

**Centralised Accident & Trauma Services (CATS)**  
**(An Autonomous Body of Govt. of NCT of Delhi)**  
**Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi – 110006**  
**(Tele-Fax No. 01123860071, Email – catsambulance@yahoo.com)**

No. F. I/751/CATS/2018/

Dated:03.04.2019

**Subject: Amendment to tender for selection of outsourced agency for Operation and Maintenance of CATS Ambulances**

The following amendments are being incorporated in the above cited tender document:

Tender Clause No. & Page No.	Existing Clause	Amended Clause
<p style="text-align: center;">Clause 2, Page-49 [Section-IV(A)]</p>	<p>The Bidder should have (a) net worth more than Rs 20 (twenty) crores and (b) demonstrate annual turnover/ gross receipts in this segment of at least Rs.10 (ten) Crores in each of the last 2 (two) financial years. (The lead member shall meet the above financial criteria).</p>	<p>The Bidder should have (a) positive net worth and (b) demonstrate annual turnover/ gross receipts in this segment of at least Rs.10 (ten) Crores in each of the last 2 (two) financial years. <b>(Any of the consortium members can meet the above financial criteria).</b></p>
<p style="text-align: center;">Clause 1 Page-48 [Section-IV(A)]</p>	<p>Further, in case of consortium, if the project is awarded, they shall incorporate legally enshrined Special Purpose Vehicle (SPV) to be registered under Companies Act 1956 for entering into an agreement with the CATS.</p>	<p>Further, in case of consortium, if the project is awarded, they shall incorporate legally enshrined Special Purpose Vehicle (SPV) to be registered under Companies Act 1956 for entering into an agreement with the CATS.</p> <p><b>However, the government organizations (govt. company/ societies/ trusts) participating in the tender as standalone bidder/Lead partner are exempted from the requirement to form a SPV registered under companies Act, 1956. All supporting documents for technical and financial criteria need to be apostle by such bidder from respective consulate in India. The formal agreement/MoU by such organizations with the other consortium member(s) shall be vetted from the respective consulate in India.</b></p>

<p>Clause 1 Page-48 [Section-IV(A)]</p>	<p><b><u>Response time</u></b> The selected bidder shall meet the following ambulance response time during the contract period for all categories of ambulances:</p> <p>In 80 % of the calls dispatched from control room, the ambulances shall reach the incident site within 13 minutes of dispatch of the call from the control room.</p> <p>In next 10% of the calls (i.e. total 90% calls) dispatched from control room, the ambulance shall reach the incident site within 18 minutes of dispatch of the call from the control room.</p> <p>In next 10 % of the calls (i.e. total 100% calls) dispatched from control room, the ambulances shall reach the incident site within 25 minutes of dispatch of the calls from the control room i.e. 100% of the calls shall be attended in 25 minutes.</p>	<p><b><u>Response time</u></b> The selected bidder shall meet the following ambulance response time during the contract period for all categories of ambulances:</p> <p>In 80 % of the calls dispatched from control room, the ambulances shall reach the incident site within <b>15 minutes</b> of dispatch of the call from the control room.</p> <p>In next 10% of the calls (i.e. total 90% calls) dispatched from control room, the ambulance shall reach the incident site within <b>20 minutes</b> of dispatch of the call from the control room.</p> <p>In next 10 % of the calls (i.e. total 100% calls) dispatched from control room, the ambulances shall reach the incident site within 25 minutes of dispatch of the calls from the control room i.e. 100% of the calls shall be attended in 25 minutes.</p>
<p>Clause 11 Page-46 [Section-III]</p>	<p><b><u>Ambulance Drivers:</u></b> The qualification of Ambulance drivers to be engaged by the selected agency is as follows:</p> <p><b>a) Matriculation with LMV (Commercial) driving license</b></p> <p>The selected agency shall engage ambulance drivers with good driving skills.</p> <p>All drivers must have the qualifications mentioned above shall be trained in Basic first aid training. Further, for good driving skills, selected candidates must be certified from Driving Skill Test Institutes operated by Govt. Of Delhi with private companies such as IDTR, Sarai Kale Khan and Loni Road, etc.</p> <p>NO AMBULANCE DRIVER SHALL BE DEPLOYED WITHOUT SUCCESSFUL COMPLETION OF TRAINING AND DRIVING SKILL CERTIFICATION.</p>	<p><b><u>Ambulance Drivers:</u></b> The qualification of Ambulance drivers to be engaged by the selected agency is as follows:</p> <p><b>a) Matriculation with valid driving license for driving commercial vehicles under Central Motor Vehicle Rules (CMVR)</b></p> <p>The selected agency shall engage ambulance drivers with good driving skills.</p> <p>All drivers must have the qualifications mentioned above shall be trained in Basic first aid training. Further, for good driving skills, selected candidates must be certified from Driving Skill Test Institutes operated by Govt. Of Delhi with private companies such as IDTR, Sarai Kale Khan and Loni Road, etc.</p> <p>NO AMBULANCE DRIVER SHALL BE DEPLOYED WITHOUT SUCCESSFUL COMPLETION OF TRAINING AND DRIVING SKILL CERTIFICATION</p>

