



**Government of Odisha,  
Department of Health & Family Welfare.**

**Directorate of Medical Education & Training, Odisha  
Heads of Department Building, Unit-V, Bhubaneswar-751 001, Dist-Khordha**

**REQUEST FOR PROPOSAL  
For Integration of Ambulance Services  
For  
Golden Hour Management of Trauma  
Patients in the State**

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# **TERMS OF REFERENCE**

## **Background**

1. Delay in reaching to an appropriate health facility is one of the prime reasons for death and disability of trauma patients.
2. Government of Odisha is providing 108 Emergency Medical Ambulance Service which is operating total 512 Ambulances.
3. In addition, around 1500 ambulances are functional in the state of Odisha being operated by other organizations like NHAI, Hospitals, NGOs, Private operators, etc.
4. Under the Supreme Court Road Safety Committee guidance, the Government of Odisha has decided to integrate all Ambulances Services and operate the same through a single centralized call centre and single toll-free number.
5. Odisha Government will be also implementing the National Ambulance Code, AIS 125 under the Central Motor Vehicle Act, Amendment 2016.
6. The purpose of this RFP is to invite proposal from eligible parties to select most suitable of them to Integrate, Coordinate and Manage the ambulances of all organizations on a single GIS, GPS, AVL and SOA based technology platform.

## **About Ongoing Services**

### 108 Emergency Medical Ambulance Services

1. Emergency Medical Ambulance Services (EMAS), popularly known as 108-ambulance service, was launched in the year 2013 in Odisha. The project is being managed by an Agency (private partner) under a five-year contract, selected through a competitive bidding process. All capital expenditure (CAPEX) is borne by the Government of Odisha. Capital Expenditure (CAPEX) includes ambulance, its refurbishment & equipment cost, establishment cost of call center, hardware and software required to run the services. Operational expenditure (OPEX) is reimbursed on monthly basis at the contracted rate (per ambulance-month basis). Operational expenditure includes staff salary (incl. of PPF, medical, leaves etc.), staff recruitment and training, fuel cost, tyre puncture/ replacement cost, vehicle maintenance, telephone, travel, software license fee, insurance, etc.
2. The project is presently operational with 420 Basic Life Support (BLS) Ambulances and 84 Advance Life Support (ALS) Ambulances deployed strategically across the State of Odisha supported with a fully functional centralized call center situated at 7th Floor, IDCO Tower, Bhubaneswar which is receiving more than 10,000 calls per day and handling approx. 1100 emergencies on daily basis. GPS (without biometrics) has been installed in all ambulances.

Detailed technical specifications and all other relevant data about the services could be collected from the office of TIA.

The Government of Odisha has decided to integrate 108 ambulances and private ambulances on a single platform to enhance its fleet capacity thereby increasing their reach and reducing response time for trauma and medical emergencies.

# **NOTICE INVITING PROPOSAL**

DIRECTORATE OF MEDICAL EDUCATION & TRAINING, ODISHA

HEADS OF DEPARTMENT BUILDING

UNIT-V, BHUBANESWAR, DIST-KHORDHA

Phone: 0674-2394255

**RFP No. 12288**

**Dated:07.09.2019**

**PROPOSALS ARE INVITED FROM ELIGIBLE PARTIES FOR INTEGRATION OF AMBULANCES FOR GOLDEN HOUR MANAGEMENT IN TRAUMA PATIENTS IN THE STATE.**

1	Period of Availability of RFP Document	From <b>08.09.2019 to 23.09.2019</b> Downloadable from website: ( <a href="http://www.dmetodisha.gov.in">www.dmetodisha.gov.in</a> ) Document is available only on above website in the News & Event Section, no physical availability of document for selling.
2	Date, Time and Venue of Pre- Proposal Conference	Date: <b>17.09.2019</b> Time: <b>02.30 Hrs,</b> Place Conference Hall, Directorate of Medical Education & Training, Odisha,
3	Bid Processing Fee	Rs. 2000 /- (Rupees Two Thousand ) only (Excluding GST) Non-Refundable
4	Earnest Money Deposit (EMD)/Bid- Security	Rs. 200000 /- (Rupees Two Lakhs ) Only Refundable
5	Last date for submission of complete Proposal	Date: <b>26.09.2019 upto 05.00 P.M.</b> Address: The Director, Medical Education & Training, Odisha Heads of Department Building, Unit-V, Bhubaneswar, Dist-Khordha <i>(Proposals shall be received through Speed Post/ Registered post / Courier)</i>
6	Date, time and place of opening of Proposal & Presentation.	a) Technical Proposal (Part A & Part B) opening on <b>29.09.2019 at 02.30 P.M.</b> b) Date of Presentation & Financial Proposal (Part C) opening shall be communicated separately to the eligible bidders. c) The proposals shall be opened at Conference Hall, Directorate of Medical Education & Training, Odisha, Heads of Department Building, Unit-V, Bhubaneswar, Dist-Khordha

**Director, Medical Education & Training, Odisha**

# INSTRUCTIONS TO APPLICANTS

- 1 1.1 The Applicant shall submit its Technical Proposal in the format specified in **Annexure-1&2**. The Financial Proposal should be submitted in the format specified in **Annexure-3** for acknowledgement of RFP terms and schedule of price respectively. Upon selection, the Applicant shall be required to enter into an Agreement with the Department in the form specified at **Annexure 4**.
- 1.2 The applicant can either be a single entity, a joint venture company. The applicant(s) can either be a Partnership Firm, Company, Society or a Trust fulfilling following conditions are only eligible to apply.
- 1.3 Should have minimum two year of experience as on the last date of bid submission in successful operation and management the trauma patients in transportation to a Trauma Care Facility (TCF), coordination with call centers in forwarding the call to ambulances, training to first responders, stakeholders, medical and paramedical staff, maintaining a registry of details of patients like time of occurrence of incident, time taken to reach the Trauma Care Centre, outcome of the patient and discharge of patient etc.
- 1.4 Should have experience in the data analysis, report preparing for the suggestion in improvisation in Golden Hour Management for Emergency and Trauma Patient
- 1.5 Bidder should not be insolvent, in receivership, bankrupt or being wound up, not having its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be subject of legal proceedings for any of the foregoing reason;
- 1.6 Bidder and their directors, partners and officers should not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or as to their qualifications to enter in to a contract within a period of three years preceding the commencement of the procurement process.
- 1.7 Bidders should not have been blacklisted or otherwise disqualified pursuant to any department proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India and which is for the time being in force.
- 1.8 The proposal shall be submitted in three parts
- (i) Part A – Key Submissions,
  - (ii) Part B – Technical Proposal
  - (iii) Part C- Financial Proposal
- 1.8.1 **PART A (Key-Submissions)**  
This part of the proposal shall contain following documents.
- (i) Covering Letter cum Project Undertakings as per **Annexure-5**
  - (ii) Anon-refundable amount of **Rs.2000/-(Rupees Two Thousand )** excluding GST only in shape of demand draft or pay order from any scheduled commercial bank drawn in favour of **Director, Medical Education & Training, Odisha, Payable at Bhubaneswar** towards bid processing fee.
  - (iii) Proof of eligibility or declaration with respect to the criteria given under Para 1.2 to 1.7 of this RFP. Format for turnover and experience given in **Annexure-1** and declaration given in **Annexure-6**.

