O Minutes: _____ Time: _____ Minutes: _____ Reaching over at hospital: _____ Minutes: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____	
Patient's Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____ Hospital Name: _____ Address: _____ City/Town/Village: _____ State: _____ District: _____ Pin Code: _____ Mobile No: _____ Email: _____		Patient's Name: _____ Address: _____ City/Town/Village: _____	

Management of 108 Emergency Services in Rajasthan"

Annexure – 21

Details of 108 BLS Ambulances Kilometers of Vehicles				
S.No.	Ambulance No.	Make	Year Modal	Progressive KM of Ambulances
1	RJ14PC7436	Tata 410	2014	692059
2	RJ14PB0142	Tata 407	2008	678724
3	RJ14PB0909	Tata 407	2009	677871
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422	RJ14PB7120	Tata 407	2011	271589

423	RJ14PB5128	Tata 407	2010	269734
424	RJ14PA9876	Tata 407	2008	269369
425	RJ14PD7054	Force	2017	269353
426	RJ14PB8348	Tata Winger	2011	269241
427	RJ14PB6826	Tata 407	2011	269215
428	RJ14PC7285	Tata 410	2013	269167
429	RJ14PB7133	Tata Winger	2011	268442
430	RJ14PA9816	Tata 407	2008	267416
431	RJ14PC5458	Force	2013	267067
432	RJ20PA2398	Tata 407	2008	266845
433	RJ14PC7682	Tata 410	2014	266102
434	RJ14PD0609	Tata 410	2015	266010
435	RJ14PC7273	Tata 410	2013	264832
436	RJ14PB8103	Tata Winger	2011	263901
437	RJ14PD0385	Tata 410	2015	263670
438	RJ14PB7444	Tata 407	2011	263642
439	RJ14PD7056	Force	2017	263551
440	RJ14PC7531	Tata 410	2014	263327
441	RJ14PC5472	Force	2013	263049
442	RJ14PD0019	Tata 410	2014	262928
443	RJ14PB8134	Tata Winger	2011	262799
444	RJ14PB7292	Tata Winger	2011	262690
445	RJ14PC7281	Tata 410	2013	262645
446	RJ14PD0378	Tata 410	2015	262591
447	RJ14PC7427	Tata 410	2014	262425
448	RJ14PC5471	Force	2013	261545
449	RJ14PC7692	Tata 410	2014	260982
450	RJ14PC7545	Tata 410	2014	260428
451	RJ14PD7141	Force	2017	259637
452	RJ14PD0382	Tata 410	2015	259389
453	RJ14PC5245	Force	2013	259270
454	RJ14PA9845	Tata 407	2008	258119
455	RJ14PD0590	Tata 410	2015	258036
456	RJ14PB8360	Tata Winger	2011	257676
457	RJ14PD0032	Tata 410	2014	257665
458	RJ14PC7425	Tata 410	2014	257509
459	RJ14PC7529	Tata 410	2014	256942
460	RJ14PB7296	Tata Winger	2011	256735
461	RJ14PD0619	Tata 410	2015	256346
462	RJ14PC7697	Tata 410	2014	255575
463	RJ14PB8330	Tata Winger	2011	255540
464	RJ14PC7706	Tata 410	2014	255530
465	RJ14PB8126	Tata Winger	2011	254545
466	RJ14PB8127	Tata Winger	2011	254217
467	RJ14PD0606	Tata 410	2015	253903
468	RJ14PB7158	Tata Winger	2011	253494
469	RJ14PD7079	Force	2017	252734
470	RJ14PD7069	Force	2017	252600

471	RJ14PC7703	Tata 410	2014	252501
472	RJ14PC7540	Tata 410	2014	252162
473	RJ14PD7029	Force	2017	251660
474	RJ14PA9844	Tata 407	2008	250938
475	RJ14PD0605	Tata 410	2015	250199
476	RJ14PC7535	Tata 410	2014	249805
477	RJ14PC7538	Tata 410	2014	249615
478	RJ14PB7131	Tata Winger	2011	249352
479	RJ14PB7403	Tata Winger	2011	249142
480	RJ14PD0018	Tata 410	2014	249012
481	RJ14PC7561	Tata 410	2014	248806
482	RJ14PB8122	Tata Winger	2011	248701
483	RJ14PC5447	Force	2013	248000
484	RJ14PC5465	Force	2013	247951
485	RJ14PD0379	Tata 410	2015	247935
486	RJ14PC7282	Tata 410	2013	246966
487	RJ14PC5479	Force	2013	246819
488	RJ14PC7551	Tata 410	2014	246389
489	RJ14PC7709	Tata 410	2014	246317
490	RJ14PB8101	Tata Winger	2011	244752
491	RJ14PC7534	Tata 410	2014	244436
492	RJ14PD7070	Force	2017	243584
493	RJ14PB8114	Tata Winger	2011	243263
494	RJ14PD0374	Tata 410	2015	242407
495	RJ14PC5078	Force	2013	242053
496	RJ14PA9836	Tata 407	2008	242016
497	RJ14PB7101	Tata 407	2011	241719
498	RJ14PC5264	Force	2013	241660
499	RJ14PB8344	Tata Winger	2011	241289
500	RJ14PB8343	Tata Winger	2011	240263
501	RJ14PC7288	Tata 410	2013	240111
502	RJ14PC7679	Tata 410	2014	240110
503	RJ14PB8966	Tata Winger	2011	239891
504	RJ14PB8150	Tata Winger	2011	239478
505	RJ14PC7559	Tata 410	2014	238417
506	RJ14PC7686	Tata 410	2014	237459
507	RJ14PD0030	Tata 410	2014	237019
508	RJ14PC5484	Force	2013	236580
509	RJ14PC7426	Tata 410	2014	236554
510	RJ14PC5464	Force	2013	236457
511	RJ14PD7046	Force	2017	236157
512	RJ14PD7033	Force	2017	235790
513	RJ14PC7291	Tata 410	2013	234635
514	RJ14PB8119	Tata Winger	2011	234619
515	RJ14PB7109	Tata 407	2011	234423
516	RJ14PC5449	Force	2013	234221
517	RJ14PC5254	Force	2013	233947
518	RJ14PD7068	Force	2017	233491

519	RJ14PC7558	Tata 410	2014	231761
520	RJ14PB6177	Tata 407	2010	230785
521	RJ14PD0035	Tata 410	2014	230517
522	RJ14PB7411	Tata Winger	2011	229728
523	RJ14PC7270	Tata 410	2013	229499
524	RJ14PD0391	Tata 410	2015	229032
525	RJ14PB8353	Tata Winger	2011	228390
526	RJ14PB7310	Tata Winger	2011	227696
527	RJ14PD7030	Force	2017	226310
528	RJ14PD0607	Tata 410	2015	226110
529	RJ14PD0614	Tata 410	2015	225490
530	RJ14PC7290	Tata 410	2013	225475
531	RJ14PC7289	Tata 410	2013	225343
532	RJ14PC9995	Tata 410	2014	224666
533	RJ14PB8139	Tata Winger	2011	222203
534	RJ14PD0398	Tata 410	2015	222052
535	RJ14PD0384	Tata 410	2015	221834
536	RJ14PC7705	Tata 410	2014	221549
537	RJ14PD7024	Force	2017	220639
538	RJ14PB7309	Tata Winger	2011	220510
539	RJ14PD0392	Tata 410	2015	219557
540	RJ14PB0165	Tata 407	2008	219140
541	RJ14PD0613	Tata 410	2015	218950
542	RJ14PD7074	Force	2017	218126
543	RJ14PC7704	Tata 410	2014	216406
544	RJ14PC5461	Force	2013	215471
545	RJ14PC7549	Tata 410	2014	215444
546	RJ14PD0024	Tata 410	2014	214432
547	RJ14PC7689	Tata 410	2014	214315
548	RJ14PC7544	Tata 410	2014	213013
549	RJ14PB7401	Tata Winger	2011	212528
550	RJ14PB7102	Tata 407	2011	211450
551	RJ14PB0901	Tata 407	2009	211434
552	RJ14PD7086	Force	2017	211021
553	RJ14PC7695	Tata 410	2014	209388
554	RJ14PD0611	Tata 410	2015	208348
555	RJ14PC7543	Tata 410	2014	208310
556	RJ14PD7057	Force	2017	207640
557	RJ14PC7552	Tata 410	2014	207358
558	RJ14PC7556	Tata 410	2014	206454
559	RJ14PC5502	Force	2013	206181
560	RJ14PC5457	Force	2013	205750
561	RJ14PB8341	Tata Winger	2011	205692
562	RJ14PD7097	Force	2017	205346
563	RJ14PD7062	Force	2017	204496
564	RJ14PD7144	Force	2017	204450
565	RJ14PD7038	Force	2017	203980
566	RJ14PD7087	Force	2017	203344

