

RFP No: 2245

Date: 10/06/2026



REQUEST FOR PROPOSAL (RFP)

FOR

Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha

Issuer:

Chief District Medical & Public Health Officer

District Headquarter Hospital, Keonjhar,

Odisha – 758001Keonjhar,

Email: dmfkeonjharhealth@gmail.com

Address for Communication & Submission of Documents

Chief District Medical & Public Health Officer

District Headquarter Hospital, Keonjhar,

Odisha – 758001Keonjhar,

Email: dmfkeonjharhealth@gmail.com

Chief District Medical & Public Health Officer
Keonjhar

Contents

DISCLAIMER	4
DATA SHEET	5
SECTION – 1	7
Letter of Invitation.....	7
SECTION:2	9
Information to the Bidders (Pre-Qualification Criteria):.....	9
Part 1: Fee, Pre-Qualification, Technical Proposal and	12
Part 2: Financial Proposal.	12
SECTION – 3	21
Term of Reference (ToR).....	21
1. Introduction.....	21
2. Objectives.....	21
3. Specification of Vehicle (New):.....	22
4. Specification of Ambulance with Basic Life Support:.....	22
5. Specification of Ambulance for Advanced Life Support:	24
6. Human Resources.....	27
7. Ambulance Maintenance.....	29
8. Detailed Project Execution Plan.....	29
9. Service Level Indicators (SLA) and Penalty.....	29
10. Responsibility of the Selected Bidder	31
11. Project Duration	36
12. Inspecting, Testing and Quality Control	37
13. Steps for Project Implementation.....	37
14. Scope of Work and Functioning.....	38
15. Responsibilities of CDM&PHO Keonjhar	39
16. Responsibilities of DMF Keonjhar.....	39
17. Monitoring and Evaluation.....	39
18. Reporting Arrangements	40
19. Termination of the Project and MOU.....	40
20. Indemnification	41
21. Payment Procedure.....	41
SECTION - 4	42
TECH -1: Covering Letter.....	42
TECH -2: Bidder's Organization (General Details).....	43
TECH – 3: Annual Average Turn Over Statement	44
TECH – 4: Format for Power of Attorney	45
TECH – 5: (Bidder's Past Experience Details).....	46
TECH – 6: (Information Regarding any Conflicting Activities and Declaration Thereof).....	47
TECH -7: Description of Approach, Methodology and Workplan to Undertake the Assignment	48
TECH-8 : Non-Blacklist Undertaking.....	49
TECH-9 : Non-Consortium Declaration	50

Section 5: Financial Forms	51
FIN 1: Covering Letter (Financial Bid).....	51
FIN 2: Summary of Financial Proposal.....	52
Section 6	53
ANNEXURE-I (Bid Submission Checklist)	53
ANNEXURE-II: Performance Bank Guarantee Format.....	54



Chief District Medical & Public Health Officer
Keonjhar

DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to either as 'tender') document provided to the Bidders, by the Chief District Medical & Public Health Officer, Keonjhar, hereinafter referred to as CDM&PHO or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

The purpose of this tender document is to provide the Bidder(s) with information to implement the following assignment: "Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha". This tender document does not purport to contain all the information each Bidder may require. This tender document may not be appropriate for all people, and it is not possible for CDM&PHO, their employees, or advisors to consider the business/investment objectives, financial situation, and particular needs of each Bidder who reads or uses this tender document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this tender document and wherever necessary obtain independent advice from appropriate sources. CDM&PHO, Keonjhar their employees, and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the tender document.

CDM&PHO, Keonjhar may, in its absolute discretion, but without being under any obligation to do so, update, amend, or supplement the information in this tender document.


Chief District Medical & Public Health Officer
Keonjhar

DATA SHEET

Sl. No.	Particulars	Details
1	Name of the Client	Chief District Medical & Public Health Officer, Keonjhar
2	Method of Selection	Quality cum Cost Based System (QCBS).
3	Date of Issue of Request for Proposal (RFP)	10-06-2026
4	Deadline for Submission of Pre-Proposal Query by E-mail - dmfkeonjharhealth@gmail.com	17-06-2026 by 01.00 PM
5	Issue of Pre-proposal Clarifications at district NIC website	20-06-2026
6	Last date of submission of bid	02-07- 2026 (by 05.00 PM)
7	Date of opening of Technical Proposal	03-07-2026 (at 11.00 AM) at DTU NHM Conference Hall, O/o – ADPHO (FW), DHH Keonjhar.
8	Date of opening of Financial Proposal	The date of opening of financial proposal will be intimated by the CDM & PHO Keonjhar to the agency found successful in the technical proposal evaluation.
9	Technical Presentation	The date of opening of financial proposal will be intimated by the CDM & PHO Keonjhar to the agency found successful in the technical proposal evaluation.
10	Letter of Award	To be intimated to the selected agency
12	Bid Processing Fee (Non-Refundable)	Rs.10,000/- (Rupees Ten Thousand only) remitted through demand draft drawn in favour of “Chief District Medical & Public Health Officer, Keonjhar” payable at “Keonjhar”
13	Earnest Money Deposit (EMD) (Refundable)	Rs.16,00,000/- (Rupees Sixteen Lakh only) in shape of DD/FD/Postal deposit duly pledged in favour of “Chief District Medical & Public Health Officer, Keonjhar” from any nationalized scheduled bank/Post office.
14	Address to submission of bid	Chief District Medical & Public Health Officer District Headquarter Hospital, Keonjhar, Odisha – 758001 Keonjhar, Email: dmfkeonjharhealth@gmail.com
15	Exemption to MSME	Subject to submission of registered certification (in the relevant field) and declaration.
16	Mode of Submission	Registered Post/Speed Post / Courier

Note:


Chief District Medical & Public Health Officer
Keonjhar

1. The Client reserves the right to change any schedule. Please visit the website <https://kendujhar.odisha.gov.in> regularly for the same.
2. Proposals must be submitted before the date, time, and venue mentioned in the Fact Sheet through Speed Post/Courier. Proposals that are received after the deadline will not be considered.
3. In case, it is not possible to open the financial proposals on the bid opening day, the date of opening of financial proposal will be communicated to eligible bidder through correspondence.



Chief District Medical & Public Health Officer
Keonjhar

SECTION – 1

RFP No: 2245

Date: 10/06/2026

Letter of Invitation

Chief District Medical & Public Health Officer

District Headquarter Hospital, Keonjhar,
Odisha – 758001Keonjhar,
Email: dmfkeonjharhealth@gmail.com

Address:

Chief District Medical & Public Health Officer
District Headquarter Hospital, Keonjhar,
Odisha – 758001Keonjhar,
Email: dmfkeonjharhealth@gmail.com

Subject: Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha

1. Chief District Medical & Public Health Officer, Keonjhar, Govt. of Odisha (The Client) invites sealed proposal from eligible bidders under the process for “**Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha**”. More details on the proposed study are provided at **Section-3: Terms of Reference (ToR)** of this RFP Document.
2. The proposal completed in all respects as specified in the RFP Document must be accompanied by a non-refundable Bid Processing Fee of Rs. 10,000/- (Rupees Ten Thousand only) drawn in favour of “Chief District Medical & Public Health Officer”, Keonjhar”, from any nationalized/scheduled commercial bank and payable at Keonjhar, Odisha.
3. The proposal must be delivered at the specified address as per the Data Sheet by Speed post/ Courier only. The Client shall not be responsible for postal delay or any consequences. Submission of the proposal through any other mode will be rejected.
4. The last date and time for submission of the proposal complete in all respects is **02-07-2026** till 5.00 PM and the date of opening of the technical proposal is **03-07-2026** in the presence of the bidder/bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
5. This RFP includes the following sections:
 - a. Letter of Invitation [**Section – 1**]
 - b. Information to the Bidder [**Section – 2**]
 - c. Terms of Reference [**Section – 3**]
 - d. Technical Proposal Submission Forms [**Section – 4**]
 - e. Financial Proposal Submission Forms [**Section – 5**]
 - f. Annexure-I [Bid Submission Checklist and any other relevant project related material need to be provided]
6. While all information/data given in the RFP is accurate within the consideration of the scope

of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for the accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any/ all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

**Chief District Medical & Public Health
Officer, Keonjhar**

SECTION:2

Information to the Bidders (Pre-Qualification Criteria):

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce copies of the required supportive documents/information as part of their technical proposal, failing which the proposals will be rejected.

Sl. No.	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	Bidder/vendor should be an organization registered under any of the following: a. Companies Act 2013, b. Societies' Registration Act, c. Indian Trust Act 1882, d. Indian Partnership Act 1932, e. Limited Liability Partnership Act 2008,	Copy of - Certificate of incorporation/ Registration Certificate/ Partnership Deed/ Certificate of registration u/s 12A along with PAN Card, GST Registration Certificate (in Form GST REG-06)
2	Operation	The Agency should have been in operation for the past 03 (Three) years as on 30.11.2026 and filed ITRs for the last three FYs (i.e., 2022-23, 2023-24 & 2024-25) / have audited financial statements signed by a Chartered Accountant	Last three financial years Audited Financial Statements duly sealed & signed by a Chartered Accountant in practice / ITR for the said periods
3	Financial Capacity	The Minimum annual average turnover of at least Rs.5.00 Crore (Rupees Five Crore) in similar nature of project over the last three FYs (i.e., 2022-23, 2023-24 & 2024-25)	Financial Details of the bidder (TECH- 3) along with copies of last three FY's Audited Financial Statement duly signed by a Chartered Accountant in practice
4	Consortium	No Consortium/JVs/associations/ sub-contracting shall be allowed under this project.	Declaration of submitting as independent agency from the Authorized Signatory on the Letterhead of the agency
5	Blacklisting	The Agency should not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies	Undertaking by the Authorized Signatory on the Letterhead of the agency