- (iv) Self-attested photocopies of Permanent Account Number (PAN), GST Registration Certificate and Income Tax Return and Acknowledgement copy for last 2 years. Earnest Money Deposit (EMD) amount of **Rs.200000/- (Rupees Two Lakhs only)** in shape of Demand Draft/ Bankers Cheque/Fixed Deposit Receipt/ Bank Guarantee issued from any scheduled commercial bank operating in India drawn in favor of **Director, Medical Education & Training, Odisha Payable at Bhubaneswar**. The validity of EMD inform of BG shall be for not less than 180 days from the date of Bid opening (i.e. BG should remain valid at least upto 23 rd March, 2020)

### 1.8.2 **PART B (Technical Proposal)**

- (i) Duly filled up Organisation Profile, Application Form (as per **Annexure 1& 2**).
- (ii) Proposed organizational structure and Curriculum Vitae (CV) of key personnel's to be involved in the management of the project. Format for CV is given in **Annexure -7**.
- (iii) Details of manpower (positions and reporting structure) to be engaged at each level (i.e. field operation, and project management) and their role and responsibility
- (iv) Detailed strategy for performance monitoring and evaluation, quality assurance and internal control.
- (v) Affidavit certifying that none of the Entity / Promoter(s)/ Directors/ Partner(s) are not Blacklisted as per **Annexure-6**.
- (vii) A copy of the RFP document sealed and signed in all pages by the applicant.
- (viii) Any other details the bidder like to include in the proposal.

### 1.8.3 **PART C (Financial Proposal)**

- (i) The applicant must submit the Financial Proposal basing on the **Scope of Work** as per **Annexure-12**.
- (ii) In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.
- (iii) The same person signing the RFP shall sign the financial proposal also.
- (iv) No interlineations or overwriting is allowed in the financial proposals.

1.8.4 The **Key- Submissions (Part A), Technical Proposal (Part B) and Financial Proposal (Part-C)** must inserted in separate sealed envelopes, along with applicant's name and address in the left hand of the envelope and super scribed in the following manner.

- (i) **Part-A –Key-Submissions for “Ambulance Integrator For Golden Hour Management in Trauma Patients in the State”**
- (ii) **Part-B-Technical Proposal for “Ambulance Integrator For Golden Hour Management in Trauma Patients in the State”**
- (iii) **Part-C - Financial Proposal for “Ambulance Integrator For Golden Hour Management in Trauma Patients in the State”**

- 1.8.5 All three envelopes i.e. envelope for **Part-A, Part-B and Part-C** must be packed in a separate sealed outer cover and clearly super scribed with the following:
- (i) Proposal for **Ambulance Integrator For Golden Hour Management in Trauma Patients in the State**
  - (ii) The Applicant's Name & address shall be mentioned in the left hand corner of the outer envelope.
- 1.8.6 The inner and outer envelopes shall be addressed to ;
- DIRECTOR, MEDICAL EDUCATION & TRAINING, ODISHA,  
Heads of Department Building, Unit-V, Bhubaneswar-751 001, Dist-Khordha**
- If the outer envelope is not sealed and marked as mentioned above, then Authority (TIA) will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.*
- 1.8.7 The Proposal shall be typed or written in indelible ink and shall be signed by the authorized representative of the applicant.
- Power of Attorney for signing of bid: The bidder should submit a Power of Attorney as per the format at **Annexure-8** authorizing the signatory of the bid to commit on behalf the bidder.
- 1.8.8 Any interlineations, erasures or overwriting shall be valid only if the same is found initialled or signed by the authorized signatory to the bid, prior to opening of the same. **However, no interlineations, erasures or overwriting are allowed in the Financial Proposal**
- 1.8.9 The proposal shall be prepared in the manner as detailed in following paras. The bidder shall ensure that the pages are serially numbered with indexing and duly signed by the bidder or the authorized signatory. The proposal should be received through courier, speed post or registered post. Proposals received after the due date and time of submission shall be treated as late bid and be liable for rejection.
- 1.8.10 The Authority 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 TIA.
- 1.9 **Language**
- The Proposal with all accompanying documents (the "**Documents**") and all communications in relation to or concerning the Selection Process shall be in English language and strictly in the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.
- 1.10 **Proposal Due Date**
- Proposal filled in all respect must reach at the address, time and date as specified through Speed / Regd. Post/Courier. If the specified date for the submission of proposal is declared as a holiday at office of the TIA, the Proposals will be received up to the appointed time on the next working day.

## **1.11 Pre-Proposal (Pre-Bid) Conference**

**1.11.1** Pre-Proposal Conference of the Applicants shall be convened at Conference Hall, Directorate of Medical Education & Training, Odisha, Bhubaneswar on the date and time as specified in the Notice Inviting Proposal (NIP), given in the beginning of this RFP.

**1.11.2** During the course of Pre-Proposal Conference, the Applicants are free to seek clarifications and make suggestions for consideration of the Authority. The Authority shall endeavour to provide clarifications and such further information as it may, in its sole discretion, shall be considered for facilitating a fair, transparent and competitive selection process. Prospective bidders are required to submit their queries in writing on or before the date of Pre-proposal Conference in the format as per **Annexure-9**.

**1.11.3** Any amendment or clarifications to queries or otherwise, arising out of pre-proposal conference, shall be uploaded on ([www.dmetodisha.gov.in](http://www.dmetodisha.gov.in)). No public or separate communication shall be sent to prospective bidders in this regard.

## **2 RFP Opening**

**2.1** TIA or a committee duly constituted by TIA will open all Proposals, in the presence of Applicants or their authorized representatives who choose to attend, at the place, date and time as mentioned In the Notice Inviting Proposal (NIP), given in the beginning of this RFP.

**2.2** The Applicant's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date being declared a holiday at the office of TIA, the RFPs shall be opened at the appointed time and location on the next working day.

## **3 Invest in Software:**

The Ambulance Integrator (Agency) is expected to provide all necessary software at no extra cost other than price as quoted in the Financial Bid to manage and operate the Services. Any proprietary software, which is part and parcel of a product (without which that product is not usable), shall be property of Government of Odisha. All data generated during the contract period shall be property of Government of Odisha.

## **4 State Government Responsibilities:**

- Facilitate mapping of all ambulances across the state of Odisha
- Facilitate mapping of all trauma centres and hospitals in the state of Odisha
- Relook at 108 ambulance location in view of the location of private ambulances and relocate them based on Geography, Demography, and Accessibility to vulnerable areas.

## **5 Period of Engagement (Duration of the Contract)**

**5.1** The Ambulance Integrator (Agency) selected for the purpose shall enter in to a contract with the Government to carry out the project with agreed terms and conditions.

**5.2** The Ambulance Integrator (Agency) will be engaged initially for a period of 4 years from the date of signing of the Contract, which may further be extended by a maximum period of 1 year by the Government, subject to satisfactory performance and on the



same terms and conditions of the contract. However, detailed provision for modification or termination from the contract and related liabilities and penalties are stated in subsequent paras.

## 6 Schedule of Implementation

6.1 The winning bidder has to start and operationalize the services across all districts within 3 months from the date of signing of the Contract without any interruptions to the current operations.

## 7 Earnest Money Deposit (EMD) & Performance Security

7.1 The bidder shall deposit Earnest Money Deposit (EMD) amounting to **Rs.200000/- (Rupees Two lakhs) only** in the form of Demand Draft/ Bankers Cheque/ FDR/ Bank Guarantee in favor of “**Director, Medical Education & Training, Odisha**” payable at Bhubaneswar from a scheduled commercial bank having branch at Bhubaneswar, along with the proposal. Bank Guarantee format for EMD is given in **Annexure-10**.

7.2 In the absence of the EMD, technical proposal of the bidder shall be rejected summarily.

7.3 The EMD shall be kept valid through the proposal validity period i.e. 180 days from the date of bid opening. Bidders shall be asked for an extension, if so required by the TIA.

7.4 The EMD shall be returned to unsuccessful bidders within a period of thirty (30) days from the date of announcement of the successful bidder.