567	RJ14PB7408	Tata Winger	2011	203171
568	RJ14PB8132	Tata Winger	2011	201468
569	RJ14PD7047	Force	2017	201090
570	RJ14PB8964	Tata Winger	2011	201072
571	RJ14PC5067	Force	2013	200499
572	RJ14PB7112	Tata 407	2011	200009
573	RJ14PD0033	Tata 410	2014	199622
574	RJ14PD7028	Force	2017	199197
575	RJ14PD0006	Tata 410	2014	198758
576	RJ14PC7539	Tata 410	2014	198268
577	RJ14PD7065	Force	2017	197768
578	RJ14PD0612	Tata 410	2015	197747
579	RJ14PB7307	Tata Winger	2011	197664
580	RJ14PD0608	Tata 410	2015	196917
581	RJ14PB8346	Tata Winger	2011	196827
582	RJ14PD7094	Force	2017	196773
583	RJ14PD0029	Tata 410	2014	196401
584	RJ14PD0595	Tata 410	2015	195579
585	RJ14PC7431	Tata 410	2014	195443
586	RJ14PD7041	Force	2017	194321
587	RJ14PD7096	Force	2017	193546
588	RJ14PB7422	Tata Winger	2011	193297
589	RJ14PD0401	Tata 410	2015	192988
590	RJ14PC7696	Tata 410	2014	191682
591	RJ14PD7099	Force	2017	191648
592	RJ14PD7102	Force	2017	191030
593	RJ14PD7051	Force	2017	190603
594	RJ14PB7242	Tata Winger	2011	190564
595	RJ14PB6191	Tata 407	2010	189905
596	RJ14PD0598	Tata 410	2015	189316
597	RJ14PD7154	Force	2017	188770
598	RJ14PD0377	Tata 410	2015	187858
599	RJ14PD7078	Force	2017	187337
600	RJ14PD7060	Force	2017	187168
601	RJ14PD0591	Tata 410	2015	187128
602	RJ14PD0597	Tata 410	2015	186296
603	RJ14PD0005	Tata 410	2014	185957
604	RJ14PD0028	Tata 410	2014	185591
605	RJ14PD7023	Force	2017	184423
606	RJ14PB7098	Tata 407	2011	183447
607	RJ14PC7266	Tata 410	2013	182295
608	RJ14PC7278	Tata 410	2013	182274
609	RJ14PD7091	Force	2017	182264
610	RJ14PD0599	Tata 410	2015	182205
611	RJ14PD7016	Force	2017	181719
612	RJ14PD7089	Force	2017	180967
613	RJ14PC7294	Tata 410	2013	179782
614	RJ14PC7560	Tata 410	2014	178741

615	RJ14PD0375	Tata 410	2015	178653
616	RJ14PD0008	Tata 410	2014	178280
617	RJ14PD7071	Force	2017	178131
618	RJ14PC5243	Force	2013	176923
619	RJ14PC5478	Force	2013	176585
620	RJ14PD7032	Force	2017	175290
621	RJ14PD7067	Force	2017	174122
622	RJ14PC7541	Tata 410	2014	173185
623	RJ14PD7146	Force	2017	172105
624	RJ14PC5077	Force	2013	171780
625	RJ14PD0023	Tata 410	2014	171738
626	RJ14PD0601	Tata 410	2015	171256
627	RJ14PC5459	Force	2013	171199
628	RJ14PD7043	Force	2017	170619
629	RJ14PD7059	Force	2017	170435
630	RJ14PD7142	Force	2017	170143
631	RJ14PD7082	Force	2017	170005
632	RJ14PD7036	Force	2017	169006
633	RJ14PD0395	Tata 410	2015	168002
634	RJ14PD7034	Force	2017	167793
635	RJ14PD7063	Force	2017	167558
636	RJ14PC7554	Tata 410	2014	167369
637	RJ14PC7263	Tata 410	2013	167270
638	RJ14PD0389	Tata 410	2015	165865
639	RJ14PD0616	Tata 410	2015	165258
640	RJ14PC7712	Tata 410	2014	161007
641	RJ14PD0387	Tata 410	2015	159490
642	RJ14PD7092	Force	2017	158872
643	RJ14PC7685	Tata 410	2014	158348
644	RJ14PD7022	Force	2017	158024
645	RJ14PC7430	Tata 410	2014	157995
646	RJ14PC5466	Force	2013	157044
647	RJ14PC5083	Force	2013	156195
648	RJ14PD0386	Tata 410	2015	155937
649	RJ14PD7020	Force	2017	153387
650	RJ14PD7037	Force	2017	153080
651	RJ14PD0034	Tata 410	2014	151979
652	RJ14PD7076	Force	2017	151387
653	RJ14PC5247	Force	2013	150391
654	RJ14PD7153	Force	2017	146587
655	RJ14PD7095	Force	2017	146463
656	RJ14PD7048	Force	2017	145307
657	RJ14PD7145	Force	2017	142630
658	RJ14PC7088	Tata 410	2013	142480
659	RJ14PD0615	Tata 410	2015	142298
660	RJ14PD0020	Tata 410	2014	140583
661	RJ14PD7143	Force	2017	140112
662	RJ14PC5076	Force	2013	139268

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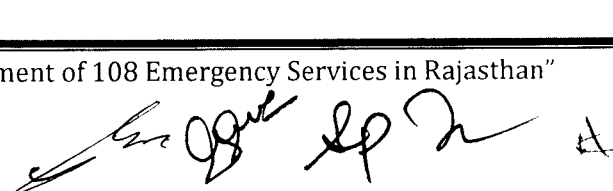
663	RJ14PD7013	Force	2017	139114
664	RJ14PD7111	Force	2017	138882
665	RJ14PC7269	Tata 410	2013	137498
666	RJ14PD7018	Force	2017	136962
667	RJ14PD0586	Tata 410	2015	135632
669	RJ14PD7080	Force	2017	131098
670	RJ14PD7084	Force	2017	130765
671	RJ14PC7286	Tata 410	2013	128898
672	RJ14PD7055	Force	2017	125507
673	RJ14PC7548	Tata 410	2014	125489
674	RJ14PD7053	Force	2017	123432
675	RJ14PD7081	Force	2017	122807
676	RJ14PD7012	Force	2017	120525
677	RJ14PD7083	Force	2017	120054
678	RJ14PD7112	Force	2017	116923
679	RJ14PD7085	Force	2017	114999
680	RJ14PD7015	Force	2017	111520
681	RJ14PD7066	Force	2017	110005
682	RJ14PD7073	Force	2017	109852
683	RJ14PD7044	Force	2017	109417
684	RJ14PD7088	Force	2017	108829
685	RJ14PD7090	Force	2017	108020
686	RJ14PD7100	Force	2017	104839
687	RJ14PD7019	Force	2017	104013
688	RJ14PD7027	Force	2017	102420
689	RJ14PD7014	Force	2017	100872
690	RJ14PD7035	Force	2017	98730
691	RJ14PD7058	Force	2017	97567
692	RJ14PD7017	Force	2017	93152
693	RJ14PD7064	Force	2017	92140
694	RJ14PD7075	Force	2017	89277
695	RJ14PD7093	Force	2017	83969
696	RJ14PD7026	Force	2017	69588
697	RJ14PD7072	Force	2017	68767
698	RJ14PD7042	Force	2017	62235
699	RJ14PD7052	Force	2017	62137
700	RJ14PD7039	Force	2017	56695
701	RJ14PD7045	Force	2017	50590