6	Experience	The Bidders having cumulative work experience in operations of at least Three (03) years of any of the following: <ul style="list-style-type: none"> • Advance Life Support (ALS) Ambulance with a Call Centre • Basic Life Support (BLS) Ambulances with a Call Centre 	Copies of Relevant Work Orders/Sanction Orders/MOUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence should be provided as proof of exposure
7	Authorized Representative	A Power of Attorney in the name of the person signing the proposal	Original Notarized Copy of the Power of Attorney on Rs.100 Non-Judicial Stamp Paper.
8	Cost of Tender Fee	The Agency should furnish a bid processing fee of Rs.10,000/- (Rupees Ten Thousand Only) , in the form of Demand Draft in favour of "Chief District Medical & Public Health Officer, Keonjhar payable at "Keonjhar"	Original Instrument
9	Earnest Money Deposit (EMD)	The agency should furnish EMD of Rs.16,00,000/- (Rupees Sixteen Lakh Only) in the shape of DD/ FD/Postal deposit duly pledged in favour of "Chief District Medical & Public Health Officer" Keonjhar" from any nationalized scheduled bank/Post office.	Original Instrument

Documents/Formats need to be submitted for TECHNICAL PROPOSAL:

The bidder / vendor must furnish the following documents duly signed in for their Technical Proposal:

- 1) Filled in Bid Submission Check List (ANNEXURE-I) in Original.
- 2) Covering letter (TECH- 1) on bidder's letterhead requesting to participate in the selection process.
- 3) Bid Processing Fee & Earnest Money Deposit (EMD) as applicable.
- 4) Copy of Certificate of Incorporation/ Registration/Deed.
- 5) Copy of PAN/TAN.
- 6) Copy of Goods and Services Tax Identification Number (GSTIN) in Form GST REG-06.
- 7) Copies of Audited financial statements by the CA for the last three financial Years FY (i.e., 2022-23, 2023-24 & 2024-25)
- 8) General Details of the Bidder (TECH – 2).
- 9) Financial Details of the Bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction.
- 10) Power of Attorney (TECH – 4) in favor of the person signing the bid on behalf of the bidder.
- 11) List of completed/Ongoing projects of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients.

- 12) Undertaking for not having been blacklisted by any Central / State Government / Any other autonomous bodies/ International & National Organization in the recent past on the Letterhead of the agency.
- 13) Self-Declaration regarding Conflict of Interest (TECH - 6).
- 14) Duly filled in Technical Proposal Form TECH – 7.

Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions and other important information as mentioned in the RFP Document. The proposal must be complete in all respects, indexed and hard bound. Each page should be numbered and signed.

1. Bid Processing Fee:

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to **Rs.10,000/- (Rupees Ten Thousand Only)** Remitting as shown in the Data Sheet.

2. Earnest Money Deposit (EMD):

The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to **Rs.16,00,000 (Rupees Sixteen Lakh Only)** remitting as shown in the Data Sheet.

The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract without interest thereon. The EMD of the successful bidder will be released without interest after the contract agreement with CDM&PHO upon submission of Security deposit in the form of Performance Bank Guarantee (PBG) as 3% of Total Contract value yearly.

In the absence of the EMD, technical proposal of the bidder shall be rejected. However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the local MSEs (Micro & Small entrepreneurs) registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. Departments and Agencies under its control. It is further clarified that the above exemption is applicable to local MSEs registered in Odisha only. This exemption to the local MSEs shall be applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid)

The EMD will be forfeited on account of the following reasons:

- a. Bidder withdraws or modifies (not acceptable to Client) its proposal during the bid validity period as specified in RFP
- b. Bidder does not respond to requests for clarification of its proposal.
- c. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
- d. If the bidder fails to-

- i. Provide any clarifications to the Client,
- ii. Agrees to the decisions of the contract negotiation meeting,
- iii. Sign the contract within the prescribed time,
- iv. Any other circumstance which holds the interest of the Client during the overall selection process.

3. Validity of the Proposal:

Proposals shall remain valid for a period of **90 (Ninety Days)** from the date of opening of the technical proposal. The Client reserves the right to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

4. Pre -Proposal Queries / Pre-Proposal Meeting:

Bidders are allowed to submit their queries in respect of the RFP and other details if any, to, Chief District Medical & Public Health Officer, District Headquarter Hospital, Keonjhar **758001 Email: dmfkeonjharhealth@gmail.com** as per the time limit prescribed. Clarifications to the above will be uploaded on the website/ clarified through email to the respective bidders for the purpose of preparation of the proposal. Request for alternation / change in existing terms and conditions of the RFP will not be considered / entertained.

5. Preparation & Submission of Proposal:

6. Preparation of Proposal

You are requested to submit your proposal through **Registered Post/ Speed Post/Courier** as per the information provided in the datasheet in Two Parts strictly using the formats enclosed herewith (**refer Section: 2, 3 & 4 for Part-1 and refer Section:5 for Part-2**) in Two separate covers. The two parts shall be:

Part 1: Fee, Pre-Qualification, Technical Proposal and

Part 2: Financial Proposal.

Bidder must submit **Hard Copy** of the Technical Proposals by **Speed Post / Courier** only to the specified address before stipulated date of opening the Technical Bid as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay/ any consequence in receiving of the proposal.

7. The procedure for submission of the proposal is described below:

7.1 Technical Proposal:

The envelope containing Hard Copy of Technical Proposal along with the Bid Processing Fee and EMD shall be sealed and superscripted as "**Technical Proposal - <Proposed Project Name>**" and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, along with all the supportive documents and information have to be furnished as part of technical proposal.

The Technical Bid shall not include any financial information related to the Price Bid. Technical Bid containing financial information related to the Price Bid shall be

declared non-responsive.

7.2 Financial Proposal:

The envelope containing Hard Copy of Financial Proposal shall be sealed and superscripted as "Financial Proposal - <Proposed Project Name>" and to be furnished inside another envelope. The duly filled-in financial proposal submission forms, along with all the supportive documents and information have to be furnished as part of financial proposal.

- The Bidder shall quote his rates on prescribed format already provided in the RFP. Further the bidder shall have to submit the filled in formats attached in **Section 5** in the second packet of Cover-2.
- The rate offered to remain fixed for the whole contract period or for the extended agreed period.
- The financial proposal shall be inclusive all costs, direct or indirect, for successful delivery of the services defined in the ToR but exclusive of GST.
- Bidder shall express the price of their services in the Local currency (Indian Rupees).

The complete proposal must be submitted on or before the time and date stated in the Data Sheet.

Any deviation from the prescribed procedures/ information/ formats / conditions shall result in out-right rejection of the proposal. All the pages of the proposal have to be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

7.3 Opening of the proposal:

- a. Opening of Proposals will be done as per the schedule date and time.
- b. The **TECHNICAL PROPOSAL** received as mentioned in point no. 7.1 within the time mentioned in the data sheet will be opened in the initial stage by the Client in presence of the bidder's authorized representatives at the location, date and time specified in the Data Sheet.
- c. The Client will constitute a Tender Evaluation Committee to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to witness the bid opening.
- d. The **FINANCIAL PROPOSAL** as mentioned in 7.2, only of the technically qualified bidders will be opened on the date mentioned in the data sheet after completion of technical evaluation stage.

8 Evaluation of Proposal:

A three-stage evaluation process will be conducted as explained below for evaluation of the proposals:

PRELIMINARY EVALUATION (1st Stage): Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not.

Submission of following documents / information will be verified:

- 1) Filled in Bid Submission Check List in Original (Annexure-I)
- 2) Covering letter (TECH - 1) on bidder's letterhead requesting to participate in the selection process.
- 3) Bid Processing Fee as applicable
- 4) Copy of Certificate of Incorporation/ Registration
- 5) Copy of PAN
- 6) Copy of Goods and Services Tax Identification Number (GSTIN) (If applicable)
- 7) Copies of Financial Statements for the last three financial years FY (i.e., 2022-23, 2023-24 & 2024-25)
- 8) General Details of the Bidder (TECH - 2)
- 9) Financial Details of the bidder (TECH - 3) along with all the supportive documents as applicable duly signed and certified as per the instruction.
- 10) Power of Attorney (TECH - 4) in favor of the person signing the bid on behalf of the bidder.
- 11) List of completed/ongoing assignments of similar nature (Past Experience Details, TECH - 5) along with copies of contracts/work orders/completion certificate from previous Clients.
- 12) Self-Declaration on Conflict of Interest (TECH - 6)
- 13) Duly filled in Technical Proposal Forms (TECH - 7)
- 14) Declaration of submitting as independent agency (No Consortium/ JVs/ associations/ sub-contracting) (TECH-8)
- 15) Declaration for not having been black-listed by any Central / State Government / Any other autonomous bodies/ International & National Organization in the recent past on the Letterhead of the agency. (TECH-9)
- 16) All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

*** Bids not complying to any of the above requirement, will be outrightly rejected at the discretion of the Client's authority.**

TECHNICAL EVALUATION (2nd Stage):

Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

Item No.	Marking Criteria	Maximum Marks
1	Turn Over	20

1.1	Average annual turnover during the last three financial years (FY 2021–22, FY 2022–23, and FY 2023–24, or FY 2022–23, FY 2023–24, and FY 2024–25):	20		
	Minimum ₹5 Crore			10 Marks
	More than ₹5 Crore to < ₹7 Crores			15 Marks
	More than ₹7Crores to ₹10Crores			20 Marks
2	Experience	50		
2.1	Minimum Three (03) years of Experience in Management of Advance Life Support (ALS) Ambulance with a Call Centre / Basic Life Support (BLS) Ambulances with a Call Centre etc for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings till the bid application due date (ADD)	20		
2.2	Number of Ambulance Units Managed under Similar Projects Scoring Criteria <ul style="list-style-type: none"> • 5 units to 10 units = 5 Marks • 11 units to 15 units= 15 Marks • 16 units to 20 units = 20 Marks 	20		
2.3	The Bidder shall possess a valid Capability Maturity Model Integration (CMMI) certification at Level-3 or higher, issued by a recognized CMMI Institute–authorized appraisal body. The certification must be issued before the date of issue of this bid and valid as on the bid submission date.	10		
3	Presentation on Approach, Methodology and Work Plan <ol style="list-style-type: none"> 1. Understanding of the Need / Demand of the Project / Assignment, Challenges and Risk Mitigation Strategies (10 Marks) 2. Approach, Methodology, Work Plan, patient management, Unique Selling Proposition / Additional Software / Features, Additional Services, Demonstration of application software, vehicle tracking etc (10 Marks) 3. Learnings from similar past experiences (10 Marks) 	30		
	Total	100		
	The minimum qualifying mark is: 70 <ol style="list-style-type: none"> 1. Bidder must score at least 70% to qualify for opening of Financial Bid. 2. The scores provided by the Technical Committee will be considered as final. 			