7.5 The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period.

The preferred bidder to whom the contract shall be awarded have to deposit **Performance Security equivalent to 5 % of the annual value of the contract** in the form of Bank Guarantee issued from a scheduled commercial bank having branch at Bhubaneswar and should be drawn in favour of “Director, Medical Education & Training, Odisha’ payable at Bhubaneswar”. Annual value of the contract for the purpose of performance security calculation shall be the annual operational cost calculated as per the rate quoted in the financial bid without considering the capital expenditure that shall be incurred under the project. Amount of Earnest money deposit can be adjusted into the security deposit. Security deposit is for due performance of the agreement. Format of Bank Guarantee for Performance Security is given in **Annexure-11**. The Contracting Authority/Government in the following circumstances can forfeit the Performance Security:

- (i) When any terms or conditions of the agreement are infringed;
- (ii) When the Ambulance Integrator (Agency) fails in providing the services satisfactorily;

**Notice** will be issued to the bidder / Ambulance Integrator (Agency) with reasonable time (up to a maximum 20 days time) before the earnest money / security deposit is forfeited.

## **8 Short-listing and Selection**

**8.1** Bidders shall be ranked as per their financial quote (offered price). The bidder having lowest financial quote (offer price) shall be the most preferred bidder.

**8.2** The preferred bidder (L1 Bidder) shall be invited for signing the contract. However, the Second Ranked Bidder shall be kept in reserve and may be invited (at the discretion of the authority) to take-up the contract in mutually agreed terms in case the first ranked bidder withdraws, blacklisted or otherwise become ineligible for entering into a valid contract with the Government.

**8.3** TIA reserves the right to cancel the whole tender process in case TIA feels that the price quoted by the preferred bidder is not reasonable and may invite fresh proposals.

**8.4** TIA reserves the right to cancel the whole tender process without assigning any reason thereof.

## **9 Monitoring and Evaluation**

**9.1** There shall be one committee i.e.” State Management Committee” with defined role and responsibility to ensure smooth implementation, operation and monitoring of the project;

**9.2** Ambulance Integrator (Agency) shall provide access to online data to facilitate online monitoring on a continuous basis. Service Provider shall also give login rights to the designated officials of DME&T, Odisha and H & FW Department for online monitoring and evaluation. Service Provider shall also provide hardware and software, if required, at the office of DME&T, Odisha for online monitoring of the services.

**9.3** The services and records of the service shall be subject to inspection by designated officer(s) of DME&T, Odisha and H & FW Department.

**9.4** Government reserves the right to evaluate the performance of the Service Provider as well as the project annually by a third party.

## **10 Termination /Suspension of Agreement**

**10.1** The Government may, by a notice in writing suspend the agreement, for a period as decided by the Government (but for a maximum period of 6 months), if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:

- 1) Shall specify the nature of failure, and
- 2) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

**10.2** During the suspension period, Government reserves the right to terminate the agreement by giving 30 days notice period.

- 10.3** The Government after giving 30 days clear notice in writing, expressing the intension 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.
  - ii)- If the service provider does not rectify the failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Government may subsequently approve in writing.
  - iii)- If the service provider becomes insolvent or bankrupt.
  - iii)- If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of more than 60 days: or
  - iv)- If, in the judgment of the Government, the service provider is engaged in corrupt or fraudulent practices in implementation of the project.
- 11** **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.
- 12** **Saving Clauses**  
In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Director, Medical Education & Training, Odisha, Government of Odisha, H & FW Department shall be applicable.
- 13** **Settlement of Dispute**  
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 to the State Level Steering Committee) for decision. If the Service Provider is not satisfied with the decision of State Level Steering Committee, they may proceed for arbitration.
- 14** **Arbitration**
- 14.1** Any unresolved dispute or difference whatsoever arising between the parties to this Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by the Secretary to Government, Department of Health & Family Welfare, Govt. Of Odisha. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof.
- 14.2** The arbitration shall be conducted in Bhubaneswar, Odisha, India. The arbitration shall be conducted in English and all written documents used during the arbitration shall be in English. The Award shall be speaking Award.

- 14.3** The parties agree that any decision for Award of any Arbitral Tribunal pursuant to this clause shall be a domestic award and final, conclusive and binding upon the parties and any person affected by it. The parties also agree that any court of competent jurisdiction may enforce any arbitration award rendered pursuant to this clause.
- 14.4** During any period of arbitration, there shall be no suspension of this Agreement. The parties specifically agree that any arbitration shall be pursuant to clause above and the clause is governed by Indian Law.
- 15** **Right to Accept and Reject any Proposal**  
Government reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.
- 16** **Award of Contract and Agreement**  
On evaluation of technical and financial parts of RFP and decision thereon, the selected bidder shall have to execute an agreement with the State Government within 21 days from the date of acceptance of the bid is communicated. 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 furnish the performance security (security deposit).
- 17** **Commencement of Service**
- 17.1** The Ambulance Integrator shall commence the service only after the issue of the Letter of Commencement by the Department allowing the Service Provider to commence activities envisaged under the RFP
- 17.2** The Ambulance Integrator shall commence the service as per schedule of implementation mentioned in RFP from the date of signing of the Agreement. If the Agency fails to commence the service as specified herein, the Government may, unless it consents to the extension of time thereof, forfeit the Performance Security and appropriate the same.
- 18** **Jurisdiction of Court**  
Legal proceedings, if any, shall be subject to courts under Bhubaneswar jurisdiction only.

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## ANNEXURE 1: ORGANISATION PROFILE

Name of the Service Provider:	
Address of Registered Office:	
Contact Person:	
Year of Establishment:	
Annual Turnover* in last two years (Rs. In Lakh) Financial Year 2016-17:  Financial Year 2017-18:  Financial Year 2018-19:  Average Annual Turnover for above two Financial Years (i.e. (2016-17 & 2017-18) or (2017-18 & 2018-19 [if audited])):  <i>*Audited Statement of Accounts &amp; Tax Audit Report to be enclosed for calculation of Turnover</i>	
Net worth of Service Provider (Positive/ Negative):	
Details of current commitments and contracts successfully executed for any Government Agency.	To be furnished in the format given below along with the copy of Letter of Award/ Work Order/ Letter of Satisfaction.
Working Capital:  Working Capital =(Current Assets –Current Liabilities)	
Award & Accreditations, if any:	
Any Award or Felicitation received by your Service Provider:	
Any Other Relevant Details:	

## ANNEXURE 2: APPLICATION FORMAT

### APPLICATION FORMAT

1	Particulars	Details
2	<b>Name of the Project</b>	"Selection of Ambulance Integrator on Golden Hour Management in Trauma Patients in the State"
3	<b>Name and address of the Organization responding to RFP.</b>  Telephone No. With STD Code  Fax Number  E-mail address, if any  Name and Designation of Contact Person	
4	<b>Proposal Addressed to</b>	<b>Director, Medical Education &amp; Training, Odisha, Heads of Department Building, Unit-V, Bhubaneswar, Khordha</b>
5	<b>Reference of Notice inviting for RFP</b>	No. _____ Date _____
6	<b>Authority for signing and submitting the document</b> <i>(Power of Attorney, Resolution of the organization etc.)</i>	
7	<b>Documents enclosed in support of the Request-</b> 1)-..... 2)-..... 3)-..... 4)-..... <b>(Total Pages.....)</b>	
<p><b>Name and signature of the authorized signatory</b></p> <p><b>Seal of the Organization</b></p> <p><b>Date.....</b></p>		

## ANNEXURE 3: FINANCIAL PROPOSAL

### [FINANCIAL PROPOSAL]

To

The Director, Medical Education & Training, Odisha,  
Heads of Department Building,  
Unit-V, Bhubaneswar, Khordha

**Sub: - Request for Proposal for“Selection of Ambulance Integrator on Golden Hour Management in Trauma Patients in the State”**

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 descriptions of the RFP document without any change, reservations and conditions.

3- If our proposal is accepted, we undertake to deposit **Performance Security equivalent to 5% of the annual value of the contract**, before execution of the formal agreement

4-I/We agree to abide by this proposal/bid for a period of 180 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.