Bike Ambulance details			
Sr. No.	Ambulance Reg. no.	Make	Model Year
1	RJ14-WJ-9821	Hero Xtreme 200R	2018
2	RJ14-WJ-9822	Hero Xtreme 200R	2018
3	RJ14-WJ-9823	Hero Xtreme 200R	2018
4	RJ14-WJ-9824	Hero Xtreme 200R	2018

5	RJ14-WJ-9825	Hero Xtreme 200R	2018
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Details of Advanced Life Support Ambulances kilometers of Vehicles				
Sr. No.	Ambulance Reg. no.	Make	Model year	Progressive KM of Ambulances
1	RJ14-PD-7105	Force Traveler	2016	12860
2	RJ14-PD-7134	Force Traveler	2016	10849
3	RJ14-PD-7104	Force Traveler	2016	32809
4	RJ14-PD-7109	Force Traveler	2016	59366
5	RJ14-PD-7106	Force Traveler	2016	51283
6	RJ14-PD-7110	Force Traveler	2016	36674
7	RJ14-PD-7135	Force Traveler	2016	57745
8	RJ14-PD-7107	Force Traveler	2016	52535
9	RJ14-PD-7108	Force Traveler	2016	11738
10	RJ14-PD-7114	Force Traveler	2016	10720
11	RJ14-PD-7115	Force Traveler	2016	29324
12	RJ14-PD-7118	Force Traveler	2016	24749
13	RJ14-PD-7120	Force Traveler	2016	13586
14	RJ14-PD-7121	Force Traveler	2016	71715
15	RJ14-PD-7113	Force Traveler	2016	33004
16	RJ14-PD-7122	Force Traveler	2016	4453
17	RJ14-PD-7124	Force Traveler	2016	36717
18	RJ14-PD-7116	Force Traveler	2016	17487
19	RJ14-PD-7127	Force Traveler	2016	42081
20	RJ14-PD-7128	Force Traveler	2016	9531
21	RJ14-PD-7117	Force Traveler	2016	88912
22	RJ14-PD-7130	Force Traveler	2016	13342
23	RJ14-PD-7131	Force Traveler	2016	32502
24	RJ14-PD-7132	Force Traveler	2016	33222
25	RJ14-PD-7119	Force Traveler	2016	17791
26	RJ14-PD-7123	Force Traveler	2016	67744
27	RJ14-PD-7125	Force Traveler	2016	33957
28	RJ14-PD-7126	Force Traveler	2016	71107
29	RJ14-PD-7136	Force Traveler	2016	19949
30	RJ14-PD-7129	Force Traveler	2016	18604

31	RJ14-PD-7137	Force Traveler	2016	7917
32	RJ14-PD-7138	Force Traveler	2016	33428
33	RJ14-PD-7133	Force Traveler	2016	54231
34	RJ14-PD-7139	Force Traveler	2016	14119



Annexure – 22 (A)

108 Emergency services(BLS,ALS Ambulances) (penalty check list)

1. Condition of outer body of ambulance is good (stickering and displaying correct information about scheme and services). [Yes/ No]
2. Functioning of driver's mobile app –verify it through last trip entry . [Yes/ No]
3. General cleanliness' is good. [Yes/ No]
4. Siren, Mike, Light bar, Lights (Head light, Tail light, Side light) are available and working properly. [Yes/ No]
5. All four tyres and stepney are in good condition. [Yes/ No]
6. Infection control through antiseptic solutions cleaning is maintained. [Yes/ No]
7. Functional vehicle tool kit is available(As per Annexure-29A,B). [Yes/ No]
8. Medical equipment's are functional (as per the annexure-29 A,B). [Yes/ No]
9. Functional and filled oxygen cylinder (both D-Type and Portable) [Yes/ No]
10. Air conditioner is functioning properly. [Yes/ No]
11. Condition of inner body of ambulance is good (floor and foot step). [Yes/ No]
12. Ambulance battery, wiring, all switches and plugs are functional. [Yes/ No]
13. EMT has knowledge and training to operate medical equipment. [Yes/ No]
14. Medications / drugs given as per patient conditions verify through PCR & entry in drug register . [Yes/ No]
15. Collection & disposal of bio-medical waste as per norms. [Yes/ No]
16. Vehicle is self start. [Yes/ No]
17. Functional wheel chair and stretchers (all three types) [Yes/ No]
18. Medical/ non medical consumables are stored hygienically. [Yes/ No]
19. Medical/ non medical consumables are available (As per Annexure-29 A,B). [Yes/ No]
20. Ambulance staff found in uniform. [Yes/ No]
21. Staff / Beneficiary records are maintained properly.
 - A.Attendance Register of EMT & Pilot (Check Duty roster- rotation-wise & Marking of daily attendance)--- [Yes/ No]
 - B.Certified PCR forms (Random check 2 or 3 forms) --- [Yes/ No]
 - C.Valid Driving license
22. Availability of vehicles valid certificate. [Yes/ No]
 - A Valid Insurance certificate
 - B Valid fitness certificate.
 - C Valid pollution under control(PUC)
 - D Valid Job card & verify entry of maintenance in last months

Annexure – 22 (B)

Bike Ambulances (penalty check list)

1. Condition of outer body of ambulance is good (stickering and displaying correct information about scheme and services). [Yes/ No]
2. Functioning of driver's mobile app –verify it through last trip entry . [Yes/ No]
3. Siren, Mike, Light bar, Lights (Head light, Tail light, Side light) are available and working properly. [Yes/ No]
4. All (Two/three) tyres and stepney are in good condition. [Yes/ No]
5. Functional vehicle tool kit is available [Yes/ No]
6. Medical equipment's are functional (as per the annexure-29 C). [Yes/ No]
7. Functional and filled oxygen cylinder [Yes/ No]
8. EMT has knowledge and training to operate medical equipment. [Yes/ No]
9. Medications / drugs given as per patient conditions verify through PCR & entry in drug register . [Yes/ No]
10. Vehicle is self start. [Yes/ No]
11. Medical/ non medical consumables are available (As per Annexure-29 C). [Yes/ No]
12. Ambulance staff found in uniform. [Yes/ No]
13. Staff / Beneficiary records are maintained properly.
 - D.Attendance Register of EMT (Check Duty roster- rotation-wise & Marking of daily attendance)- -- [Yes/ No]
 - E.Certified PCR forms (Random check 2 or 3 forms) --- [Yes/ No]
 - F. Valid Driving license
14. Availability of vehicles valid certificate. [Yes/ No]
 - A Valid Insurance certificate
 - B Valid fitness certificate.
 - C Valid pollution under control(PUC)
 - D Valid Job card & verify entry of maintenance in last months

Annexure – 23
Repair Maintenance Schedule:-

S. No.	Nature of complaint and nature of repair (to be verified and certified by the CMHO)	Tentative Up time Period
MINOR REPAIR		
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 Days
7	Engine and Gearbox Minor repair job	1 Days
8	Engine overhauling	7 Days
9	Self Starter failures	1 Days
10	Clutch Repair Job	1 Days
PREVENTIVE MAINTENANCE		
11	Schedule Service	2 Days
MAJOR REPAIR		
12	Minor accident	1week
13	Major accidents	1 Month/ as per inspection report submitted by CM&HO 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 Tata Winger model(if any)	In case of non availability of parts, SERVICE PROVIDER will inform RSHS (NHM) and it will be verified by concerning authority of RSHS (NHM) 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 CM&HO office will be required along with the monthly bills submitted by the Service Provider for payments.

- Total fleet of Ambulances BLS,ALS & Bike should be operational all the time, In any condition no ambulance shall be off road at any point of time. It shall be the duty of Service provider to keep the reserve ambulances to replace the off road ambulances in case it is not done so, Penalty will be imposed as per clause 7 (6).

ANNEXURE-24

Certificate (On Letter Head of CA)

This is to certify that I have verified the Books of Account and relevant documents of M/s.....having its registered office at District & State..... The total turnover as per Books of Accounts produced before me for verification is as follows:-

S.No.	Financial Year	Annual Turnover
1.	2016-17	
2.	2017-18	
3.	2018-19	
4	2019-20	
	Average Turnover in the any three consecutive financial Years.	