FINANCIAL EVALUATION (3rd Stage):

Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain a minimum 70% marks in Technical Evaluation) shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

Evaluation Process:

QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives.

The lowest evaluated Financial Bid (Fm) shall be given the maximum financial score (Sf) of 100. The formula for determining the financial scores of all other bids shall be calculated as follows: $Sf = 100 \times Fm/F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the bid under consideration. The weights given to the Technical (T) and Financial (P) Bids shall be:

$$T = 70, \text{ and}$$

$$P = 30$$

Bids shall be ranked according to their combined scores, calculated using the technical score (St) and financial score (Sf) and the weights as follows:

$$S = St \times T\% + Sf \times P\%$$

The bidder, who has the highest score in the QCBS and shall be called for further process leading to the award of the contract. The bid price will include all taxes as applicable and shall be in Indian Rupees. Prices quoted in the bid must be firm and final and shall not be subject to any modifications on any account whatsoever. In case of a tie, the bidder having higher technical score will be considered the preferred bidder.

For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the Client will make payment to the consultant including overhead expenses.

9 Performance Bank Guarantee: (PBG) of contract value:

Within 10 days of notifying the acceptance of a proposal for award of contract, the qualified bidder shall have to furnish Security deposit in the form of a Performance Bank Guarantee amounting to **3% of Total Contract value Yearly** from a nationalized/scheduled commercial bank in favor of "**CDMO KEONJHAR DMF**", as per the format at Annexure-II, for a period of three months beyond the entire contract period (i.e. PBG must be valid from the date of effectiveness of the contract to a period of 3 months beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

10 Contract Negotiation:

Contract negotiation, if required will be held at a date, time and address as intimated to the selected bidder/s. The bidder will, as a pre-requisite for attendance at the negotiations, confirm availability of all the proposed staff for the assignment. Representatives conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be carried out, if any and availability of proposed professionals etc.

11 Award of Contract:

After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders will be asked to sign the contract after fulfilling all formalities within 15 days of the offer letter. After signing the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. The contract will be valid for 01 (one) years from the date of effectiveness of the contract.

12 Conflict of Interest:

Conflict of interest exists in the event of:

- a. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
- b. Consultants, agencies or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly; and
- c. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

13 Disclosure:

- a. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
- b. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- c. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - i. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - ii. Corruption includes the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 - iii. Failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

14 Anti-corruption Measure:

- a. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- b. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

15 Language Proposals:

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

16 Cost of bidding:

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

17 Legal Jurisdiction:

All legal disputes are subject to the jurisdiction of District Session Court, Keonjhar only.

18 Governing Law and Penalty Clause:

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty @ 1% per week subject to maximum of 10% of the total contract value. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

19 Confidentiality:

Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not



officially concerned with the process, until the publication of the award of contract. The undue use by any Consultant of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the consultant or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

20 Amendment of the RFP Document:

At any time before submission of proposals, the Client may amend the RFP by issuing an addendum through website www.keonjhar.odisha.gov.in. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposals.

21 Client's right to accept any proposal, and to reject any or all proposal/s

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding/selection/evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

22 Copyright, Patents and Other Proprietary Rights:

Chief District Medical & Public Health Officer, Keonjhar-758001, Odisha, shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. At the Client's request, the Agency shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

23 Force Majeure:

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a force Majeure situation arises, the agency shall promptly notify Client in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Client in writing, the Agency shall continue to fulfil its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The agency shall advise Client in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Client reserves the right to cancel the contract without any obligation to compensate the agency in any manner for whatsoever reason.

24 Settlement of Disputes:

The Client and the Consultant shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Keonjhar, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. District Collector cum Chairperson and Managing Trustee, District Mineral Foundation, Keonjhar Government of Odisha will be the final authority to resolve the dispute arising between and the Client and the Consultant.

25 Disqualification of Proposal:

The proposal is liable to be disqualified in the following cases as listed below:

- a. Proposal submitted without Bid Processing Fee as applicable
- b. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices
- c. Proposal is received in incomplete form; Proposal is received after due date and time for submission of bid Proposal is not accompanied by all the requisite documents/information
A commercial bid submitted with assumptions or conditions
- d. Bids with any conditional technical and financial offer and if the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value
- e. Proposal is not properly sealed or signed
- f. Proposal does not conform to the requirement of the scope of the work of the assignment. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- g. If, any of the bid documents (including but not limited to the hard and soft/electronic copies of the same, presentations during evaluation, clarifications provided by the bidder), excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid; Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices & any other condition/situation which holds the paramount interest of the Client during the overall section process.

SECTION – 3
Term of Reference (ToR)

1. Introduction

Keonjhar, an administrative district of Odisha since 1st January 1948, is one of the major minerals producing districts. Covering a geographical area of 8,303 sq kms, the Keonjhar District is bounded by Mayurbhanj District and Bhadrak District to the east, Jajpur District to the south, Dhenkanal District and Sundargarh District to the west and West Singhbhum district of Jharkhand State to the north. Keonjhar district in Odisha comprises of 3 subdivisions namely Keonjhar Sadar, Champua and Anandpur and 13 Blocks with the district headquarter is at Keonjhar.

Keonjhar currently has about 456 Healthcare facilities, which include the Sub-centres (351), Urban Sub Centres (12), Primary Health Centres (66), Urban Primary Health Centre (3), Community Health Centres (17), Sub-divisional Hospital (2) and District Headquarter Hospital (1) providing primary and secondary healthcare services only. A 500 bedded Medical College & Hospital shall be operationalized soon.

Sr. No.	Block Name	Name of the Healthcare Facility	Number of ALS Ambulance	Number of BLS Ambulance
1	Keonjhar (T) Block	DDMCH	2	2
2	Keonjhar (T) Block	Keonjhar DHH	1	2
3	Anandapur Block	Anandapur SDH	1	1
5	Champua Block	Champua SDH	1	1
4	Bansapal (T) Block	Bansapal CHC		2
6	Champua (T) Block	Bhanda CHC		1
7	Joda (T) Block	Barbil CHC		1
8	Joda (T) Block	Basudevpur- CHC		1
9	Joda (T) Block	Joda CHC		1
10	Jhumpura (T) Block	Jhumpura CHC		1
11	Hatadihi Block	Salania CHC		1
12	Ghasipura Block	Sainkul CHC		1
13	Ghatgaon (T) Block	Ghatgaon CHC		1
14	Harichandanpur (T) Block	Harichandanpur CHC		2
	Total		5	18

2. Objectives

1. Provide 24x7 Ambulance services (**5 ALS and 18 BLS**) for Inter-Facility transfer of patients within the Government Healthcare Facilities.
2. Transfer the patients to the designated health facility with-in the shortest time possible.

3. Specification of Vehicle (New):

Sl. No.	Parameter Category	Specification / Minimum Requirement
1	Ambulance Type	Type C Road Ambulance
2	Purpose	Specially equipped and ergonomically designed vehicle for transportation and emergent treatment of sick/injured persons, capable of providing out-of-hospital medical care during transit or when stationary
3	Standard Compliance	As per AIS 125 Generic Parameters and applicable CMVR guidelines
A. Vehicle Specifications		
3.1	Type of Fuel	Diesel
3.2	Vehicle Emission Compliance	BS-VI Ver. 2.0 or latest applicable
3.3	Air Conditioning	Factory-fitted Air Conditioning (AC)
3.4	Engine Power	More than 75 HP
3.5	Number of Cylinders	Minimum 4
3.6	Number of Doors	Minimum 3
3.7	Ground Clearance	Minimum 180 mm to 210 mm
3.8	Wheel Base	Minimum 3200 mm to 3488 mm
3.9	Tyres	BIS marked pneumatic tyres and tubes for front and rear
3.10	Transmission System	Manual
3.11	Forward Gears	Minimum 5-speed
3.12	Wheel Drive Type	Two-wheel drive as per AIS-125 norms
3.13	Steering Type	Power Steering
B. Constructional Parameters		
4.1	Vehicle Body Type	Monocoque
4.2	Length of Vehicle Body	Minimum 5400 mm
4.3	Width of Vehicle Body	Minimum 1850 mm
4.4	Height of Vehicle Body	Minimum 2490 mm
4.5	Number of Stretchers	Minimum 1
C. Seating Capacity		
5.1	Seating Capacity	9 + Patient + Driver

4. Specification of Ambulance with Basic Life Support:

S. No.	Name of Equipment	Minimum Specifications / Equivalent
--------	-------------------	-------------------------------------