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 Odisha.

6-We submit the Schedule of Rate as appended herewith.

**Yours faithfully**

**Signature of the authorized signatory**

***Encl: Schedule of Rate in details***



## ANNEXURE 4: AGREEMENT

# AGREEMENT

This agreement made this \_\_\_\_ day of \_\_\_\_ 20\_\_ between **the Government of the State of Odisha represented by the Director, Medical Education & Training, Odisha** (hereinafter called “the Government” which expression shall, where the context so admits, be deemed to include his/her successors in office and assignee) of the one part AND **M/s. \_\_\_\_\_, a public limited company/partnership / Society / Trust and having its registered at \_\_\_\_\_**

(hereinafter called “the Service Provider” which expression shall, where the context so admits, be deemed to include its heirs, successors, executors and administrators) of the other part.

Whereas the service provider has agreed with the Government to implement “**Selection of Ambulance Integrator on Golden Hour Management in Trauma Patients in the State**” (hereinafter called “the Agency”) in the State of Odisha in the manner set forth in the terms of the Request for Proposal (RFP) and Scope of Work (SOW) issued or to be issued and as amended from time to time for the said service;

And whereas the Service Provider has deposited a sum of Rs ...../- (Rupees .....), in the form of Bank Guarantee, issued form .....having branch at Bhubaneswar, before signing of this agreement as performance security deposit.

1- Now these present witnesses and the parties hereto hereby agree as follows: -

- i) The Agency shall establish and operate an integrated centralized state of art call center which would operate round the clock (24/7) for management of emergency health care in the state.
- ii) The Agency shall develop an integrated workflow based technology platform with computer telephony integration, computer aided dispatch of ambulances and ability to log calls with GIS based GPRS integrated vehicle monitoring system
- iii) The technology platform should store the data of resources and provide online registration and renewal process for ambulances and clinical establishments for both government and private
- iv) Operate and manage integrated Ambulance services in the state to ensure access to health care for all people in the State of Odisha.
- v) The Agency shall bring operational and cost efficiency by integrating all ambulance services through centralized call center
- vi) The Agency shall coordinate transportation of patients within the shortest possible time in an emergency
- vii) The Agency shall develop the format for data collection, record keeping and analysis of the incident from the time of incident to the patient discharge
- viii) The Agency shall ensure that the system is efficient and effective as possible by providing professional management service quality and monitoring systems to operate the ambulance service
- ix) The Agency shall Develop the format and data collection system for private ambulance for reimbursement for their service

x) The agency shall provide access to online data to facilitate online monitoring on a continuous basis. Ambulance Integrator shall also give login rights to the Nodal Officer for State Trauma Care Facilities and H & FW Department for online monitoring and evaluation. The agency shall also provide

hardware and software, if required, at the office of DME&T, Odisha for online monitoring of the services.

xi) The services and records of the service shall be subject to inspection by designated officer(s) of Department / Nodal Officer for State Trauma Care Facilities

xii) Government reserves the right to evaluate the performance of the agency as well as the project annually by a third party.

xiii) The Government may, by a notice in writing suspend the agreement, for a period as decided by the Government (but for a maximum period of 6 months), if the service provider fails to perform any of his obligations, provided that such notice of suspension.

- Shall specify the nature of failure, and
- Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

2- Following documents/correspondence undertaken between the parties shall also form part of this agreement-

<b>The Government of Odisha</b>	<b>The Agency</b>
1. RFP including the corrigendum, if any	1. Bid Document
2. Scope of Work under the project.	2. Letter of Acceptance
3. Letter of Award	
4. Work Order	

### 3- **Period of Engagement**

The agency will be engaged initially for a period of 4 years from the date of signing of the Contract, which may further be extended by a maximum period of 1 year by the Government, subject to satisfactory performance and on the same terms and conditions of the contract. However, detailed provision for modification or termination from the contract and related liabilities and penalties are stated in subsequent paras.

### 4- **Consideration**

- a- The payment shall be made by the Government only if the service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions.
- b- The mode of payment shall be as specified below:  
The payment shall be made quarterly on assessment of performances by the Committee concerned.

### 5- **Arbitration**

a- Any unresolved dispute or difference whatsoever arising between the parties to this Agreement out of or in relation to the scope, operation, tanning or effect of this Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by the Secretary to Government, Department of Health and Family Welfare, Government of Odisha. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon the parties hereto, subject to

legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof.

b- The arbitration shall be conducted in Bhubaneswar, Odisha, India. The arbitration shall be conducted in English and all written documents used during the arbitration shall be in English. The Award shall be speaking Award.

c- The parties agree that any decision for Award of any Arbitral Tribunal pursuant to this clause shall be a domestic award and final, conclusive and binding upon the parties and any person affected by it. The parties also agree that any court of competent jurisdiction may enforce any arbitration award rendered pursuant to this clause.

d- During any period of arbitration, there shall be no suspension of this Agreement.

e- The parties specifically agree that any arbitration shall be pursuant to clause above and Indian Law governs the clause.

## **6. Forfeiture of Security Deposit;**

The security deposit is for due performance of the agreement. The Government in the following circumstances can forfeit it: -

When any terms or conditions of the agreement are violated/ infringed.

When the service provider fails in providing the management satisfactorily.

## **7. Modifications**

Modifications in terms of reference including scope of the services can only be made by written consent of both the parties. However, basic conditions (such as contracted rates and those conditions which materially affect the contract), of the agreement shall not be modified.

## **8. Saving Clauses**

In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the DME & T, Odisha, Government of Odisha shall be applicable.

## **9. Settlement of Dispute**

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 to the State Level Steering Committee) for decision. If the Agency is not satisfied with the decision of State Level Steering Committee, they may proceed for arbitration.

## **10. Commencement of Service**

The Agency shall commence the service only after the issue of the Letter of Commencement by the Department allowing the agent to commence activities envisaged under the RFP.

The Agency shall commence the service as per schedule of implementation mentioned in RFP from the date of signing of the Agreement. If the Agency fails to commence the service as specified

herein, the Government may, unless it consents to the extension of time thereof, forfeit the Performance Security and appropriate the same.

**11. Jurisdiction of Court**

Legal proceedings, if any, shall be subject to Bhubaneswar jurisdiction only.

**12. Applicability of the provision of RFP and Scope of Work**

In absence of any specific provisions in this agreement on any issue, which is otherwise covered under the RFP and the SOW then, the provisions there under shall be applicable.

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

.....2019.

**For and on behalf of the Governor of Odisha**

Signature of the Service Provider

Signature & Designation,

**Date:**

**Date:**

**Witness No.1.**

**1. Witness**

Name:

Name:

Address:

Address:

**Witness No.2.**

**2. Witness**

Name:

Name:

Address:

Address:

## ANNEXURE 5: FORMAT FOR COVERING LETTER

### Format for Covering Letter

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

Date:.....

....

To

**The Director, Medical Education & Training, Odisha,**

**Heads of Department Building,**

**Unit-V, Bhubaneswar, Khordha**

**Re: Request for Proposal for “Selection of Ambulance Integrator on Golden Hour Management in Trauma Patients in the 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, the undersigned hereby apply for the qualification for **“Ambulance Integrator for Golden Hour Management in Trauma Patients in the State”**. We are enclosing our Application with EMD amount of Rs.\_\_\_\_\_ in the form of Bank Guarantee and two copies of Proposal (Part A, Part B and Part C) with the details as per the requirements of the RFP. We confirm that our proposal is valid for a period of minimum 180 days from\_\_\_\_\_(date of Bid opening).

