



NATIONAL RURAL HEALTH MISSION (Arogyakeralam)

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NOTICE

Sub : Expression of Interest from bidders for developing and operationalising Kerala Emergency Medical services Project (KEMP) in districts other than Thiruvananthapuram

Ref : 1. Expression of Interest, No. NRHM/BME/1059/KEMP/2010 dated 09/12/2010
2. RFP document December 2010

Vide reference 1 cited, Expression of Interest was invited for operating Kerala Emergency Medical services Project in districts other than Thiruvananthapuram. The pre-bid meeting was conducted in the NRHM conference hall on 23/12/2010. Suggestions, questions and clarifications have been received from the bidders on the RFP document and were examined in detail. The answers for the clarifications received are given below.

S/n	Suggestions, questions and clarifications received from M/s PROCREATE	Answers for the clarifications
1	Kindly refer page 4 section 2.1. What is in-hospital emergency response, could you please explain in detail the role of Emergency Response Service Provider?	In hospital emergency response is the situation where an emergency arises in a hospital (mainly Govt hospitals) from where the patient has to be transferred to another hospital with tertiary facility.
2	While operating the service on 24 hour basis, a. Can we consider the 12 hour shift like in many states in India? Or is it mandatory by any law to consider the 8 or 9 hour shift? b. How is it running in Tiruvananthapuram district by the existing operator in terms of shift times for the Ambulance Vehicle Operations? c. What are the minimum salary scales for pilot, EMT and doctor Prescribed by the labor department in Kerala?	a) The KEMP project has to be provided 24x7 and the working shifts for the staff can be planned by the bidder. b) SHFWS has not specified any shift timings to the existing operator of KEMP project in Thiruvananthapuram. c) The salary scales can be fixed by the successful bidder so as to ensure trouble free, smooth 24x7 operation of KEMP during the contract period.

3	Who should bear the ALS/BLS ambulances vehicle insurance cost?	SHFWS will provide ambulances with third party insurance for the initial first year.
4	Is there any norm to consider the fuel price as it would be fluctuating and it affects the cost of operations to fluctuate significantly?	There is no such norms
5	Kindly refer page 12, section 3.5. Price Bid Cover B, <i>point “ii) Capital expense to add a fleet of 25 ambulances to the existing fleet.... “ does this means only the capital costs of the items that are to be supplied in to the ALS/BLS ambulance vehicles to make it operable as part of the fleet in the emergency response service? Should we assume that the government role of purchasing and handing over the fully equipped ALS/BLS vehicles shall continue until the last ALS/BLS vehicle adding, as is going to be the case for the first 125 vehicle fleet?</i>	All the ambulances will be provided by SHFWS during the contract period. The bidder has to quote capital expense for other items other than the cost of ambulances.
6	Kindly refer page 13 line 15 <i>“running cost for ambulances for 2000 kms”</i> , request for more clarity on this point like is it 2000 kms per ambulance per month or is it 2000 kms per ambulance per day or any such thing?	The operational expense shall be quoted for 2000 kms per ambulance per month. Charges for additional kilometers shall also be offered. Additional kilometer charges shall be paid only if the average kilometer travelled by all the ambulances crosses 2000 Kilometers.
7	Kindly refer page 13 line 23 <i>“iii. Additional kilometres charges shall be paid only if the total distance covered by all the ambulances crosses 2000 Kms and not on an individual ambulances”</i> . In light of our non-clarity for the above point number 6 that we have raised we are not able to understand this point.	Additional kilometer charges shall be paid only if the average kilometer travelled by all the ambulances crosses 2000 Kilometers.
8	Kindly refer page 13 line 27 <i>“ v. Comprehensive Annual Maintenance charges for ambulances are fixed for all the ambulances for seven years after the three years warranty period”</i> . Does this mean the charges are already fixed and agreed for AMC after the warranty period? If so what are the charges fixed for us to consider in our opex calculations	All the ambulances procured for KEMP project will have three years comprehensive warranty for fabrications and equipments on-board. Subsequent to the warranty period the Comprehensive Annual Maintenance (CAMC) charges will also be fixed with the supplier. The 25 ALS ambulances already procured by SHFWS has three years comprehensive warranty and rates has been fixed for comprehensive annual maintenance contract for the next seven years after the warranty

period. The rates offered by the supplier are as follows. The operator can either enter into CAMC with the supplier or can have their own mechanism for repair and maintenance.

The Comprehensive AMC charges offered for the ALS ambulance by the supplier		
S/n	Year	Rates offered per ambulance (in Rupees)
1	4 th year after warranty period	1,00,000
2	5 th year after warranty period	1,10,000
3	6 th year after warranty period	1,21,000
4	7 th year after warranty period	1,33,100
5	8 th year after warranty period	1,46,410
6	9 th year after warranty period	1,61,051
7	10 th year after warranty period	1,77,156

9 Kindly refer page 13. What is the importance of 2000 KMs travel. Does this Mean we should quote the prices only for 2000 Kms and additional 100 Kms/month/ambulance travels? Is it only to guide and unify the calculations and evaluation by the government this 2000 Kms number is specified. So, should we consider only 2000 Kms as a unit of travel in a month to arrive at price?

The operational expense quoted shall be for 2000kms per ambulance per month. The rates for additional kilometers shall be quoted in per kilometer basis. The additional 100 kilometers shown in the sample calculation is only for unifying the calculations. The additional 100 kilometers mentioned is only for evaluation purpose.