According to above information average annual turnover is Rs...../-

Sign & Seal of(In blue ink only)

Chartered Accountant

Date:-

Reg. No.:-

ANNEXURE-25

FINANCIAL BID

(A) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (BLS Ambulances) will include following:-

1. Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel
5. Installation of GPS in all BLS Ambulances
6. Comprehensive maintenance charges of ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 A) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

(B) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (BLS Ambulances) will include following:-

1. Rent of Fresh/New Turnkey Ambulances Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel
5. Installation of GPS devices in Turnkey Ambulances
6. Comprehensive maintenance charges of ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 A) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

(C) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (ALS Ambulances) will include following:-

1. Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel
5. Installation of GPS in all ALS Ambulances
6. Comprehensive maintenance charges of Ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 B) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

(D) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (ALS Ambulances) will include following:-

1. Rent of Fresh/New Turnkey Ambulances Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel
5. Installation of GPS devices in Turnkey Ambulances
6. Comprehensive maintenance charges of ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 B) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

(E) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (Bike Ambulances) will include following:-

1. Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel

5. Installation of GPS in all Bike Ambulances
6. Comprehensive maintenance charges of Ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 C) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

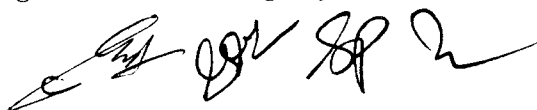
(F) Implementation of Operations & Management of 108 Emergency Services in Rajasthan: Charges for Operation & maintenance quoted in BoQ of the 108 Emergency Services (Bike Ambulances) will include following:-

1. Rent of Fresh/New Turnkey Ambulances Salary & allowances of the personnel deployed
2. Recruitment & training
3. Staff Insurance & Others
4. Fuel
5. Installation of GPS devices in Turnkey Ambulances
6. Comprehensive maintenance charges of ambulances
7. Ambulance comprehensive insurance (from Government agency/ Government Insurance company)
8. Uniforms
9. Ambulance mobile phones and Rugged Tablets
10. Conveyance & travelling
11. Asset insurance
12. Telephone, Mobile, internet services
13. Rent of office buildings, electricity & water
14. Housekeeping
15. Maintenance of hardwares, and equipments etc.
16. Postage & courier, printing and stationary
17. Medical and non-medical consumables(as per Annexure 29 C) in every ambulance
18. All other miscellaneous expenses & Charges
19. All the stipulations of the RFP

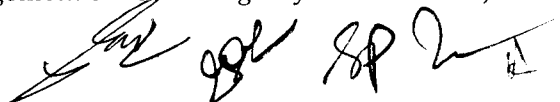
Annexure 26 Specification of Hardware

The minimum technical specifications of the hardware (Tablet) to be procured

Specification Name	Specifications for 8" Tablet
Operating System	Android 9.0 or higher
Display Size (Minimum) (Inch)	8
Display Resolution (Minimum) (Pixels)	1280 x 800
Display Type	LCD / IPS
Type of Touch Screen	Capacitive
Display Colour (Minimum)	16 million
Brightness (Minimum) (Nits)	310 or higher
Connectivity Type (Minimum)	Wifi + Cellular
GPS	Required
AGPS	Required
Wi-Fi Connectivity Type	802.11 a/b/g/n 2.4ghz + 5ghz
Bluetooth Connectivity (Minimum Version)	4.2
Processor Speed (Minimum) (GHz)	1.8 ghz or higher
Processor Core (Minimum) (Number)	4
Processor Architecture	64 Bit
Processor Make	Exynos / Qualcomm SD/ Mediatek
RAM Size (Minimum) (GB)	2 or higher
Internal Storage Capacity (GB)	32 or higher
Micro SD Card Support	128GB or higher
Rear Camera (Minimum) (Mega Pixel)	8
Front Camera (Minimum) (Mega Pixel)	2
Video Recording Resolution (Minimum)	1080p
Video Recording Frame Rate (Minimum) (fps)	30 or more
Digital Zoom	Required
Geo tagging Feature	Required
Battery Capacity (minimum) (mAH)	5000 or higher



Weight including Battery (max) (Grams)	350
Specific Absorption Rate (SAR)	<= 1.6 Watts/Kg
BIS Registration Under CRS of Meity for Tablet along with Battery	Required
Certifications : CE, FCC, ROHS, SAR, CB/UL	Required
Google Mobile Service Certification for Android OS	Required
Accessories (Minimum)	USB Cable, OTG Cable, Charger, Tempered Glass, Compatible Carry Case, Compatible Protective Cover, Compatible Ear Phones, Tablet Mount Stand
USB Ports	Micro or Type C
Audio Port	3.5mm Jack
Inbuilt Speakers	Required
Mobile Device Management (MDM) License and Support (Year)	2
Minimum Operating Temperature (Degree C)	-20
Maximum Operating Temperature (Degree C)	55
Minimum Operating Humidity (%RH)	40
Maximum Operating Humidity (%RH)	95
Warranty Period for Battery (Minimum) (Year)	2
Warranty Period for Tablet (Minimum) (Year)	2
Manufacturing Unit	MADE IN INDIA




ANNEXURE 27 A

New 108(BLS/ALS) Ambulance Required
Specification

Sr. No.	Specifications	Specification Allowas
1	Engine	2100 CC to 3800 CC
2	Max Power	<u>65 KW to 90 KW</u>
3	Torque	200Nm to 350Nm
4	Engine Type	4 Cylinder
5	Emission Standard	BS VI
6	Fuel Tank Capacity	60 Ltr to 90 Ltr
7	No Of gears	5 Forward+1 Reverse
8	Steering Type	Manual/ Power
9	ABS	Yes
10	Wheel Base	2815 mm to 3488 mm
11	Ground Clearance	185 mm to 200 mm
12	Overall Height	2027 mm to 2725 mm
13	Overall length	4940 mm to 5615 mm
14	Overall width	1818 mm to 2100 mm
15	Turning Radius	Max. 7 M

ANNEXURE 27 B

Specifications for Bike Ambulances

Engine Size	113-346 CC
Emission std	BS6
Power	8.74 PS to 18.83 PS
Gears	4 To 5
Engine Size	113.2 cc To 346 cc
Torque	9.89 Nm To 28 Nm
Fuel Tank	10.5 L To 13.5 L
Length	2046 mm To 2210 mm
Width	737 mm to 806 mm
Height	1070 mm to 1110 mm
Wheel Base	1270 mm to 1490 mm
Weight	115 Kg To 190 Kg
Front Brake	Disc/Drum
rear Brake	Disc/Drum
ground Clearenece	169 mm to 180 mm

ANNEXURE 28

FORMAT for UNDERTAKING TURNKEY AMBULANCE

I/We accept the condition mentioned in Clause 10.4 regarding turnkey ambulances which will decide by State government as and when condition of premature termination is invoked.

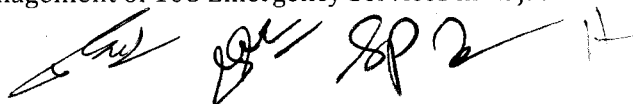
Place:

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Date:

Signature of Authorized signatory
Designation and official seal

Note:- Annexure 28 of undertaking for turnkey ambulance is to be submitted on stamp paper of Rs. 500.