**Yours faithfully,**

**(Signature of Authorised Signatory)**

**(NAME, TITLE AND ADDRESS)**

**ANNEXURE- 6: FORMAT FOR AFFIDAVIT**

**Format for Affidavit (On a Stamp Paper of relevant value)**

**Affidavit**

I, M/s. .... (Sole Applicant / Lead Member / Member), (the names and

addresses of the registered office) hereby certify and confirm that:

- (i) We or any of our promoter(s) / director(s) / partner(s) are not blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India from participating in any bidding process, either individually or as member of a Consortium as on the \_\_\_\_\_ (Date of Signing of Application).
- (ii) We are not insolvent, in receivership, bankrupt, being wound up, having our affairs administered by a court or a judicial officer, having our business activities suspended or subject of legal proceedings for any of the foregoing reason;
- (iii) We or any of our promoter(s), director(s), partner(s) and officers are not convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter in to a procurement contract within a period of **three years** preceding the commencement of the procurement process.
- (iv) There is no conflict of interest in submitting this Proposal

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.

Dated this .....Day 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-7: CV FORTMAT FOR KEY PERSONNEL

### Format of Curriculum Vitae (CV) for Proposed Key Personnel

1. Proposed Position/Role:-
2. Name of Staff:-
3. Qualification: -
4. Date of Joining with the current Agency: -
5. Total Years of Experience:-
6. Detailed Tasks Assigned:-  
Key Qualifications:

[Give an outline of staff members experience and training most pertinent to tasks on assignment. Describe level of responsibility (Managerial, Supervisory etc.) held during relevant previous assignments and give dates and locations.]

#### Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained.]

#### Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member, giving dates, names of employing organizations, titles of positions held, and locations of assignments, size of the fleet managed (in case of fleet manager). Also give types of activities performed and Client references, where appropriate.]

#### Certification:

I, the undersigned, certify that to the best of my knowledge and belief this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any mis-statement herein leads to disqualification of CV.

Date:

Signature of Key Professional with Date

Authorized Signatory with Date and Seal:

Name, Designation and Address:

NB: CV write-up restricted to 4 pages only with quality information relevant to the key professional requirements.

## ANNEXURE- 8: POWER OF ATTORNEY FOR LEAD MEMBER

### Format for Power of Attorney for Lead Member of Consortium

(On a Stamp Paper of relevant value)

#### Power of Attorney

Whereas the DME & T, Odisha, DoH&FW, Government of Odisha has invited applications from interested parties for Golden Hour Management in Trauma Patients in the State and

Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Project 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 Project 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. \_\_\_\_\_(Lead Member), M/s  
\_\_\_\_\_(Member)

(The respective names and addresses of the registered office) do hereby designate M/s. \_\_\_\_\_ being one of the members of the Consortium, as the Lead Member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things 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 till the Agreement is entered into with Government of Odisha,

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.

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, as 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.*



## ANNEXURE-9: FORMAT FOR PRE-BID QUERIES

The bidder will have to ensure that their queries in soft copy for the pre-bid meeting should reach the TIA through email at [dmetbbsr3@gmail.com](mailto:dmetbbsr3@gmail.com) on or before the date of Pre-bid meeting in the prescribed format as mentioned below.

S.No	RFP Document (Clause and Page number)	Content of RFP requiring clarification(s)	Clarification Requested

Any other form of submission will not be entertained

**Signature.....**

**(Authorized Signatory with Date and Seal)**

**Name, Designation and Address**

## ANNEXURE-10: FORMAT OF BANK GUARANTEE FOR EMD

### EMD (Bank Guarantee Format)

*[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]*

To

*The Bid Inviting Authority*

Whereas *(insert the name of the bidder)* (hereinafter called the "Bidder") has submitted its proposal dated *(insert date)* for *Integrator of Ambulances for Golden Hour Management in Trauma Patients in the State* (hereinafter called the "Proposal") against the RFP *(Insert RFP reference number)* issued by DME&T, Odisha, (hereinafter called "Authority").

Know all persons by these presents that we *(insert name of the bank)* of *(insert address of the bank)* (Hereinafter called the "Bank") having our registered office at *(insert regd. office address of bank)* are bound unto *<insert the name and address of the procuring authority>*(hereinafter called the "Authority") in the sum of *(insert guarantee amount)* for which payment will and truly to be made to the said Authority, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

The conditions of this obligation are:

- (1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this Bid.
- (2) If the Bidder having been notified of the acceptance of his Bid by the Authority during the period of its validity: -
  - a) Fails or refuses to furnish the performance security for the due performance of the contract. or
  - b) Fails or refuses to accept/execute the contract. or
  - c) If it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged

We undertake to pay the Authority the above amount upon receipt of its first written demand, without the Authority having to substantiate its demand, provided that in its demand the Authority will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of forty-five days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Our..... branch at.....\* (Name & Address of the .....\* branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....\* branch a written claim or demand and received by us at our .....\* branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

\* the Branch of the bank should be at Bhubaneswar.

***Signature of the Authorised Officer of the Bank)***  
***Name and Designation of the Officer Seal, name & Address of the Bank and the Branch***

## ANNEXURE-11: BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

Issuing Bank: *[insert: Bank's Name, and Address of Issuing Branch or Office]*

Beneficiary: *[insert: Name and Address of Authority]*

Date: \_\_\_\_\_

PERFORMANCE GUARANTEE No.: \_\_\_\_\_

We have been informed that *[insert: name of the Awardee]* (hereinafter called "the Agency") has entered into Contract No. *[insert: reference number of the contract]* dated \_\_\_\_\_ with you, for selection of Integrator of Ambulances for Golden Hour Management in Trauma Patients in the State (hereinafter called "the Contract"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Agency, we *[insert: name of Bank]* hereby irrevocably undertake to pay

you any sum or sums not exceeding in total an amount of *[insert: amount in figures]* (Rs \_\_\_)

*[insert: amount in words]*\* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Agency is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

This guarantee shall be valid until the .....day of ....., 20.....

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Our..... branch at\*\* ..... (Name & Address of the .....branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....branch a written claim or demand and received by us at our .....branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

\_\_\_\_\_  
*[signature (s)]*

**Signature of the Authorised Officer of the Bank)**  
**Name and Designation of the Officer Seal, name & Address of the Bank and the Branch**

\* The Guarantor shall insert the amount as specified in the RFP.

\*\* the Branch of the bank should be at Bhubaneswar, Odisha.

## ANNEXURE-12: SCOPE OF WORK (SOW)

### Scope of Work

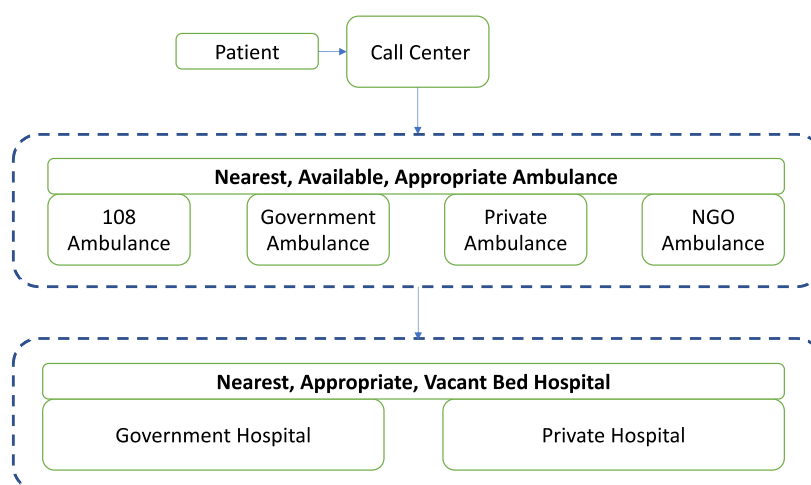
#### Objectives

- To establish and operate an integrated centralized state of art call center which would operate round the clock (24/7) for management of emergency health care in the state.
- To develop an integrated workflow based technology platform with computer telephony integration, computer aided dispatch of ambulances and ability to log calls with GIS based GPRS integrated vehicle monitoring system.
- The technology platform should store the data of resources and provide online registration and renewal process for ambulances and clinical establishments for both government and private.
- Operate and manage integrated Ambulance services in the state to ensure access to health care for all people in the State of Odisha.
- To bring operational and cost efficiency by integrating all ambulance services through centralized call center.
- To coordinate transportation of patients within the shortest possible time in an emergency.
- Develop the format for data collection, record keeping and analysis of the incident from the time of incident to the patient discharge.
- To ensure that the system is efficient and effective as possible by providing professional management service quality and monitoring systems to operate the ambulance service.
- To monitor and audit every stake holder of Golden Hour Management, do analysis and prepare the report and submit to the DMET for necessary action and improvisation.
- Develop the format and data collection system for private ambulance for reimbursement for their service.