1	Suction Pump Electronic	1. Portable/electronic suction unit suitable for ambulance use. 2. Operating voltage: 12V DC or equivalent. 3. Adjustable negative pressure up to minimum -700 mbar or equivalent. 4. Minimum 500 ml secretion collection jar, autoclavable/polycarbonate or equivalent. 5. Rechargeable battery backup minimum 90 minutes or equivalent. 6. Suction capacity minimum 10 liters/minute. 7. Wall mountable in ambulance. 8. CE/FDA/EN certified or equivalent international standard.
2	Suction Pump Manual	Manual suction pump suitable for emergency and ambulance applications.
3	Laryngoscope with Blade	1. Metal laryngoscope set with adult and child blades. 2. Ergonomic handle with adequate illumination. 3. Fiber optic/conventional light source or equivalent. 4. CE/FDA certified or equivalent.
4	Oxygen Cylinder B Type	1. Lightweight oxygen cylinder suitable for ambulance use. 2. Minimum 1500 L capacity or equivalent. 3. Flow meter up to 15 liters/minute or equivalent. 4. Pressure regulator, humidifier and necessary accessories. 5. Provision for refilling from bulk cylinder.
5	Artificial Manual Breathing Unit (Adult)	1. Adult manual resuscitator with facemask. 2. Bag capacity minimum 1500 ml or equivalent. 3. Standard connectors compatible with masks/endotracheal tubes. 4. Oxygen reservoir with non-rebreathing valve. 5. CE/FDA certified or equivalent.
6	Artificial Manual Breathing Unit (Child & Neonatal)	1. Pediatric/neonatal manual resuscitator with facemask. 2. Appropriate pediatric bag capacity. 3. Standard connectors compatible with masks/endotracheal tubes. 4. Oxygen reservoir with non-rebreathing valve.
7	Trolley Stretcher with Back Tilt Facility and Collapsible Wheels	1. Automatic/folding loading stretcher suitable for ambulance use. 2. Lightweight aluminum alloy/stainless steel construction or equivalent. 3. Adjustable backrest. 4. Safety side rails and locking mechanism. 5. Collapsible wheel arrangement. 6. Minimum load capacity 160 kg or equivalent. 7. Quick locking/fixing arrangement for ambulance mounting. 8. CE/FDA certified or equivalent.
8	Canvas Stretcher Folding	1. Lightweight foldable stretcher with aluminum alloy frame or equivalent. 2. Compact, portable and rugged design. 3. Provision for IV stand/pole. 4. Locking arrangement for safe handling. 5. CE/ISO certified or equivalent.
9	Stretcher Scoop	1. Lightweight aluminum/alloy scoop stretcher or equivalent. 2. Adjustable length with locking arrangement and straps. 3. Suitable for confined area patient handling. 4. Minimum load capacity 120 kg or equivalent.
10	B.P. Instrument Aneroid	Aneroid sphygmomanometer with adult cuff, inflation bulb, air release valve and carrying pouch suitable for clinical use.
11	Stethoscope	Standard adult stethoscope with metal binaural and durable tubing.

12	Pneumatic Splints Set of 6 Adult Sizes with Carrying Case	1. Set comprising hand/wrist, arm, leg and ankle splints. 2. X-ray translucent material. 3. Washable and reusable. 4. Inflation/fastening arrangement with zipper or straps.
13	Gauze Cutter	Emergency scissors/gauze cutter with stainless steel blade and ergonomic handle.
14	Artery Forceps	Stainless steel artery forceps suitable for emergency use.
15	Magill's Forceps	Stainless steel Magill's forceps suitable for airway management.
16	Cervical Collar	1. Adjustable cervical collar with multiple size settings. 2. Chin support and ventilation provision. 3. X-ray translucent and easy to clean. 4. CE/FDA certified or equivalent.
17	First Aid Bag	First aid bag with internal partitions/compartments suitable for carrying emergency medical supplies and vials.
18	Spinal Board	1. High-strength waterproof spinal board. 2. Multiple handles with straps for patient immobilization. 3. Radiolucent material suitable for imaging procedures. 4. Compatible with head immobilizer. 5. CE/FDA certified or equivalent.
19	Double Head Immobilizer for Scoop Stretcher	1. Head immobilizer compatible with scoop stretcher/spinal board. 2. Padded support blocks and fixing straps. 3. Waterproof and easy-to-clean material.
20	Portable Hand-held Glucometer	Portable glucometer with test strips and standard accessories. CE/FDA certified or equivalent.
21	Nebulizer (Electric)	Electric nebulizer with mask, tubing and accessories suitable for ambulance/emergency use. CE certified or equivalent.

5. Specification of Ambulance for Advanced Life Support:

S. No.	Name of the Specifications of Equipment	Specification
1	Portable Ventilator	<ol style="list-style-type: none"> 1. Portable transport ventilator suitable for Adult & Pediatric patients. 2. Should support volume and pressure-controlled ventilation modes. 3. Should have adjustable tidal volume, respiratory rate, PEEP and FiO₂ settings. 4. Battery backup minimum 2 hours. 5. Compatible with ambulance power supply. 6. Should have audible and visual alarms. 7. Should be CE/FDA certified.
2	Defibrillator with Monitor	<ol style="list-style-type: none"> 1. Biphasic defibrillator with manual and AED mode. 2. Integrated ECG monitoring with display screen. 3. Energy selection up to 200/360 Joules. 4. Rechargeable battery operated with charging provision. 5. Adult and pediatric paddles. 6. Should have synchronized cardioversion facility.

		7. Should be CE/FDA certified.
3	Multipara Patient Monitor	<ol style="list-style-type: none"> 1. Portable monitor with ECG, SpO₂, NIBP, Respiration and Temperature monitoring. 2. Minimum 8-inch color display. 3. Rechargeable battery backup minimum 2 hours. 4. Audible and visual alarm system. 5. Suitable for ambulance mounting. 6. Should be CE/FDA certified.
4	Syringe Infusion Pump	<ol style="list-style-type: none"> 1. Portable programmable syringe infusion pump. 2. Flow rate adjustable with alarm system. 3. Battery operated with charging provision. 4. Suitable for standard syringe sizes. 5. Should be CE/FDA certified.
5	Infusion Pump	<ol style="list-style-type: none"> 1. Portable volumetric infusion pump. 2. Adjustable infusion flow rate with safety alarms. 3. Rechargeable battery backup. 4. Suitable for ambulance use. 5. Should be CE/FDA certified.
6	Suction Pump Electronic	<ol style="list-style-type: none"> 1. Portable rechargeable suction apparatus with adjustable vacuum pressure. 2. Minimum suction capacity 15 L/min. 3. Overflow protected collection jar. 4. Battery backup minimum 90 minutes. 5. Provision for charging through ambulance power supply. 6. Should be CE/FDA certified.
7	Suction Pump Manual	Manual hand-operated suction pump suitable for emergency airway clearance.
8	Laryngoscope with Blade	<ol style="list-style-type: none"> 1. Stainless steel laryngoscope handle with adult and pediatric blades. 2. Fiber optic/conventional illumination. 3. Rechargeable or battery operated. 4. Should be CE/FDA certified.
9	Oxygen Cylinder B-Type	<ol style="list-style-type: none"> 1. Lightweight oxygen cylinder with flow meter and humidifier. 2. Mounted with pressure regulator. 3. Oxygen delivery capacity up to 15 L/min. 4. Refillable type with complete accessories.
10	Artificial Manual Breathing Unit (Adult)	<ol style="list-style-type: none"> 1. Adult size Ambu bag with oxygen reservoir. 2. Transparent face mask with non-rebreathing valve. 3. Provision for oxygen supplementation. 4. Should be CE/FDA certified.

11	Artificial Manual Breathing Unit (Child & Neonatal)	<ol style="list-style-type: none"> 1. Pediatric and neonatal Ambu bag with masks. 2. Oxygen reservoir provision. 3. Non-rebreathing valve system. 4. Should be CE/FDA certified.
12	Trolley Stretcher with Back Tilt Facility	<ol style="list-style-type: none"> 1. Automatic loading stretcher with collapsible wheels. 2. Adjustable backrest and side rails. 3. Loading capacity minimum 160 kg. 4. Lightweight aluminum/stainless steel construction. 5. Should be CE/FDA certified.
13	Canvas Stretcher Folding	<ol style="list-style-type: none"> 1. Foldable lightweight aluminum stretcher. 2. Rugged and easy to carry. 3. Provision for IV stand. 4. Should be ISO/CE certified.
14	Stretcher Scoop	<ol style="list-style-type: none"> 1. Lightweight aluminum scoop stretcher. 2. Adjustable length with locking arrangement. 3. Radiolucent and easy to disinfect. 4. Load capacity minimum 120 kg.
15	Spinal Board	<ol style="list-style-type: none"> 1. High strength waterproof spinal board. 2. Multiple carrying handles with safety straps. 3. Radiolucent construction. 4. Compatible with head immobilizer. 5. Should be CE/FDA certified.
16	Head Immobilizer	<ol style="list-style-type: none"> 1. Compatible with spinal board/scoop stretcher. 2. Adjustable padded side blocks. 3. Waterproof and easy to disinfect.
17	Cervical Collar	<ol style="list-style-type: none"> 1. Adjustable cervical collar with multiple size settings. 2. X-ray translucent material. 3. Easy to clean and disinfect. 4. Should be CE/FDA certified.
18	Wheelchair Foldable	<ol style="list-style-type: none"> 1. Lightweight foldable wheelchair. 2. Safety belt and wheel lock provision. 3. Suitable for patient transport.
19	B.P. Instrument	Aneroid BP apparatus with adult cuff and carrying pouch.
20	Stethoscope	Standard adult stethoscope with metal binaural and rubber tubing.
21	Pulse Oximeter	<ol style="list-style-type: none"> 1. Portable fingertip/handheld pulse oximeter. 2. SpO2 and pulse rate display. 3. Battery operated. 4. Should be CE/FDA certified.
22	Portable Handheld Glucometer	Glucometer with test strips and standard accessories.
23	Pneumatic Splints Set	<ol style="list-style-type: none"> 1. Set of six reusable pneumatic splints. 2. X-ray translucent material. 3. Washable and reusable.
24	Gauze Cutter / Trauma Scissors	Emergency scissors with thermoplastic handle and stainless-steel blade.

25	Artery Forceps	Stainless steel artery forceps standard size.
26	Magill Forceps	Stainless steel Magill forceps for airway management.
27	First Aid Bag	Emergency first aid bag with compartments and essential accessories.
28	Nebulizer (Electric)	Electric nebulizer with mask, tubing and accessories.
29	Burn Management Kit	Standard burn dressing and emergency burn care kit.
30	Delivery Kit	Emergency obstetric/delivery kit with essential accessories.
31	Fire Extinguisher	ABC type fire extinguisher minimum 2 kg capacity.
32	Biomedical Waste Disposal Bin	Color coded biomedical waste disposal bins with lids.
33	IV Stand	Stainless steel adjustable IV stand.
34	GPS Tracking System	GPS based vehicle tracking and communication system.
35	Siren & Public Address System	Electronic siren with integrated PA system.
36	LED Emergency Light System	Roof mounted LED emergency warning light system.
37	Inverter & Dual Battery System	Inverter with auxiliary dual battery backup for medical equipment operation.