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ANNEXURE 29A**Medical/ Non-medical Consumables in 108-Ambulances to be provided by Service Provider**

S.No.	DRESSING MATERIAL	Unit	Quantity
1	BANDAIDS	No's	20
2	BETADINE SOLUTION 500ml	Bottle	1
3	COTTON ROLL 500GM	No's	1
4	CRAPE BANDAGE 15CM X 4MTR	"	2
5	CRAPE BANDAGE 7CM X 4 MTR	"	2
6	DRESSING PAD 10CM X 10CM (pre-sterilized)	"	10
7	DRESSING PAD 10CM X 20CM(pre-sterilized)	"	10
8	ELASTO PLAST (DYNA PLASTER) 10CM	"	1
9	GAUGE CLOTH 80CM X 18 MTR	"	1
10	GAUGE ROLLS 4 "	"	1
11	GAUGE ROLLS 6 "	"	1
12	PLAIN BANDAGE OF VARIOUS SIZES	"	3
13	HYDROGEN PEROXIDE 400ML	Bottle	1
14	MICROPORE TAPE 2",4"	No's	2
15	SURGICAL SPIRIT BOTTLE 500ML	Bottle	1
SURGICAL			
1	AIRWAYS (NASOPHARYNGEAL)-SIZE 6.5MM	No's	1
2	AIRWAYS (NASOPHARYNGEAL)-SIZE 7.5MM	"	1
3	AIRWAYS (NASOPHARYNGEAL)-SIZE 7MM	"	1
4	AIRWAYS (NASOPHARYNGEAL)-SIZE 8.5MM	"	1
5	AIRWAYS (NASOPHARYNGEAL)-SIZE 8MM	"	1
6	AIRWAYS (OROPHARYNGEAL)-SIZE 0	"	1
7	AIRWAYS (OROPHARYNGEAL)-SIZE 1	"	1
8	AIRWAYS (OROPHARYNGEAL)-SIZE 2	"	1
9	AIRWAYS (OROPHARYNGEAL)-SIZE 3	"	1
10	AIRWAYS (OROPHARYNGEAL)-SIZE 4	"	1
11	AMBULANCE CERVICAL COLLAR LARGE	"	2
12	AMBULANCE CERVICAL COLLAR MED	"	2
13	AMBULANCE CERVICAL COLLAR SMALL	"	2
14	BED PAN (PLASTIC)	"	1

15	CLICK CLAMPS (CORD CLAMPS)	"	5
16	DISPO DELIVERY KIT	"	5
17	DISPO SYRINGES 10CC	"	5
18	DISPO SYRINGES 2CC	"	10
19	DISPO SYRINGES 5CC	"	10
20	FACE MASK RESPIRATOR (N 95)	"	10
21	FACE MASKS BOX (PACKET) 3 ply with elastic.	Box	Pack of 100
22	I V CANULA-SIZE 16	No's	5
23	I V CANULA-SIZE 18	"	10
24	I V CANULA-SIZE 20	"	10
25	I V CANULA-SIZE 22	"	10
26	I V CANULA-SIZE 24	"	5
27	I V SET PEDIATRIC	"	2
28	I V SETS ADULT	"	10
29	KIDNEY TRAY	"	1
30	LANCETS (if along with glucometer disposable lancet present then no requirement of separate lancet).	"	50
31	MACKINTOSH (1 X 2 MTS)	"	1
32	MUCOUS SUCKER (Both adult & Pediatrics)	"	2
33	NASAL CANNULA-ADULT	"	5
34	NASAL CANNULA-CHILD	"	5
35	NEBULISATION MASK ADULT	"	5
36	NEBULISATION MASK CHILD	"	5
37	OXYGEN CYLINDER PORTABLE	"	1
38	OXYGEN MASK ADULT	"	5
39	OXYGEN MASK CHILD	"	5
40	PLASTIC APRONS	"	2
41	SPLINTS : LONG ARM	"	2
42	SPLINTS : SHORT LEG	"	2
43	SPLINTS : SHORT ARM	"	2
44	SPLINTS : LONG LEG	"	2
45	SPUTUM CUP	"	1

46	STRIP GLUCOMETER	"	1
47	SUCTION CATHETER 12	"	5
48	SUCTION CATHETER 16	"	5
49	SUCTION CONNECTOR	"	1
50	SURGICAL GLOVES (1 OF 100 PIECES)	Box	Pack of 100
51	STERILISED SILK SUTURE WITH CURVED CUTTING NEEDLE 1/0,2/0,3/0	No's	one each type
52	URINE PAN (PLASTIC)	"	1
53	PPE Kit		5
MEDICINE			
1	GLUCOSE 100GM	No's	2
2	I V FLUID DEXTROSE 25%	Bottle	5
3	I V FLUID NORMAL SALINE(Both 250 & 500 ml)	"	10
4	I V FLUID RINGER (RL) 500 ML.	"	10
5	I V FLUID 5% GNS	"	5
6	INJ ADRENALINE 1ML	No's	5
7	ASTHALIN-NEUBILIZING SOLUTION	"	5
8	INJ ATROPINE 1ML	"	20
9	INJ AVIL 2ML	"	5
10	BUDESONIDE-NEUBILIZING SOLUTION	"	5
11	INJ DISTILLED WATER 5ML	"	5
12	INJ DIZAZEPAM 2ML	"	5
13	INJ HYDROCORTISONE 100 MG	"	5
14	INJ LASIX 2ML	"	5
15	INJ PARACITAMOL 2ML	"	5
16	INJ RANTIDINE 2ML	"	5
17	INJ TRAMADOL 2ML	"	5
18	INJ TRANEXAMINIC ACID	"	4
19	INJ NEOSTIGMIN	"	4
20	INJ HAEMACCEL	"	2

21	INJ MANITOL	"	5
22	INJ SODABICARB 7.5%	"	5
23	INJ METACLOPROMIDE	"	5
24	INJ PHENYTOIN	"	5
25	INJ HYOSYMBINE BROMIDE OR DICYCLOMINE HYDROCHLORIDE	"	5
26	INJ METHARGIN	"	5
27	ORS 4.20GM	"	10
28	SYP ANTACID ANAESTHETIC GEL	Bottle	1
29	SYP PARACITAMOL 60ML	"	1
30	TAB ACTIVATED CHARCOAL(500 mg)	Strip	1
31	TAB CLOPIDOGREL(500 mg)	"	1
32	TAB DISPRIN/ASPRIN(500 mg)	"	1
33	TAB PARACETAMOL(500 mg)	"	1
34	TAB ISOSORBRITE DINITRATE 5MG SUBLINGUAL	"	1 Strip
35	XYLOCAINE (WOCALINE GEL) 2% 30GM JELLY	No's	1 tube
NON-MEDICAL			
1	LIQUID MOSQUITO REFIL	No's	1
2	LIQUID MOSQUITO MACHINE	"	1
3	BIO HAZARD PLASTIC BAG (YELLOW)	"	10
4	BIO-HAZARD PLASTIC BAGS (RED)	"	10
5	CLEANING POWDER 0.500KG	"	1
6	CLEANING RUBBER WIPERS	"	1
7	DISINFECTANT 1 LTR	"	1
8	DOOR MATS	"	1
9	DOPING CLOTH	"	5
10	GLASS CLEANER 500ML	"	1
11	LIQUID HAND WASH	"	1
12	ODONIL PACKET	"	1
13	PHENYL 5LTR	"	1
14	POLYTHENE BAG (Blue & Black)	"	2

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15	ROOM FRESHENERS	"	1
16	SPONGES	"	2
17	TEFLON TAPE	"	1
18	TISSUE PAPERS	"	1
19	YELLOW CLOTH	"	5
OTHER ITEMS			
1	BED SHEETS	No's	1
2	PLASTIC BUCKETS	"	1
3	PLASTIC JAR MEDIUM 500ML	"	5
4	PLASTIC JAR SMALL 250ML	"	17
5	PLASTIC MUG	"	1
6	RAIN COAT	"	2
7	TRAY PLASTIC	"	2
STATIONARY			
1	ACCIDENT INFORMATION FORM	No's	1
2	ATTENDANCE RECORD REGISTER	"	1
3	BINDER PIN (1 BOX)	Box	1
4	BLANK REGISTER	No's	1
5	BLUE PEN	"	2
6	BOOK FOR AMBULANCE (SPIRAL)	"	1
7	CLOTH NAPKIN	"	2
8	CORRECTION FLUID	"	1
9	DAILY STATEMENT REGISTER	"	1
10	DIESEL AND OIL RECORD REGISTER	"	1
11	EMT CHECK LIST DAILY	"	1
12	EQUIPMENT BOOK FOR AMB	"	1
13	ERASER	"	2
14	ERCPC EQUIPMENT BOOK	"	1
15	EXTICATION KIT REGISTER	"	1