#### Ambulance Response System

On the integration of ambulance services, the high-level response system will be as follows.

### Integrated Ambulance Response System



- The Ambulance integrator will also coordinate, record and manage inter hospital patient transfers.
- The Ambulance Integrator will track the patient from incident of reporting, transportation in ambulance, admission to the hospital, inter hospital transfers and its discharge from the hospital.

## Scope of Services

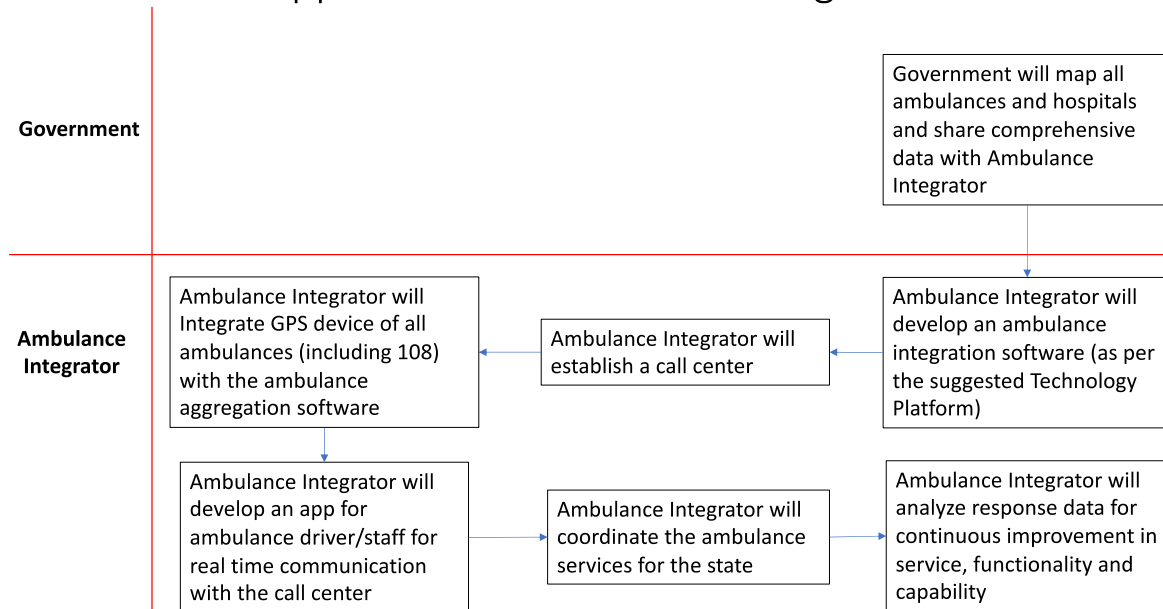
- The Applicant is required to submit a detailed plan for proper integration of call center operation to address both jurisdictional and technical issues.
- The successful bidder is required to provide a demo and proof of concept of the technology platform to the concerned authorities before proceeding with the development.
- State Management Committee will approve the proof of concept and give the award letter to develop the IT Platform.
- All necessary IT infrastructure & systems, communication systems, hardware, software and licenses to operate and manage integrated call center shall be proposed and procured by the applicant.
- The applicant should develop a multiple communication system like telephone, SMS, Email etc with stakeholders .
- The bidder needs to Install IT and communication infrastructure, if any, required for the integrated call center including vehicle tracking, call management, performance monitoring and reporting. Computer telephony integration with the ability to log calls with GIS and GPRS integrated ambulance-monitoring system should also be installed.
- The Ambulance Integrator is required to set up and run the call center with adequate capacity in commensuration with workload.
- The Service Provider is required to setup and run a centralized Call Centre with optimal seating capacity required for smooth functioning.
- Establish and operate GPS based Automatic Vehicle Location Tracking System for all ambulances
- The Service Provider is required to develop a technology platform to automate workflows and integrate diverse systems used by all stakeholders.
- The Government shall reimburse the CAPEX towards setup of the Call Centre/application software.
- Government of Odisha will be ownership of the technology, Infrastructure, Data, licenses, software etc developed, run and maintained during the course of the engagement.
- DMET office will have an excess to the technology platform, data and software at any given point of time.
- Dash board will be developed for the DMET and Commissioner- cum -Secretary to review the data any given point of time.
- Recruit and train qualified manpower required for operation and maintenance of all services including call center operation, transportation and other operations or activities as per recognized norm duly approved by the Government.
- Mapping and defining of strategic positioning of the ambulances with route maps, motorable points, nearest catch points in case of non-motorable locations. The Service Provider shall source these documents/ information.
- Make available Emergency Specialists doctors at the centralized call center for ambulance services for online consultation by emergency medical technician or doctor on board, whenever required. Nos. of doctors shall be adequate enough to handle the operational load.
- In addition to above specific activities the Service Provider shall develop and implement appropriate control mechanism to ensure;
  - Optimal use of the infrastructure including vehicles
  - Proper selection and training of human resources
  - Transparent, efficient and cost-effective procurement
  - Continuous performance monitoring and evaluation
- Prepare detailed Standard Operating Procedures (SoPs)/ protocol and submit to the Authority for approval.
- The service provider should have a BCP in place to ensure call centre is operational for a week time during any untoward incidents or natural calamities.
- The service provide adhere with all safety practices for infrastructure, information and people.

## Ambulance Integration Process

The ambulance integrator will develop a technology platform to integrate various ambulance and ambulance service providers and establish a call center to integrate, coordinate and manage all ambulances under single umbrella.

The integration of Ambulances services would be implemented based on the approach presented in the diagram below.