6. Human Resources

Sr. No.	Position	Qualification and Experiences
1	Emergency Medical Technician (EMT)* For ALS and BLS Ambulances	<p>Basic Qualification: B.SC. Nursing / GNM/ B. Pharma / D. Pharma</p> <p>Basic Skill & Training:</p> <ul style="list-style-type: none"> • Emergency Management Skills like Bleeding Control, Defibrillation, Spinal Immobilization, Oxygen Therapy, Medicine Administration. • 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 lifesaving and life sustaining equipment & administer use splints. • EMTs should be trained and certified in Advance Life Support (ALS) / Advance Cardiac Life Support (ACLS) / Integrated Trauma Life Support (ITLS) from a recognized national / international institution. <p>Experiences: More than 3 years as EMT post</p>

		qualification
2	Ambulance Care Assistant* (For ALS and BLS Ambulances)	Basic Qualification: Matriculation or 8th Standard (Pass) Basic Skill & Training <ul style="list-style-type: none"> • First aid and lifesaving palliative skill. • Trained in first aid and lifesaving palliative skill. Experiences: More than 2 years as medical assistant in first aid and lifesaving palliative skill post qualification
3	Driver* (For ALS and BLS Ambulances)	Basic Qualification: 8th Standard (Pass) with valid driving license for LMV (Commercial) and badge license Basic Skill & Training: <ul style="list-style-type: none"> • Working knowledge on first aid and patient handling • If required, an in-house training module may be developed by the Agency in consultation with the Authority Experiences: More than 2 years in Ambulances
4	Project Manager (For ALS and BLS Ambulances and Call Centre)	Basic Qualification: MBA in Operations Management Skill & Experience: The candidates should have experience of Project Management, Fleet Management etc. of at least Three (5) years post qualification in healthcare / hospital industry.
5	Call Centre Executives (For ALS and BLS Ambulances and Call Centre)	Basic Qualification: Degree / BBA in Operations Management Skill & Experience: Atleast Graduation with fluency in Odia, English and Hindi with knowledge of computers.

***6. Note:**

- 1) The Agency shall be solely responsible for deployment of a team comprising 1 Driver, 1 Emergency Medical Technician (EMT), and 1 Ambulance Care Assistant per shift in each ambulance.
- 2) The Agency shall ensure that all deployed personnel meet the prescribed minimum qualification, competency, and experience standards for the respective positions.
- 3) The Agency shall determine and maintain adequate staffing strength in each category, duly accounting for shift operations, weekly offs, leave reserves and absenteeism, so as to ensure uninterrupted service delivery at all times.
- 4) The Agency shall be solely responsible for establishing and maintaining a readily available pool of qualified backup personnel within the service area to ensure immediate replacement in case of absence of any staff member, without any

disruption to services.

7. Ambulance Maintenance

1. The Agency shall be solely responsible for provision of fully equipped new ambulances along with all routine and preventive maintenance, ensuring that each vehicle remains in optimal working condition and complies with all prescribed safety and regulatory standards at all times.
2. The Agency shall ensure deployment of a minimum of **23** fully equipped ambulances on-road daily. During scheduled maintenance, not more than one vehicle shall be withdrawn at a time, thereby maintaining at least 22 ambulances in active operational condition. The Agency shall intimate the Authority at least one week in advance prior to withdrawing any vehicle for scheduled maintenance.
3. The downtime of any ambulance, including for maintenance or repairs, shall not exceed 8 hours under any circumstances.

8. Detailed Project Execution Plan

The selected bidder shall Formulate and submit a Detailed Project Execution Plan (DPEP) at the start of the project after the signing of the MOU. The DPEP shall include details regarding:

4. Recruitment, Training Modules and Plan for training of the staff.
5. Implementation schedules for placement of personnel, adoption/development of MIS, and other deliverables under this project.
6. Standard Operating Procedures (SOP) for day-to-day operations, emergency situations, patient referral services etc.
7. Copy of approvals / permissions required under relevant statutes and rules.
8. Formats for registers, MIS, and other related documentation. The format, content, frequency circulation of the MIS should be decided in consultation with the office of the CDM&PHO, Keonjhar.

9. Service Level Indicators (SLA) and Penalty

Sr. No.	Performance Parameter	Within agreed limits/Requirements	Penalty
1	Operationalize services (New Ambulances and Call Centre)	Within 45 Days of Agreement	Rs 1,000.00 per day/vehicle for delay in deployment.
2	Average Response Time (From Call to ambulance reaching healthcare facility)	1 hour	0.05% of the total monthly billing amount per each minute of such delay. (To be calculated as monthly average over the entire fleet of vehicle)

3	Call Centre down time limit	Call Centre Down Time beyond permissible limit of 0.5%, calculated over a month. (Mechanical or Operational). This is non-cumulative.	INR 4000.00 per each hour of downtime. Average down time each month beyond allowed limit of 0.5%.
4	Availability of call takers during working hours in Call Centre.	Absent for more than an hour during the working hours.	15% of the proportionate charges (Month Bills)
5	Any other shortfall/default found on inspection by Authorized representatives or officials of the TIA.	Poor General cleanliness / Ambulance body Un-hygienic storage of Medical/ non- medical consumables Non-availability of staff / uniform etc Non-availability of Medical/ non- medical consumables as per the enclosed list in Annexure. Non-functioning of major Equipment. Improper maintenance/non-updating of logbook, stock register, PCR record, vehicle maintenance record as prescribed. Non-functioning of Air-conditioning of Ambulance.	0.5% of the Monthly billing per instances found for poor conditions, expired medicines, non-functional equipment etc.
6	Down Time / Off Road days*	8 hours per vehicle per completed month. (No vehicle can be off road for more than the balance of accumulated off-road days.) At any given point of time more than 90% of the Ambulances	Rs 1,000.00 per day/vehicle in excess of allowed 8 hours. Rs 100.00 per vehicle hour in excess of 10% limit (Vehicle which

		Vehicle should be on road (ready to attend the call)	are off road for more than 1 hour) Above penalties with respect to off roading are concurrent in nature. (i.e., both penalties shall be levied simultaneously in case of default).
--	--	--	---

7. *Off-road Condition (for the purpose of Penalty calculation):

Any Ambulance shall be counted as 'Off-road' condition in any one of the following instances:

- i. GPS is not working for more than 8 hours at stretch.
- ii. Key equipment not functional/available for more than 8 hours at a stretch.
- iii. Ambulance/vehicle is not working (vehicle breakdown) for more than 8 hours at a stretch.
- iv. "Off-road" does not include 30 days permissible for force majeure cases including accident and mob violence vehicle under repair.
- v. No ambulances can operate without insurance coverage and valid fitness certificate and shall be treated as off-road in such situation. However, in case of renewal of fitness certificate where application for renewal is made within stipulated timeline (i.e. 30 days before date of expiry of validity) but fresh certificate has not been issued by the authority then it will not be treated as off-road.
- vi. An ambulance cannot have an operational status in a sequence like Off road to on road to Off Road unless a minimum of one case is successfully attended in between two off road conditions. That means there can't be an on-road condition between two Off road condition of an ambulance unless a call is attended successfully in between. Such, On-road condition shall be treated as Off-road condition for all practical purpose where not even a single call is attended successfully.
- vii. In case the ambulance does not attend the call when the vehicle is showing on-road status then it shall be treated as off-road.
- viii. For the purpose of above benchmarks, the word "emergency" is defined as an occurrence of any sudden event that threatens life and demands immediate attention. Emergencies could vary vastly in scope, magnitude and management. Effective emergency response significantly reduces deaths, disabilities, suffering from length of hospital stay, losses from fire incidents. Emergency Response is medical services and medical care that reduce the levels of risk on life and health.

10. Responsibility of the Selected Bidder

1. Commence the project within timelines. Operate the project on day-to-day basis as per the scope of services mentioned above.

2. Human Resources

- i. Recruit, Train and Deployment of adequate qualified, competent, personnel as per requirement of the project for the Call Centre and the Ambulances for running the project efficiently.
- ii. A list of minimum key personnel required with their qualifications is provided in the above Paragraph.
- iii. The staffs so recruited/appointed shall be exclusively on Pay roll of the service provider.
- iv. The Service Provider shall ensure deployment of the minimum personnel as enumerated above to keep the Ambulances operational and capable of providing the services as agreed upon.
- v. **Staff Attendance Management**
 - (a) Maintain and enforce a geo-tagged attendance system for all the personnel hired under this project.
 - (b) Staff attendance shall be recorded daily (linked to the software mentioned in clause 7.3 below) through the dedicated "Staff Attendance" module to ensure compliance.
 - (c) The module shall require users to select the appropriate shift and staff ID to log attendance across different shifts.
 - (d) Staff IDs shall be auto-populated after their first-time registration in the administrative application, streamlining the attendance process.
- vi. Issue "Identity Card" with photograph duly attested mentioning Name of Company/Agency, Name of employee, Designation, DOB, Contact Number, etc. to each employee. The employees shall carry original identity card, while on work and produce for inspection whenever required.
- vii. Impart safety training to its employees and shall at all times be responsible for observance of safety procedure by its employees.
- viii. Arrange 'Refresher Training' to its employees from time-to-time as may be required for update knowledge of the disease's assessment, testing, diagnosis, treatment etc. Certificate to employees completing training successfully shall be issued. Record of such trainees with their photograph shall be maintained.
- ix. Ensure that only trained staff are deployed at work during the contract period.
- x. Agency (Service Provider) shall ensure that the working hours of ambulance and call center staff are within the permissible limit as prescribed under relevant laws in India. No staff shall work for more than the minimum hours prescribed.
- xi. Service provider shall also carry out medical fitness test on yearly basis of all ambulance staff from the designated government health facility to ensure they have the required level of medical fitness to carry out their job responsibility efficiently and effectively.
- xii. Service Provider shall ensure that monthly salary of the project staff, directly involved in the operation of different services under this project (including call center, ambulance staff) are paid directly through their bank

account without any delay latest by 5th of the following month. The service provider is required to submit along with the monthly invoice proof of payment of salary for the previous month as a mandatory requirement in the manner and format as sought by the TIA.