16	FACE TISSUE BOX	"	1
17	FEVI STICK	"	1
18	FLAT FILE	"	2
19	INVENTORY REGISTER	"	1
20	PATIENT RECIVING RECORD REGISTER	"	1
21	PCR BOOK	"	2
22	PENCIL	"	2
23	PLASTIC BOX SQUARE TYPE	"	1
24	POSTERS / LEAFLETS	"	
25	PUNCHING MACHINE	"	1
26	RED PENS	"	2
27	SCALE	"	1
28	SCRIBBLING PAD	"	1
29	SHARPENER	"	1
30	SKETCH PEN	"	2
31	SLIP PAD	"	1
32	SPIRAL BOOK	"	1
33	STAMP PAD	"	1
34	STAPLER	"	1
35	STAPLER PIN	Pkt	1
36	STOCK RECORDS	No's	1
37	TRIP SHEET REGISTER	"	1
38	VEHICLE CHECK LIST – DAILY	"	1
39	VEHICLE CHECK LIST – WEEKLY	"	1
40	VEHICLE COMPLAINT REGISTER	"	1
41	VEHICLE DEFECT REGISTER	"	1
42	VEHICLE LOG BOOK	"	1
43	VISITORS FORM / BLANK BOOK	"	1
44	WORKSHOP BREAKEDOWN REGISTER	"	1
45	Copy of Valid Fitness Certificate		
46	Copy of Valid Insurance Policy of the Vehicle		

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47	Copy of Valid Pollution Under Control (PUC)		
MEDICAL EQUIPMENTS			
1	AMBU BAG- CHILD (BAG VALUE MASK)	No"s	1
2	AMBU BAG- ADULT (BAG VALUE MASK)	"	1
3	ARTERY FORCEPS 6"	"	1
4	AUTOMATIC BP APPARATUS	"	1
5	CHARGER PULSE OXYMETER	"	1
6	CYLINDER KEY	"	1
7	FORCEPS PLAIN 6"	"	1
8	GLUCOMETER	"	1
9	HUMIDIFIER	"	2
10	MANUAL BP APPRATUS	"	1
11	MASK TO MOUTH RESPIRATOR- ADULT	"	1
12	MASK TO MOUTH RESPIRATOR- CHILD	"	1
13	NEBULISOR MACHINE	"	1
14	NEEDLE AND SYRINGE DESTROYER	"	1
15	OXYGEN CYLINDER (D TYPE)	"	2
16	OXYGEN FLOW METER	"	2
17	PULSE OXYMETER (MOTION TOLERANCE)	"	1
18	REGULATOR	"	2
19	SCISSOR STREIGHT	"	1
20	SCISSORS 6" WITH ROUND TIP	"	1
21	SCOOP STRETCHER	"	1
22	SENSOR LEAD (SPO 2)	"	1
23	SPINE BOARD STRETCHER	"	1
24	STETHOSCOPE	"	1
25	STRETCHER CUM TROLLEY	"	1
26	SUCTION PUMP BATTERY OPERATED	"	1
27	SUCTION PUMP HAND OPERATED	"	1

28	THERMOMETER DIGITAL	"	1
29	TONGUE DEPRESSOR WOODEN	"	10
30	TOOTHED FORCEPS 6"	"	1
31	WHEEL CHAIRS STRETCHER	"	1
TOOLS			
1	ALLEN KEY 14MM	No"s	1
2	ALLEN KEY 5 MM	"	1
3	ALLEN KEY 6 MM	"	1
4	ALLEN KEY 8 MM	"	1
5	BOLT CUTTER WITH 1" TI 1 3/4" JAW OPENING	"	1
6	CROWBAR 51" PINCH POINT	"	1
7	FIRE BLANKET (RESCUE)	"	1
8	FIR AXE WITH 24" HANDLE	"	1
9	FIRE EXTINGUISHER 5 KGS ABC TYPE	"	1
10	GUM BOOTS	Pairs	1
11	HACKSAW WITH 12" CARBIDE WIRE BLADES]	No"s	1
12	HAMMER 5 LB WITH 15" HANDLE	"	1
13	HAND GLOVES (GAUNTLETS)	Pairs	1
14	LUMINOUS WARNING TORCH	"	1
15	MASTIC KNIFE	"	1
16	O.T GOGGLES	"	2
17	PLIERS PIPE GRIPS 10"	"	1
18	PLIERS SIDE CUTTING 200 MM	"	1
19	PRUNING SAW	"	1
20	PUNCH CENTRE	"	1
21	PUPILLARY TORCH (AA BATTERY X 2NO"S	"	1
22	ROPE 5100 LB TENSILE STRENGTH IN 50"	"	1
23	SCREW DRIVER 12" STANDARD SQUARE BAR	"	1
24	SCREW DRIVER NP 150 MM	"	1
25	SCREW DRIVER PHILLIPS HEAD 150 MM	"	1
26	SCREW DRIVER PHILLIPS HEAD 8"	"	1

27	SHOVEL GS POINTED BLADE	"	1
28	SPANNER OJDE 12 X 13 MM	"	1
29	SPANNER OJDE 14 X 15 MM	"	1
30	SPANNER OJDE 16 X 17 MM	"	1
31	SPANNER OJDE 20 X 22 MM	"	1
32	SPANNER OJDE 6 X 7 MM	"	1
33	SPANNER RTDE 10 X 11 MM	"	1
34	SPANNER RTDE 12 X 13 MM	"	1
35	SPANNER RTDE 14 X 15 MM	"	1
36	SPANNER RTDE 16 X 17 MM	"	1
37	SPANNER RTDE 18 X 19 MM	"	1
38	SPANNER RTDE 20 X 22 MM	"	1
39	SPANNER RTDE 6 X 7 MM	"	1
40	SPANNER RTDE 8 X 9 MM	"	1
41	TIN SNIPS. DOUBLE ACTION 8" MINIMUM	"	1
42	WRECKING BAR WITH 24" HANDLE	"	1
43	WRENCH ADUSTABLE 12" OPEN END	"	1

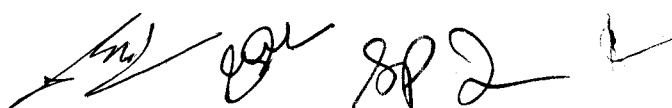
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Annexure 29B

LIST OF EQUIPMENT FOR ALS AMBULANCE

S. No.	List of Medical Equipment
1.	Automated External Defibrillator <u>(Already Fitted in Ambulances)</u> 2 sets each of adult and paediatric pads
2.	Multi Para Monitor (Para = 3, Screen size = 8 inches) <u>(Already Fitted in Ambulances)</u>
3.	Syringe Pump <u>(Already Fitted in Ambulances)</u>
4.	Transport Ventilator (Adult, Paediatrics and Neonatal) <u>(Already Fitted in Ambulances)</u>
5.	Foetal Doppler
6.	Laryngoscope (adult and paediatric) Blades of different sizes (0, 1, 2, 3, 4, 5)
7.	Emergency Suction Systems Suction Pump, foot operated Silicon Tubing (two sets) Collection Container (capacity of approximately 500 ml)
8.	Nebulizer (electric) <u>(Already Fitted in Ambulances)</u>
9.	First Aid Box
10.	Canvas Stretcher folding
11.	Scoop Stretcher <u>(Already Fitted in Ambulances)</u>
12.	Trolley Stretcher with back tilt facility and collapsible wheels <u>(Already Fitted in Ambulances)</u>
13.	Double Head Immobilizers
14.	Spinal Board (all required sizes) <u>(Already Fitted in Ambulances)</u>
15.	Oxygen Cylinder 'B' type <u>(Already Fitted in Ambulances)</u>
16.	Oxygen Cylinder 'D' type <u>(Already Fitted in Ambulances)</u>
17.	Suction Pump electric
18.	Suction Pump, hand operated Collection bottle of approximately 300 ml capacity Two sets of silicon tubing and catheter adapters)



19.	Flow meter with humidifier bottle
20.	Cervical Collar – set of 3 (three) of varying sizes
21.	Bag & Mask Ventilation Device (Neonatal)
22.	Bag & Mask Ventilation Device (Child)
23.	Bag & Mask Ventilation Device (Adult)
24.	Portable Hand Held Glucometer
25.	Blood pressure sphygmomanometer and cuff Blood pressure set, portable, both paediatric and adult (non-mercurial type)
26.	Emesis basins or commercially available emesis container
27.	Minimum Ambulance Rescue Equipment: The following additional items shall be carried by Ambulance: Hammer, four pound with 15 inch handle One axe Wrecking Bar, minimum 24-inch (bar and two preceding items can either be separate or combined as a forcible entry tool)
28.	Crowbar, minimum 48 inches, with pinch point
29.	Equipment for suturing (e.g.: Forceps, Suture Needle (both tapered and cutting). (Needle Holder, Contused Lacerated Wound (CLW) Kit)
30.	Stethoscopes
31.	Mini Refrigerator shall be provided in case ambient temperature sensitive medications are being stored and maintained using refrigerator instead of cold ice packs.