# Approach for Ambulance Integration

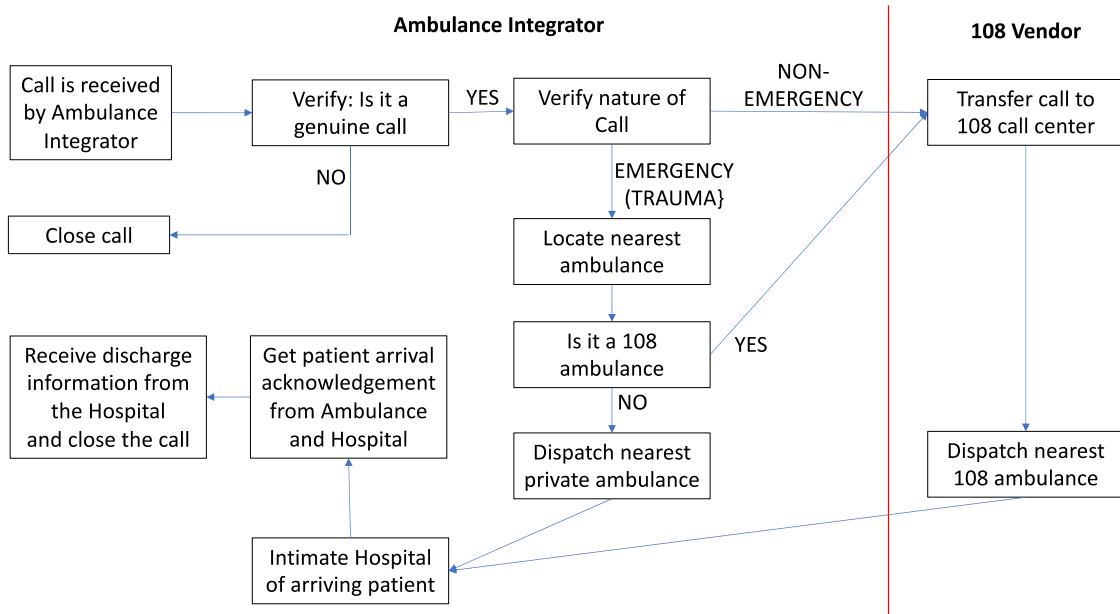


- Ambulance Integrator will input all the data of Hospitals and Ambulance in the system. The technology platform will integrate with the ambulance registration and renewal process so that the ambulance data is automatically updated in the system.
- Hospital data and bed availability, infrastructure like TCF, ICCU, Neuro Dept, Other Dept etc.
- During mapping process, health and suitability of the ambulance to be integrated in the system (as per National Ambulance Code - AIS 125) will be checked.
- The Ambulance Integrator on its technology platform will integrate the technical, functional and operational details received from 108 ambulance vendor.
- Ambulance Integrator will create technical document and SOP for API for integration of GPS devices installed in ambulances with the Ambulance location tracking system.
- Ambulance Integrator share technical data sheet of GPS devices that are compatible with their system (The GPS device should be AIS 140 approved).
- Ambulance Integrator will develop an app for ambulance driver/staff to establish a real time communication system with them.
- The System Integrator will coordinate with specified private ambulance operators and assist them in integrating it with their technology platform.
- The System Integrator will share the comprehensive report of all the ambulances integrated with the system to the government.
- Make available Emergency Specialists doctors at the centralized call center for ambulance services for online consultation by emergency medical technician or doctor on board, whenever required. Nos. of doctors shall be adequate enough to handle the operational load.
- Right Hospital – Intimate the hospital as per the infrastructure and bed availability

## Typical Incident Response Workflow

Based on a typical incident response workflow, the System Integrator will ensure that he has planned for required infrastructure, technology, staff, processes and audit mechanisms.

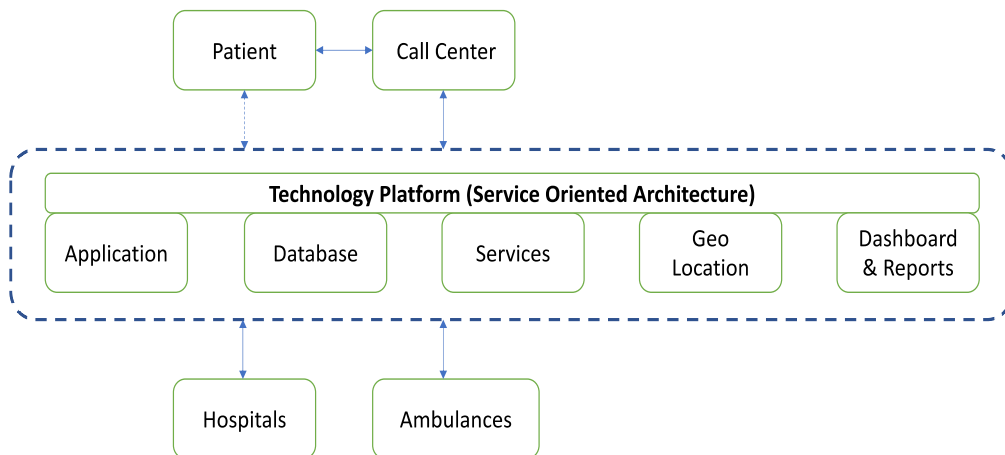
# Integrated Ambulance Response Workflow



## Technology Platform

The Ambulance Integrator will use the latest and innovative technologies to develop a Service Oriented technology platform which would have the functionalities as presented in the diagram below.

## Technology Platform for Ambulance Service Integration



As presented below, the technology platform would capture data which would be required by many stakeholders.



## Data Shared with Stakeholders through one Technology Platform

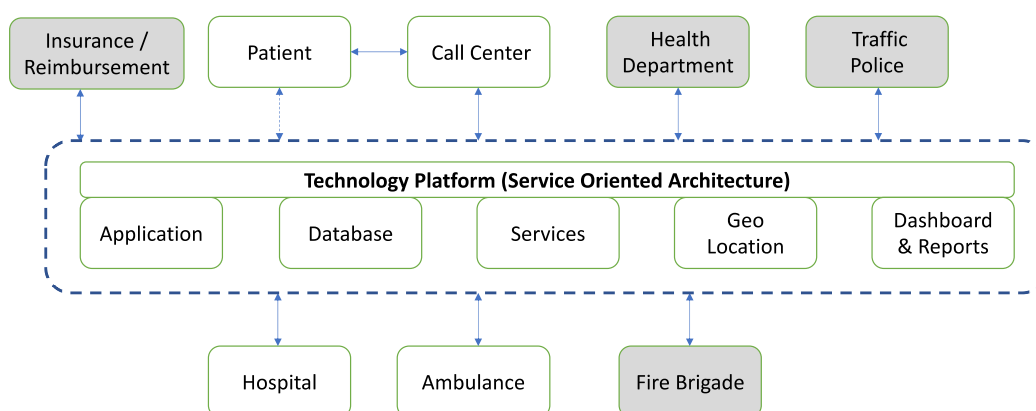
Functions	Patient	Call Center	Ambulance	Hospital	Health Dept	Police	Fire Brigade	Insurance / Reimbursement
Patient Information	X	X	X	X	X	X	X	X
GPS Location	X	X	X	X		X	X	
Traffic Route	X	X	X			X	X	
Problem / Diagnosis	X	X	X	X	X			X
Pick up / Handover	X		X	X				X
Treatment	X		X	X				X
Patient Transfer	X	X	X	X				X
Billing / Claim	X	X	X	X	X			X

To reduce the duplication of work, the technology platform should be agile and flexible .As the need arises it should be capable to integrate other stakeholders in the system.

Any other additional responsibility or requirement for the technology platform to be vested upon the successful bidder, as per proposal to be submitted by the Director, Medical Education & Training, Odisha, bidder should full fill with mutual terms of agreement.

All stakeholders will have mechanisms to securely login to the system. In the system, user would have access only to the data that is authorized to them.

## Technology Platform Capability for Future Integration



### Technology Solution Requirements

- Technology solution should be robust and scalable. The system should be able to meet all the current and future requirements and should have an architecture that would be capable for integration with other system. The required solution should be based on high availability, redundancy and scalability considering 24x7 operation.