- xiii. The staff so engaged/recruited/appointed by the Service Provider shall be exclusively on the pay rolls of the service provider itself. Under no circumstances this staff will ever have any claim, whatsoever for appointment with the Client.
- xiv. The Service Provider shall be solely responsible for the performance and conduct of the staff notwithstanding the source of hiring such staff.
- xv. The Service Provider shall be fully responsible for adhering to provisions of various laws applicable on them including Labour laws.
- xvi. In case the Service Provider fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the TIA by Court orders or otherwise, the Service Provider shall be fully responsible to compensate/indemnify to the TIA for such liabilities. For realization of such damages, District Administration/TIA may even resort to the provisions of any Act, which is in force or other laws as applicable on the occurrence of such situations.

3. Provision of Advanced Information and Communication Technology (ICT) for Ambulance Operations and Maintenance

- i. **GPS-Enabled Tracking and Monitoring:** All ambulances shall be equipped with GPS devices for real-time tracking and monitoring to ensure efficient fleet management and timely response.
- ii. **Geo-Mapping and Fleet Management Software:** The agency shall provide robust hardware and software solutions for tracking ambulance movement through geo-mapping and route optimization.
- iii. **Centralized Data Management:** All data, including voice calls from the call center, ambulance dispatch records, post-transport follow-ups, and feedback, shall be securely stored in an exclusive centralized database.
- iv. **Onboard Digital Interface for Patient Data Capture:** Each ambulance shall be equipped with a tablet/mobile device integrated with an appropriate software application to capture service details, patient information, and destination healthcare facility details.
- v. **Real-Time Dashboard and Public Interface:** A dedicated real-time dashboard and website shall be developed and maintained for displaying all services provided. This platform must be linked to the Client dashboard (CDM&PHO, Keonjhar and DMF, Keonjhar) for enhanced visibility and accountability.
- vi. Provide seamless data flow of information about the ambulance, patients being transferred, stabilization provided, bed availability etc.
- vii. **Data Collection and Storage Compliance:**
 - i. The agency must comply with Electronic Health Record (EHR) Standards for India and adhere to the latest ISO data standards.
 - ii. Data shall be stored in a centralized and scalable data warehouse using SQL relational database architecture. Additional storage formats, including

general-purpose storage for image files and non-relational databases (JSON, XML) for specific datasets like prescriptions and geolocation data, shall be supported.

- iii. The physical storage of data must be within India, in compliance with the Government of India's regulations.
- iv. Sensitive information, including Aadhaar numbers, login credentials, and critical personal biometrics, must be stored in encrypted formats.
- v. Aadhaar-related data must adhere to the UIDAI's Data Vaulting policy, with stored images ensuring the Aadhaar number is masked.
- vi. A detailed audit trail of all transactions, including reversals and cancellations, must be maintained for compliance and reporting.

viii. Data Privacy and Security Protocols:

- i. Front-end applications and devices shall interact with centralized servers through a Virtual Private Network (VPN) with a minimum SHA-256 encryption standard.
- ii. All public-facing portals must implement TLS v1.3 HTTPS security with at least SHA-256 encryption.
- iii. End-user devices must be secured using industry-standard endpoint security solutions (e.g., Symantec, Cisco, Fortinet, Sophos, Secrite).
- iv. A strong password policy, adhering to Cert-In guidelines, must be enforced, preferably incorporating multi-factor authentication.
- v. Unauthorized application installations must be restricted, with compliance updates submitted to the district administration at the beginning and end of each financial year.
- vi. The use of external storage devices (USBs) should be restricted except for operationally essential devices.

ix. Data Ownership and Sharing:

- i. The Client / DMF Keonjhar / District Administration retains sole ownership of the data, governed by the laws of the Government of Odisha.
- ii. Data sharing with third parties is strictly prohibited without explicit approval from the Client / DMF Keonjhar / District Administration. Violations shall be subject to legal action.
- iii. The agency shall provide detailed data to the Client / DMF Keonjhar / District Administration upon request for monitoring and decision-making.
- iv. A secure MIS/dashboard portal must be developed to track real-time location, operational statistics, vehicle movement, and other key performance indicators.
- v. The selected bidder shall provide real-time online access to facilitate continuous monitoring of services.
- vi. Login credentials for both back-end and front-end shall be issued to designated officials of the client and CEO-DMF for real-time tracking and evaluation.
- vii. If required, the service provider shall furnish necessary hardware and software at the client office to support real-time monitoring.

x. Information Security Audits and Compliance:

- i. The agency must comply with security directives from the Ministry of Electronics and Information Technology and Cert-In.
 - ii. Before launching applications in a live environment, they must be audited by Cert-In empaneled auditors. Audit reports must be submitted at project inception and at the end of each financial year.
 - iii. The agency must adhere to all cybersecurity guidelines issued by Cert-In to protect government-owned data.
- xi. Data Backup, Integration, and Exit Strategy:**
 - i. A dynamic data backup system must be in place, backing up all data daily per Indian Standard Time, with at least eight days of stored backup available at any given time.
 - ii. The data warehouse architecture must facilitate seamless data migration to alternative platforms as needed.
 - iii. Secure APIs and data integration methods must be incorporated to enable interoperability with other government services.
 - iv. An exit strategy must be defined for the secure handover of data to the district administration or an authorized agency, subject to district administration approval.
- xii. Inspection and Performance Evaluation:**
 - i. The services and operational records shall be subject to periodic inspections by designated officials from the Client / DMF Keonjhar / District Administration.
 - ii. The client reserves the right to conduct an independent annual performance evaluation of the Service Provider and the project through a third-party audit.
- 4. Road Worthiness of Ambulance Vehicle:**
 - i. All vehicles shall maintain and carry the following:
 - (a) RC Book
 - (b) Valid Insurance
 - (c) Valid Pollution Clearance Certificate
 - (d) Valid Fitness Certificate
 - (e) Operation Manual & Maintenance Manual
 - (f) Any other requirement as per RTO regulations.
 - ii. The selected bidder/vendor shall ensure regular checking, maintenance, and repair of all vehicles and equipment as per best industry practice and keep them in good condition.
 - iii. Record of such activities shall be maintained in a logbook and kept in operator's custody, which shall always be available for inspection by Client.
 - iv. The above details (4.i to 4.iii) shall be additionally recorded in the dashboard for proper monitoring.
 - v. In case of any deficiency, the Client reserves the right to prohibit the deployment of such vehicles/equipment and impose penalties on the bidder.

5. Submit various reports and information within the stipulated time frame to the Client management / monitoring Committees formed exclusively, for the overall supervision of the project, and other District level authorities.
6. 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 and will have to make good at its own cost.
7. Indemnify District Administration, Keonjhar; CDM & PHO, Keonjhar against all the risks, accidents etc arising out of any negligence during the operations of the said work.
8. Execute the approved DPEP.
9. Provide accidental and life insurance to all personnel travelling in the Ambulance as well as undertake insurance for the Ambulance Vehicle also.
10. Ensure the availability of adequate stocks of medicines, drugs, consumables & maintain all the medical & other equipment's in working condition.
11. Ensure proper documentation, maintenance of records wrt Asset Register, Attendance sheets, administrative documents, registers, monthly reports, and any other as requirement.
12. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the fund spent.
13. Submit Monthly, Quarterly, and Annual Progress Reports to the Client. Provide regular updates to the Client through the assigned point of contact in the office of NHM Keonjhar.
14. Undertake periodic appraisal of the project execution status and take/suggest corrective steps/mid-course correction.
15. Attend all meetings as required by the Client related to progress and assessment of the program.
16. Take feedback from the patients, beneficiaries, relatives, staff, etc and act on the complaints/feedback received and take corrective measures.
17. The logbook of movement of the Ambulances shall be maintained by the driver and supervised by the Project Manager. Logbook shall be made available for verification by any authority nominated by the Client.
18. All the maintenance cost of equipment as well as vehicles will be borne by the service provider.
19. The Service provider will also comply with confidentiality and privacy laws.
20. It should be clearly understood that under no circumstances, the Ambulances will be used to advertise the operations of the service provider.
21. Design and prepare monthly, quarterly, and annually reports and submit to the Client. The format for report submission is as per 'Annexure VII'.
22. Identify critical gaps in existing healthcare delivery systems and recommend any improvements/additions required to amplify the impact of the project to the Client and the beneficiaries.

11. Project Duration

1. The duration of the assignment / contract / project shall be for Three (3) years from

the date of effectiveness of the Contract.

2. Validity: Unless terminated earlier, the agreement shall be valid up to Thirty-six (36) months from the date of execution of agreement and automatically expire after completion of the agreement period. The duration may be extended for a further period of next Two (2) years i.e., for next Twenty-Four Months (24 Months) subject to satisfactory performance.
3. The Agency and Client shall maximize their efforts for achieving the key milestones set in the project within the duration of assignment / contract / project.
4. Commencement: The selected Agency shall commence the work with immediate effect from the date of signing of the agreement / MOU.
5. At present a total of twenty (23) Ambulances [Advanced Life Support (ALS) and Basic Life Support (BLS)] are operational on the ground through the service provider. The number of ambulances deployed may be increased or decreased based on the healthcare facility coverage requirements of the district and the need for inter-facility patient transfer services, subject to mutual agreement between CDM&PHO and the service provider.