LIST OF CONSUMABLES

S. No.	Items
1.	Bite sticks commercially made (Clean and individually wrapped)
2.	Twelve sterile dressings (minimum size 5 “ x 9 “)
3.	Sterile gauze pads (4 “ x 4 “) - 36 No
4.	Twelve bandages, self-adhering type, minimum three inches by five yards. Bandages must be individually wrapped or in clean containers
5.	A minimum of four commercial sterile occlusive dressings (size 4” x 4”)
6.	Adhesive Tape, hypoallergenic (1”, 2” and 3” width)

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7.	Splints: Pneumatic splints set of six with carrying case Wooden / metallic or other splints
8.	Obstetrical kit (sterile) - The kit shall contain gloves, scissors or surgical blades, umbilical cord clamps or tapes, dressings, towels, perinatal pad, bulb syringe and a receiving blanket for delivery of infant
9.	Bedpan and urinal (disposable)
10.	HIV Kit
11.	Suture material
12.	Urine catheter with collecting bag
13.	Hub Cutter
14.	Needle Cutter
15.	Cold ice packs shall be provided in case ambient temperature sensitive medications would be maintained using cold ice packs instead of mini-refrigerator

LIST OF MEDICAL CONSUMABLES

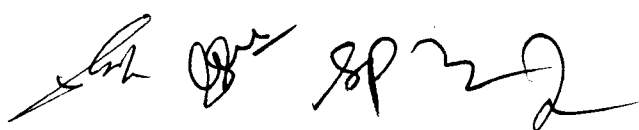
S. No.	Items
1.	Sterilized Cotton
2.	Bandage (a) 15cm (b) 10cm (c) 6cm
3.	Antiseptic Solution/Liquid (Cetrimide and Chlorhexidine Gluconate)
4.	Betadine (Povidone Iodine solution)
5.	Leucoplast
6.	Pain Spray
7.	Antiseptic bandage Spray
8.	Antiseptic germicidal Spray
9.	Burn relief Spray
10.	Face Mask (Disposable) ,Three ply and N-95
11.	Surgical Gloves Disposable
12.	Laryngeal Mask Airway (LMA) disposable
13.	Intravenous Cannula 16G & 18G

14.	Disposable suction pumps
15.	Nasal airways (all sizes) & suction catheters (sizes 6 fr, 8 fr, 10 fr, 16 fr, 18 fr. and a rigid suction catheter like Yankauer)
16.	Bi-nasal Cannula, Cuffed Oropharyngeal Airway (COPA)
17.	Ventimask, facemask with nebulizer
18.	Drip-set standard
19.	Burn Pack: Standard package. clean burn sheets (or towels for children)
20.	Triangular bandages (Minimum 2 safety pins each)
21.	Dressings: Sterile multi-trauma dressings (various large and small sizes)
22.	Abdominal Dressing - 10"x12" or larger
23.	4"x 4" gauze sponges
24.	Cotton Rolls
25.	Gauze rolls Sterile (various sizes)
26.	Elastic bandages Non-sterile (various sizes)
27.	Occlusive dressing Sterile, 3"x8" or larger
28.	Adhesive tape: Various sizes (including 2" or 3")
29.	Cold packs
30.	Waste bin for sharp needles, etc.
31.	Disposable bags for vomiting, etc.
32.	Teeth guard
33.	Disposable electrodes (for multi para monitor)
34.	Thermal paper (for multi para monitor)
35.	Gel (for Defibrillator and Foetal Doppler)
36.	Strips, disposable lancet and swabs for Glucometer
37.	Silk, Dacron, Vicryl Rapid and Polyglycolic acid for Suture
38.	Needle (both tapered and cutting)
39.	Disposable Syringes
40.	Vigo

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41.	Air tubing / wind pipes of Nebulizer
42.	PPE Kit

S. No.	Name of Medication	Form/Use
1.	Adrenaline 1:1000	Injectable
2.	Adrenaline 1:10000	Injectable
3.	Atropine 0.6 mgs/ml (Strength 1 ml amp)	Injectable
4.	Chlorpheniramine maleate	Injectable
5.	Hydrocortisone	Injectable
6.	Furosemide	Injectable
7.	Paracetamol (V)	Injectable
8.	Paracetamol Syrup	Syrup
9.	Ranitidine	Injectable
10.	Tramadol Hydrochloride	Injectable
11.	Activated Charcoal	Powder
12.	Aspirin Dispersible 325 mg	Tablet
13.	Isosorbidedinitrite 5 mg	Tablet
14.	Clopidogrel	Tablet
15.	Midazolam	Injectable
16.	Ondansetron	Injectable
17.	Oxytocin	Injectable
18.	Magnesium Sulphate	Injectable
19.	Buscopan	Injectable
20.	Misoprostal	Suppository/Oral
21.	Methylergonovine	Injectable
22.	Labetalol	Injectable
23.	Dopamine	Injectable
24.	Nitroglycerin	Injectable



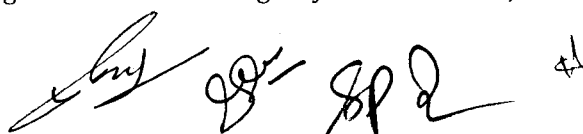

25.	Noradrenaline	Injectable
26.	Salbutamol 2.5 ml	Respule
27.	Salbutamol Solution 10 ml #	Vial
28.	Budesonide	Respule
29.	Salbutamol/Ipratropium	Respule
30.	Oral Glucose 100 gms	Powder
31.	Anaesthetic Antacid Gel (for example: Mucaïne)	Syrup
32.	Oral rehydration salts sachets (smaller packs 4.25 gms)	Powder
33.	Normal Saline 500 ml	Fluid
34.	Normal Saline 100 ml	Fluid
35.	Normal Saline 1000 ml	Fluid
36.	Ringers Lactate	Fluid
37.	Distilled Water	Fluid
38.	Dextrose 25%	Fluid
39.	Dextrose 10%	Fluid
40.	Isolyte P	Fluid
41.	Xylocaine 2%	Gel
42.	Povidone Iodine	Solution
43.	Surgical Spirit (rectified/rec.)	Solution
44.	Anti-coagulant (for cardiac arrest/ stroke)	Tablet/Injectable
45.	Injection Tranexa (to reduce bleeding)	Injectable
46.	Botroclot (to reduce localized bleeding)	Solution
47.	Dicyclomine	Injectable
48.	Plasma Expander	Fluid

Annexure 29C

List of Non-Medical Equipments in First Responder Bikes			
Sr. no.	Name of Equipment	Sr. no.	Name of Equipment
1	Stock Register	6	Rain Coat
2	Shin Pads	7	Shoes
3	Helmet	8	Knee Caps
4	Android Mobile Phones	9	PCR Book
5	Jacket with Radium stickers	10	Trip Sheet

List of Medical Equipments in First Responder Bikes			
Sr. no.	Name of Equipment	Sr. no.	Name of Equipment
1	Portable Oxygen Cylinder	21	Spencer Forceps
2	Glucometer	22	Bougi
3	LED Torch	23	Gurdel Airway Size 00
4	Finger Tip Pulse Oximeter	24	Gurdel Airway Size 01
5	Nebulizer	25	Gurdel Airway Size 02
6	Digital BP Apparatus	26	Gurdel Airway Size 03
7	Laryngoscope	27	Latex Tourniquets 4 Inches
8	Ambu Bags Adult	28	Latex Tourniquets 6 Inches
9	Ambu Bag Pediatrics	29	Measuring Tapes
10	Laryngeal Mask size-4	30	Needle Holder Forceps
11	Laryngeal Mask size-5	31	O2 Nasal Cannula
12	Face Mask Size-1	32	Bag: Dimensions 47 cm (H)X 41 cm (W)X Depth Split Type (zip type) 8cm
13	Face Mask Size-2	33	Pouch: Dimensions 38 cm X 20 cm X 8 cm (LWD), included with item 32
14	Face Mask Size-3	34	Velcro 2 inches (25m.), included with item 32
15	Face Mask Size-4	35	Roll up pouch with velcro strapping, included with item 32
16	Face Mask Size-5	36	Roll up Kit Sinoidal blisters of flexible rubber strap, included with item 32
17	Face Mask Size-6	37	Pouch: Dimensions 19 cm X 19 cm X 8 cm (LWD), included with item 32
18	Hypoallergic Transparent Tape	38	Pouch: Dimensions 36 cm X 21 cm X 8 cm (LWD), included with item 32
19	Small Scissors	39	Hard Cervical Collar Adult
20	Magill Forceps	40	Hard Cervical Collar Pediatrics