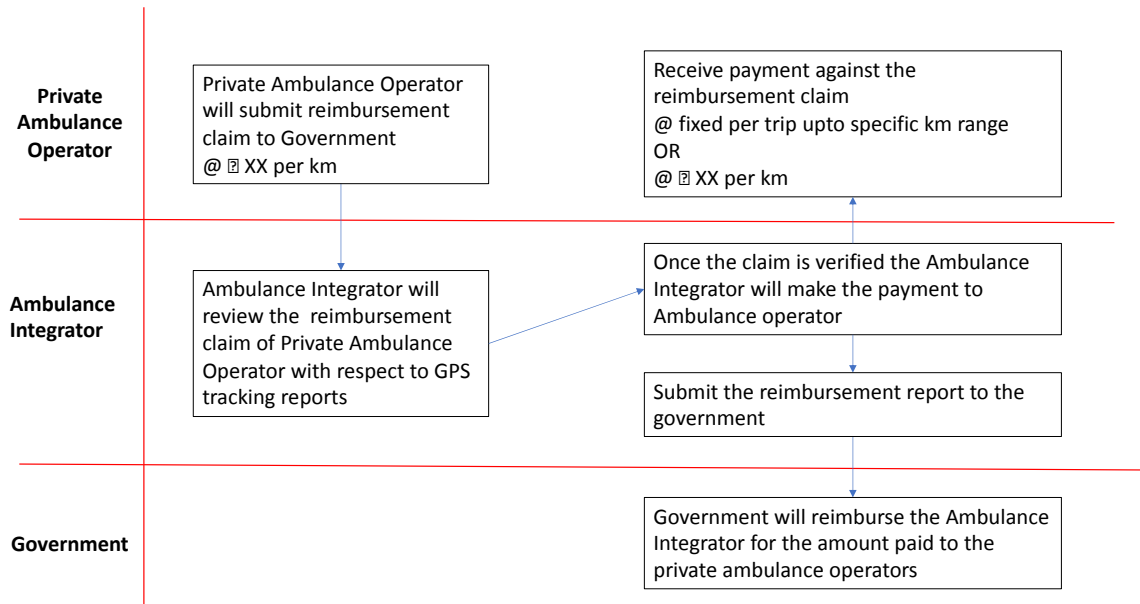
- Proposed solution of the applicant should comply with Service Oriented Architecture that defines integration of multiple applications in an enterprise and point-to-point integration. Bidder shall propose SOA based architecture while designing the solution.
- The proposed solution should have required redundancy to provide 99.99% uptime (52.6 minutes downtime per year).
- OEM lock-in should be avoided
- Scalability, manageability must be present in the solution to handle huge data volumes. As part of future requirements other emergency services and citizen centric services such as Fire Brigade, Traffic Management System, Insurance and reimbursement etc. may be integrated.
- The applicant should follow security principles such as “defense in depth”; for numerous defense mechanisms (“layers”) in place, designed so that an attacker has to defeat multiple mechanisms to perform a successful attack. Multi-layer security must be employed starting with networks, perimeter, DMZ, Data Centre, applications and databases. This principle may also require that the bidder provisions for security components from different vendors so that even if the equipment from one OEM is unable to detect the attack the other OEM will have a probability of detecting it.
- The applicant should propose a solution that follows the principle of “least privilege”. Each user and program should operate using the fewest privileges possible. This principle limits the damage from an accident, error, or attack. It also reduces the number of potential interactions among privileged programs, so unintentional, unwanted, or improper uses of privilege are less likely to occur. This idea can be extended to the internals of a program: only the smallest portion of the program which needs those privileges should have them. The applicant will have to design its solution utilizing similar industry recognized security principles.
- Latest version of industry best practices such as ISO 27001, ISO 20000, ISO 22301, IT Act, NCSP, NCIICP, DSCI-Privacy Framework and CoBIT5 should be followed by the bidder for the project.
- All the ICT assets must also be secured throughout their life cycle as they may contain sensitive data asset disposal, and data disposal principles
- Data Confidentiality: Encryption is the mechanism that is used to provide data confidentiality. If required data shall be sent/transmitted in encrypted form through SSL (Secure Socket Layer). SSL shall be enabled for accessing the applications through internet
- To address audit requirement, System shall provide a number of features and functions to enable accountability of actions taken by users of the database.
- The system shall maintain the Audit trail for all the events such as Data/Time for All Sign In(s) (Logins), etc., and Audit trail for data access.
- System Management shall follow all processes as per ITIL standards. This includes Asset Management, Vendor Management, Configuration Management, Incident Management, Performance Management and Capacity Management
- Interoperability of applications from different vendors is required at all levels
- The system should be upgradeable without affecting the production
- Applicant has to envision sizing for proposed network devices (like Routers or switches etc.), security equipment including firewalls, IPS or IDS, IPSec routers, etc.
- Applicant has to envision sizing for provisioning bandwidth requirements across locations considering the application performance, replication, data transfer and other requirements
- Applicant has to liaison with service providers for commissioning and maintenance of the links
- Department will not be responsible if the Applicant has not provisioned for any components, sub-components, assemblies, sub-assemblies as part of bill of material in the bid response. The Applicant will have to provision to meet the solution requirements the same at no additional cost and time implications to the Department.
- The key elements such as servers and network devices for hosting applications and providing connectivity will be hosted in third party Cloud Service Provider (CSP) Data Centre
- The CSP Data Centre should be hosted in India
- System shall use web services to implement service-oriented architecture. A major focus of Web services is to make functional building blocks accessible over standard Internet protocols that are independent from platforms and programming languages

- System shall provide a browser based user interface supported by standard web browsers and shall not require installation of any specific client side software except GIS Map application
- Centralized data shall be used at all places to assure data accuracy and simplify data management
- The architecture shall be designed to make solution robust, less diverse, scalable, highly available and lightweight to the extent possible. It would be responsible for providing modular and efficient component based framework that would support the following features:
  - Web based graphical user interface (GUI) for all the business functionality which would comply with major web browsers like Internet Explorer, Mozilla, and Chrome.
  - Mobile App based on Android/iOS/Windows for access for all business functionality for Citizen and public users
  - Applicant has to ensure registration of mobile applications on play store, and iOS store and bear corresponding expenses/charges etc.
- The application shall support multi lingual interface
- Application should be based on Complete SOA hence not allowing any direct access to any application to database or application. All connections shall be handled by web Services or APIs Data Architecture Principles
- System shall have the functionality for efficient retrieval of archived data. The duration of archival and purging shall be as per the requirements of Department
- System shall have business rules for controlled access to data
- The data exchange standard shall adopt a mutually agreeable language and protocol for data exchange between the information systems of the participating entities
- It would be advisable to adopt open non-proprietary standards that are generic and extensible (to cover future requirements)
- Database should be easily accessible and integrated with middleware

### **Third Party Audit Support**

- The Government reserves the right to inspect and monitor or assess the performance or maintenance of the project systems at any time during the course of the contract. The Government may demand and upon such demand being made, the department or its authorized Third Party Audit Agency (TPA) shall be provided with any documents, data, materials or any other information which it may require, to enable it to assess the progress or performance of the project.
- The Government also have the right to conduct itself or through another third party audit agency as it may deem fit, an audit to monitor the performance by the bidder on its obligations or functions in accordance with the standards committed to or required by the Government undertake to cooperate with and provide to the department or Audit agency, all documents and other details or information as may be required by them for this purpose. Any deviation or contravention identified as a result of such audit or assessment would need to be rectified by the bidder.
- The core objective for Third Party Audit (TPA) is to provide objective assurance to monitor and assess the conformance by the Bidder on various project activities and add value to improve the project operations. It would help the department to accomplish the project objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of infrastructure, operations, service level management and control and governance processes.

# Payment / Reimbursement



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## ABBREVIATON

<b>R.F.P.</b>	<b>REQUEST FOR PROPOSAL</b>
<b>N.I.P.</b>	<b>Notice Inviting Proposal</b>
<b>DoHFW</b>	<b>Department of Health &amp; Family Welfare</b>
<b>D.M.E.&amp;T., (O)</b>	<b>Director of Medical Education &amp; Training, Odisha</b>
<b>T.C.F.</b>	<b>TRAUMA CARE FACILITY</b>
<b>S.O.W.</b>	<b>SCOPE OF WORK</b>
<b>B .G.</b>	<b>BANK GUARANTEE</b>
<b>E.M.D.</b>	<b>Earnest Money deposit</b>
<b>C.V.</b>	<b>Curriculum Vitae</b>
<b>T.I.A.</b>	<b>Tender Inviting Authority</b>
<b>E.M.A.S.</b>	<b>Emergency Medical Ambulance Services</b>
<b>C.A.P.E.X.</b>	<b>Capital Expenditure</b>
<b>O.P.E.X.</b>	<b>Operational Expenditure</b>
<b>A.L.S.</b>	<b>Advance Life Support</b>
<b>B.L.S.</b>	<b>Basic Life Support</b>