12. Inspecting, Testing and Quality Control

1. The Client via its representatives/designated officials (The Inspector) shall inspect the available drugs, medicines, consumables, etc in the ambulances for their adherence to the contract specifications, expiry and other quality control details incorporated.
2. The Inspector shall have full and free access at any time during the implementation of the project for inspection of the selected agencies work.
3. The decision of the Inspector shall be final and binding on the selected Agency.
4. If any drugs, medicines, consumables, etc in the Ambulances are found to be expired:
 - i. A penalty @ 0.5% of the total monthly billing shall be levied for per instances of expired batch of medicines, drugs, consumables found.
 - ii. No extra payment shall be provided to the agency for replacement of the expired drugs, consumables etc.

13. Steps for Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
1	Issue of Letter of Intent (LoI)	CDM&PHO	Within 10 working days of finalization of the agency
2	Submission of Performance Bank Guarantee	Agency	Within 15 working days of receiving the LOI
3	Signing of the MOU	CDM&PHO with the Agency	Within 15 working days of receiving the PBG from the Agency
4	Deployment of all 23 new Ambulances to the Selected Site	Agency	Within 10 days of Signing of MoU/Agreement
5	Operationalization of Ambulance Services	Agency	Within 45 Days of signing of agreement
6	Submission of DPEP	Agency	Within 45 days of signing of

			MOU
7	Approval of DPEP	CDM & PHO	Within 15 working days of receiving the DPEP
8	Operationalization of Advanced Information and Communication Technology (ICT) for Ambulance Operations and Maintenance	Agency	Within 45 days of approval of DPEP
9	Submission of monthly bills by the Agency to the CDM&PHO	Agency	By the 5 th of every proceeding month
10	Fund release to the selected Agency on submission of bills (monthly)	CDM&PHO	Within 25 working days of receiving of bills from the Agency
11	Supervision, Monitoring and Review of the project (monthly)	CDM&PHO	By 20 th of every month

14. Scope of Work and Functioning

- 1) Fulfilling all requirements as laid down in Clauses 2 to 10 above, in totality and without any deviation.
- 2) Provision, deployment, and upkeep of **23 fully equipped new ambulances**, including ensuring proper functioning of all equipment, IT systems, and ALS/BLS configurations, along with necessary repairs, replacements, and upgradation as required.
- 3) Providing adequate insurance coverage, including accidental insurance, for all deployed personnel.
- 4) Ensuring 24×7 inter-district and intra-district referral transport services for patient transfer as per instructions received from the office of the MOIC, Helpdesk of concerned Government healthcare facilities, or as directed by the CDM & PHO.
- 5) Providing drop-back facility within the district or at designated locations for patients discharged from PFC at SCB Medical College & Hospital, Cuttack, as per instructions of the PFC Manager or approvals from the competent authority.
- 6) Establishing, operating, and maintaining an IT-enabled, toll-free centralized call centre at DHH Keonjhar.
- 7) Ensuring that the call center operates on a 24×7 basis with adequately trained manpower.
- 8) Integrating and coordinating with the **DHH/SDH** Helpdesk for efficient inter-facility patient referrals.
- 9) Ensuring prompt coordination and transportation of patients within the shortest possible response time during emergencies.
- 10) Adhering strictly to the response time and other performance parameters as defined under the Service Level Agreement (SLA).
- 11) Undertaking comprehensive maintenance of all ambulances strictly as per the manufacturer's maintenance schedule throughout the contract period to prevent any structural or functional deterioration.

- 12) Ensuring that downtime of any ambulance is maintained within the limits prescribed under the SLA and rectified within stipulated timelines.
- 13) Developing and maintaining both technology-enabled and manual systems for data collection, record-keeping, and end-to-end tracking of patient movement from incident to admission at the referred healthcare facility.
- 14) Ensuring that the ambulance-based referral system is efficient, effective, and professionally managed with high standards of service quality, monitoring, and reporting mechanisms.
- 15) Making independent arrangements for security of all ambulances, onboard equipment, and tools, with full responsibility for their safety and safeguarding.
- 16) **Replace the ambulances with new one which life is covered 3 year or 3 lakh kilometer whichever is earlier.**
- 17) **Branding of ambulances as per specification provided by the O/o - DMF/CDM & PHO Keonjhar.**

15. Responsibilities of CDM&PHO Keonjhar

CDM&PHO, Keonjhar will be the nodal department having overall responsibility for the project with following responsibilities:

1. Selection of Agency for project implementation through this RFP and formulation of any requisite committees if required.
2. Signing of MOU with the selected Agency, communicating with the Agency for providing necessary support, access etc.
3. Assign, supervise and monitor the work of the selected Agency on a regular basis.
4. Carry out regular inspection, testing and quality control through designated officials of the medicines, consumables equipment's vehicles etc in the Ambulances, submit the inspection report, and provide feedback of the inspection to the selected Agency and CEO, DMF (Detailed instruction mentioned in the above clauses).
5. Inform the Agency and Collector cum Managing Trustee DMF for non-compliance or poor performance of the selected Agency with valid documents/proofs of poor performances/ negligence from scope of work etc.
6. Verify the bills and forward the abstract of bills and the photocopy of the bills that are submitted by the selected Agency to DMF for release of funds for payment in a timely manner.
7. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

16. Responsibilities of DMF Keonjhar

1. Administratively approve the project proposal as received from CDM&PHO Keonjhar.
2. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Keonjhar for performance assessment of the Agency.
3. Take necessary action as per the information received from CDM&PHO Keonjhar during review of the concerned Agency as per instructions of Collector and Managing Trustee DMF Keonjhar.
4. Scrutiny and release of funds to the CDM&PHO Keonjhar as per abstract of bills submitted and stipulated norms.
5. Monitor and Evaluate project progress periodically.

17. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the CDM&PHO to

- monitor the implementation of the project.
2. The selected Agency shall submit the deliverables as per the milestones and progress report on monthly basis in the desired format as per given schedule to the office of the CDM&PHO, Keonjhar. This monthly progress report shall be verified and submitted by the CDM&PHO to the office of DMF Keonjhar on a regular basis.
 3. Yearly review (at least one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM&PHO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
 4. Periodic Review:
 - i. Quarterly review of performance and observance of terms & conditions including quality tests shall be carried out by a committee appointed by the Authority.
 - ii. Authority shall have the right to review/inspect at any time as it may deem fit, the working and management of the Project. The Service Provider shall facilitate and aid the officers of the Authority for such inspection.
 - iii. Every quarter the number of priority villages, schedule of camps etc shall be revived by the authority.

18. Reporting Arrangements

1. The selected Agency direct shall work under supervision of the Chief District Medical and Public Health Officer, Keonjhar and CEO, DMF Keonjhar, Government of Odisha.
2. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project and achievement of objectives.

19. Termination of the Project and MOU

1. Client by written notice, suspend the agreement if the Bidder fails to perform any of his obligations as per the terms and conditions of the MOU/ contract / agreement including carrying out the services, such notice of suspension shall:
 1. Specify the nature of failure
 2. Advise the remedy of such failure and rectify within a period not exceeding 15 days from the date of receipt of such notice by the service provider.
2. Authority may terminate the contract by not less than 30 days written notice of termination to the service provider on occurrence of any of the events specified below and / or as specified in Terms & Conditions / Agreement. The decision of authority shall be final and binding on the service provider.
 1. If the Bidder does not rectify a failure in the performance of his obligations within 30 days of receipt of notice.
 2. If the Bidder becomes insolvent or bankrupt.
 3. If, as a result of force majeure, the Bidder is unable to perform a material portion of the services for a period of not less than 30 days.
 4. If, the service provider is found to be engaged in corrupt or fraudulent practices in competing for or in implementation of the project.
 5. Failure to commence Ambulance service within 60 days from the date of issue of LOI / LOA / Work Order.
 6. Failure to comply with the statutory requirements, Clinical Establishment Acts, Rules and other applicable Acts / Rules / Regulations.
 7. Criminal indictment of the promoters, member/s of the Board of Directors, chief

functionaries, key personnel engaged by the service provider for operation and management of the services.

8. Engagement of unqualified persons for running of the Ambulance Services.
9. Certification of un – satisfactory performance by the Evaluation Committee / Officer – in Charge of the work.

20. Indemnification

1. CDM&PHO Keonjhar shall not be responsible for any injury or loss of life of personnel deployed, Patient's attendant, Vehicles etc., during the entire duration of the project.
2. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of the following as applicable (CDM & PHO, Keonjhar, NHM and DMF shall not own any responsibility in this regard.).

21. Payment Procedure

The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of CDM & PHO, Keonjhar.

- 1) The Agency shall be solely responsible for raising centralized monthly Bills/Invoices based on actual expenditure incurred under the service mode. Each Bill/Invoice shall be complete in all respects and mandatorily supported with the following documents:
 - i. Logbook and GPS tracker reports;
 - ii. Monthly Progress Reports;
 - iii. Attendance sheets of deployed personnel;
 - iv. Remuneration/Salary/Wages sheets of all employees;
 - v. Copy of EPF challan along with employee-wise deduction details and ESIC compliance documents;
 - vi. GST details/returns of the previous month.
- 2) The Agency shall ensure submission of the complete and consolidated monthly Bill/Invoice, along with all requisite supporting documents, to the CDM & PHO, Keonjhar for scrutiny, verification, and certification of correctness prior to processing for payment.
- 3) The Agency shall extend full cooperation and provide any additional documents/clarifications, if required by the Office of CDM & PHO, Keonjhar or DMF Keonjhar, during scrutiny, verification, and audit processes.
- 4) The Agency shall adhere to all statutory compliances, including but not limited to EPF, ESIC, GST, and other applicable laws, and shall be solely liable for any penalties, dues, or legal implications arising out of non-compliance.
- 5) All applicable taxes, duties, and statutory deductions shall be borne and complied with by the Agency as per prevailing rules and regulations.
- 6) All assets, equipment, and tools deployed under the project shall remain the property of the Office of CDM & PHO, Keonjhar, and the Agency shall have no ownership rights over the same.
- 7) The Agency shall comply with any variation in scope or quantum of work as may be directed by CDM & PHO, Keonjhar through a written variation order, without prejudice to the terms and conditions of the agreement.