Medical Consumables in First Responder Bikes





Sr. no.	Name of Medicines	Sr. no.	Name of Medicines
1	Inj. Adrenaline	16	Inj. Ondansetron
2	Inj. Atropine	17	Inj. Diclofenac
3	inj. Ranitidine	18	inj. Frusamide
4	Inj. Tramadol	19	Inj. Paracetamol
5	IV Cannula Size no 18	20	Inj. Phenytoin
6	IV Cannula Size no 20	21	Inj. Pheniramine
7	IV Cannula Size no 22	22	Inj. Diazepam
8	IV Cannula Size no 24	23	Inj. Etophylline and Theophylline
9	ET Tube Size no. 7.0	24	Inj. Atropin
10	ET Tube Size no.8.0	25	inj. Asdremaline
11	Clonic Catgut with needle 3.0	26	inj. Promethazine hydrochloride
12	Clonic Catgut with needle 4.0	27	Inj. Betamethazone
13	Inj. Buscopan	28	Inj. Hydrocortizone
14	Tab Disprin	29	Inj. Pantaprazole
15	Tab NTG 0.5 mg		

Medical Disposables in First Responder Bikes			
Sr. no.	Name of Medical Disposables	Sr. no.	Name of Medical Disposables
1	Hand Gloves	11	Adhesive Plaster
2	Face Mask (Three Ply & N-95)	12	NRBM
3	Syringe (2ml, 5ml)	13	IV Fluid
4	Intravenous Cannula	14	Sterile Pads- (5 inches and 10 inches)
5	Intravenous Set	15	PPE Kits
6	Micropore	16	Cervical Collar ("C" Collar)
7	Tourniquet	17	Splint
8	Cotton Roll	18	Macintosh Sheet (Disposable Sheet)
9	Dressing Pad	19	Oropharyngeal Airway
10	Roller Gauge	20	Nasopharyngeal Airway

Annexure A

Compliance With The Code Of Integrity And No Conflict Of Interest

Any person participating in a procurement process shall -

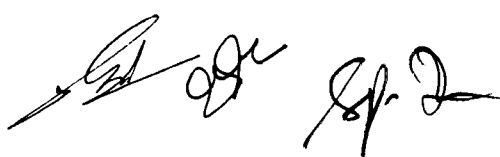
- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process.
- (g) disclose conflict of interest, if any, and
- (h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity

Conflict of Interest:-

The bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- (i) A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
 - a. have controlling partners/shareholders in common; or
 - b. receive or have received any direct or indirect subsidy from any of them; or
 - c. have the same legal representative for purposes of the Bid; or
 - d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid shall result in the disqualification of all bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Work or Services that are the subject of the Bid; or
 - g. bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.



Annexure-B

Declaration By The Bidder Regarding Qualifications

In relation to my/our Bid submitted to.....for procurement of in response to their Notice Inviting Bids No.....Dated.....I/We hereby declare under section 7 of Rajasthan Transparency in Public Procurement Act, 2012 and rules 2013, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administrated by a court or a judicial officer , not have my/our business activities suspended and not the subject of legal proceeding for any of the forgoing reasons;
4. I/we do not have, and our directors and officers not have , been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualification to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings ;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Documents, which materially affects fair competition;

Date:

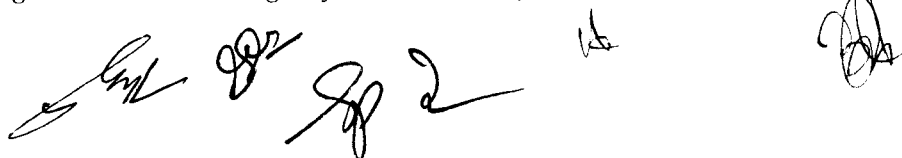
Signature of Bidder(In blue ink only)

Place:

Name:

Designation:

Address:



Annexure-C

Grievance Redressal During Procurement Process

The designated and address of the **First Appellate Authority** is Principal Secretary, Medical & Health.

The designation and address of the **Second Appellate Authority** is Secretary Finance. (Budget) Department, GoR.

(1) Filling an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provision of the Act or the Rules or the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten (10) days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or on grounds on which he feels aggrieved.

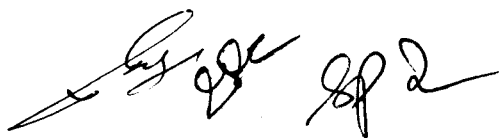
Provide that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings;

Provided further that in case Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

- (2) The officer to whom an appeal is filed under Para (1) shall deal with the appeal as expeditiously as possible and shall endeavor to dispose it of within thirty (30) days from the date of the appeal.
- (3) If the officer designated under Para (1) fails to dispose of the appeal filed within the period specified in Para (2) or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the first Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen (15) days from the expiry of the period specified in Para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.
- (4) **Appeal not to lie in certain cases**

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) determination of need of procurement;
- (b) provision limiting participation of Bidders in the Bid process;
- (c) the decision of whether or not to enter into negotiation;
- (d) cancellation of a procurement process;
- (e) Applicability of the provisions of confidentiality.



(5) Form of Appeal

- (a) An appeal under Para (1) or (3) above shall be in the annexed form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by as order appealed against. if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

(6) Fee for filling appeal

- (a) Fee for first appeal shall be Rupees Two Thousand Five Hundred (Rs. 2,500/-) and for second appeal shall be Rupees Ten Thousand (Rs. 10,000/-) which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filling of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall
 - i. hear all the parties to appeal present before him; and
 - ii. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above also is placed on the state Public Procurement Portal.

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Memorandum of Appeal under the Rajasthan Transparency in public Procurement Act, 2012

Appeal No.....of.....

Before the (First/Second Appellant Authority)

1. Particulars of appellant:

i. Name of the appellant:

ii. Official address, if any:

iii. Residential address:

2. Name and address of the respondent(s):

i.

ii.

iii.

**3. Number and date of the order appealed against
and name and designation of the officer/authority**

who passed the order (enclosed copy). or a statement

of a decision, action or omission of the Procuring Entity

in contravention to the provision of the Act by which the

appellant is aggrieved:

**4. If the Appellant proposes to be represented by
a representative, the name and postal address
of the representative:**

5. Number of affidavits and documents enclosed with the appeal:

6. Ground of appeal:

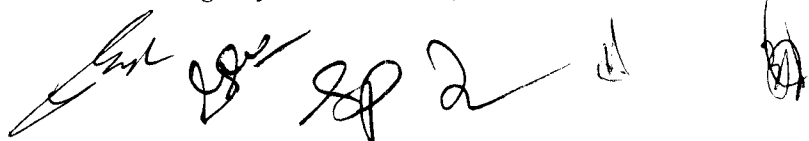
.....(Supported by an
affidavit)

7. Prayer.....

Place.....

Date.....

Appellant's Signature



Annexure D

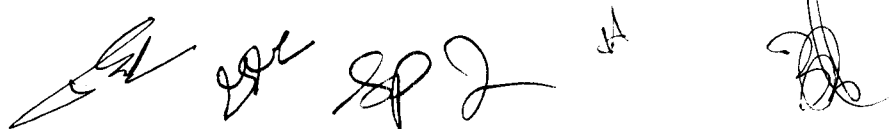
Additional Conditions of Contract

1. Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity shall correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotal, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

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