SECTION - 4
Technical Proposal Submission Forms

TECH -1: Covering Letter
(On Bidder's Letter Head)

[Location, Date]

To
Chief District Medical & Public Health Officer
District Headquarter Hospital, Keonjhar,
Odisha – 758001Keonjhar,
Email: dmfkeonjharhealth@gmail.com

Subject: Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha

Dear Madam/Sir,

I, the undersigned, offer to provide the services for the proposed project in respect to your Request for Proposal No. _____, Dated: _____. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate based on the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case any provisions of this RFP/ ToR including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal including forfeiture of the Earnest Money Deposit absolutely. I confirm that I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: _____

TECH -2: Bidder's Organization (General Details)

Sl. No.	Description	Full Details
1	Name of the Bidder / Vendor	
2	Address for communication: Tel: Fax: Email Id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.: Email id:	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If yes, please furnish contact details	Yes / No
6	Bid Processing Fee Details Amount: DD / No.: Date: Name of the Bank:	
7	EMD Details Amount: TDR/FD/Postal Deposit No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	ISO/ISI number	
11	Willing to carry out projects as per the scope of work of the RFP	
12	Willing to accept all the terms and conditions as specified in the RFP	

Authorized Signatory [*In full and initials*]: _____
Name and Designation with Date and Seal: _____

TECH – 3: Annual Average Turn Over Statement

(to be furnished in the technical proposal)

*(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of M/s _____ for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Rs.
1	2022-23	
2	2023-24	
3	2024-25	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.:

UDIN:

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No.
- 2) Also attach photocopies of the audited P/L account of **each year highlighting** the turnover in support of that.

TECH – 4: Format for Power of Attorney

(Notarized copy on Rs. 100 Non-Judicial Stamp Paper)

I, _____, the _____ (Designation) of
(Name of the Organization) in witness whereof certify that <Name of person> is authorized to
execute the attorney on behalf of <Name of Organization>, <Designation of the person> of
the company acting for and on behalf of the company under the authority conferred by the
<Notification/ Authority order no.> Dated <date of reference> has signed this Power of
attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the
attorney given below are hereby certified.

Name of the Authorized Representative:

(Signature of the Authorized Representative with Date)

CERTIFIED:

Signature, Name & Designation of person executing attorney: _____

Address of the Bidder: _____

TECH – 5: (Bidder’s Past Experience Details)

Table -1 (List of <Nos> completed/ongoing project only of similar natureduring last 5 years)**

Assignment Name:	
Area of operation:	
Name of Client:	
Address of Client:	
Project Start Date:	
Project Completion Date:	
Professionals provided by your firm/entity:	
Narrative Description of Project (in 100 words):	
Description of Actual Services Provided by Your Staff (in 100 words):	
Nature of supporting document provided	

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

*** Use Separate table and sheet for each experience / projects*


Chief District Medical & Public Health Officer
Keonjhar

TECH – 6: (Information Regarding any Conflicting Activities and Declaration Thereof)

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2: [Information to the Bidder] under Eligibility Criteria: Para (5). If yes, please furnish details of any such activities.

If no, please certify,

IN BIDDER' S LETTER HEAD

I, hereby declare that our firm / company as an Individual is not indulged in any such activities which can be termed as the conflicting activities mentioned in **Section 2: [Information to the Bidder] under Eligibility Criteria: Para (6).**

I, also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

TECH -7: Description of Approach, Methodology and Workplan to Undertake the Assignment

[Technical approach, methodology and work plan are key components of the Technical Proposal. In this Section, bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, he should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections]

A. Understanding of Scope, Objectives and Completeness of response

Please explain your understanding of the scope and objectives of the assignment based on the scope of work, the technical approach, and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected output(s), and the degree of detail of such output. **Please do not repeat/copy the ToR here.**

B. Description of Approach and Methodology:

- Review existing and proposed framework information matrix
- Highlight any challenges anticipated in delivering the expected outputs
- Approaches to overcome the challenges and meet the requirements of the assignment.
- Review Stakeholders Engagement/involvement
- Establishing system for Implementation Effectiveness
- Monitoring & Evaluation mechanism of programs and interventions for better outcomes
- Check Validity and Reliability of results/outcome
- Dissemination of results to Policy Makers and other audiences Any other issues mentioned in the ToR

C. Methodology to be adopted:

Explaining of the proposed methodologies to be adopted highlighting of the compatibility of the same with the proposed approach.

D. Staffing and Management Plan:

The bidder should propose and justify the structure and composition of the team and should enlist the main activities under the assignment in respect of the Key Professionals responsible for it. Further, it is necessary to enlist the activities under the proposed assignment with sub- activities.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

TECH-8 : Non-Blacklist Undertaking

(Notarized on INR 100.00 Stamp Paper)

We,<name of the Organization>, having our registered office at , <HQ address of the Organization> hereby declare that we are submitting this proposal in reference to the **“Request for Proposal for the Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha**

We declare that we have not been blacklisted/ debarred/ suspended/ defaulted by any central/State Government/ Public Sector Unit for corrupt or fraudulent practices. The promoters/ex-promoters or Directors/ ex-directors represented/ representing the bidder shall not have any criminal history in last 5 years by any Ministry / Department / Public Sector Undertaking or any other agency of the Central/State Government.

We declare that there are no proceedings, disputes or enquiries pending against us in connection with cheating, misappropriation of funds or exploitation of beneficiary.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

TECH-9 : Non-Consortium Declaration

(Notarized on INR 100.00 Stamp Paper)

We,<name of the Organization>, having our registered office at , <HQ address of the Organization> hereby declare that we are submitting this proposal in reference to the Request for Proposal for the **“Request for Proposal for the Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha**

We declare that we are submitting this proposal as an independent agency having individual experience as per criteria and not as a part of any consortium/Joint Venture/Associations.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Section 5: Financial Forms
FIN 1: Covering Letter (Financial Bid)
(On Bidder's Letter Head)

[Location, Date]

To,

The Chief District Medical & Public Health Officer
Keonjhar, Odisha,
PIN- 758001

Sub: Submission of Financial Bid

Dear Madam/Sir,

We, the undersigned, offer to provide services for the assignment 'Selection of Agency to provide service of ALS and BLS Ambulances for Inter Facility Transfer in the Government Health Facilities under DMF Keonjhar, Odisha' in accordance with your Request for Proposal (RFP) dated _____ and our Technical Proposal.

I, the undersigned, offer to provide the complete setup of services for [Insert title of project] in accordance with your Request for Proposal No. Dated. Our attached Financial Proposal is for the sum of Rs. [Insert amount(s) in words and figures*].

The above quoted amount is exclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of <Nos.> days. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand you are not bound to accept any proposal you receive.


Yours sincerely,

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Name of the Agency with full Address: _____

**Amount must match with the one indicated in Fin-2.*


Chief District Medical & Public Health Officer
Keonjhar

FIN 2: Summary of Financial Proposal
(on Bidders Letterhead)

(To be sealed, signed and stamped in separate envelope)

Name of the Bidder: _____

Sr. No.	Particular	Per Vehicle Per Kms Cost including maintenance cost (Exclusive of GST) in INR.	GST in INR	TOTAL COST (Inclusive of all taxes)
1	Referral Transport for ALS Ambulance			
2	Referral Transport for BLS Ambulance			
3	Call Centre Management			
Total Cost Per Vehicle Per Kms in INR (Rates quoted for First Year i.e for 12 Months)				

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Section 6
ANNEXURE-I (Bid Submission Checklist)

Sl. No	Description	Submitted (Yes/No)	Page No.
TECHNICAL PROPOSAL (ORIGINAL + 1 COPY)			
1	Filled in Bid Submission Check List in Original (Annexure-I)		
2	Covering letter (TECH - 1) on bidder's letterhead requesting to participate in the selection process.		
3	Bid Processing Fee as applicable		
4	Copy of Certificate of Incorporation/ Registration		
5	Copy of PAN		
6	Copy of Goods and Services Tax Identification Number (GSTIN) (If applicable)		
7	Copies of Financial Statements for the last three financial years FY (i.e., 2022-23, 2023-24 & 2024-25)		
8	General Details of the Bidder (TECH - 2)		
9	Financial Details of the bidder (TECH - 3) along with all the supportive documents as applicable duly signed and certified as per the instruction.		
10	Power of Attorney (TECH - 4) in favor of the person signing the bid on behalf of the bidder.		
11	List of completed/ongoing assignments of similar nature (Past Experience Details, TECH - 5) alongwith copies of contracts/work orders/completion certificate from previous Clients.		
12	The Bidder shall possess a valid Capability Maturity Model Integration (CMMI) certification at Level-3 or higher, issued by a recognized CMMI Institute-authorized appraisal body.		
13	Self-Declaration on Conflict of Interest (TECH - 6)		
14	Duly filled in Technical Proposal Forms (TECH - 7)		
15	Declaration of submitting as independent agency (No Consortium/ JVs/ associations/ sub-contracting) (TECH - 8)		
16	Declaration for not having been blacklisted by any Central / State Government / Any other autonomous bodies/ International & National Organization in the recent past on the Letterhead of the agency. (TECH - 9)		
17	All the pages of the proposal and enclosures/attachments are signed by the authorized representative of		
FINANCIAL PROPOSAL (ORIGINAL + 1 COPY)			
18	Covering Letter (FIN-1)		
19	Summary of Financial Proposal (FIN-2)		

Undertaking:

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

ANNEXURE-II: Performance Bank Guarantee Format

To,

The Chief District Medical & Public Health Officer

District Headquarter Hospital, Keonjhar,

Odisha – 758001Keonjhar,

Email: dmfkeonjharhealth@gmail.com

WHEREAS (Name and address of the

Consultant) (hereinafter called “the Consultant”) has undertaken, in pursuance of RFP no..... dated to undertake the service (description of services) (herein after called “the contract”). AND WHEREAS it has been stipulated by (Name of the Client) in the said contract that the Consultant shall furnish you with a bank guarantee by a nationalized/scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Consultant, up to a total of

(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the consultant to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the consultant before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the consultant shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the day of, Our branch at (Name & Address of the Bank) 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 of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank & Branch

****End of Document****