	Closing Date & Time for receipt of Tenders 09.04.2019 up to 04:00 PM. Date and Time of opening of Technical Proposal 09.04.2019 at 05:00 PM.	Closing Date & Time for receipt of Tenders <b>16.04.2019</b> up to 04:00 PM. Date and Time of opening of Technical Proposal <b>16.04.2019</b> at 05:00 PM.
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All other terms and conditions of the tender document shall remain unchanged.

**Sd/-**  
**(R. P. Meena)**  
**Director (CATS)**

CATS

**Response to Pre-bid queries raised by the prospective bidders  
in r/o tender for outsourcing the Operations & Maintenance of CATS ambulances**

Query Raised By	Page No.	Tender Clause No.	Existing Clause	Queries/suggestions by the prospective bidders	Proposed Clarification
<b>Gujraj Infotech Ltd.</b>	48	1(IV)	In case of Consortium, there should be a formal agreement between the members accepting severe and joint responsibility for implementing the project through legally enshrined Special Purpose Vehicle (SPV). Reference of the lead member and percentage of holding of each in the consortium should also be given.	In case of Consortium, there should be a formal agreement between the consortium members accepting for implementing the project by deciding the lead member.	There is no change in the existing clause. There is no requirement to formulate the SPV at tendering stage and will be formulated by the selected bidder only after selection (applicable for consortium). At tendering stage, the formal agreement between the consortium members accepting severe and joint responsibility for implementing the project with detail of lead and other member(s) is sufficient.
<b>Gujraj Infotech Ltd.</b>			Consortium	The consortium is being allowed, so as to have fair & healthy competition by bringing multiple bidders, since alone organization may not have all the eligibility criteria, hence we look for the amendment as follow.... A. Three consortium is already allowed, hence the eligibility criteria must be defined in such a manner, wherein if three companies wants to bid as consortium having technical expertise, financial capacity and operational capabilities can join hands and submit their bid. B. The technical partner might be a foreign partner must fulfil the criteria of having requisite no of ambulances and Control command center and may operate in India, but	<b>Please see the amendment.</b>

				<p>will support through training and other technical expertise.</p> <p>C. Financial Partner to have the requisite financial capacity e.g. Turnover and positive net worth.</p> <p>D. Professionals to operate the same.</p>	
<b>Gujraj Infotech Ltd.</b>	48		<p>Further, in case of consortium, if the project is awarded, they shall incorporate legally enshrined Special Purpose Vehicle (SPV) to be registered under Companies Act 1956 for entering into an agreement with the CATS.</p>	<p>Foreign Consortium specifically Government Institution/Society/Trust can't legally enshrined SPV registered under companies Act 1956</p>	<b>Please see the amendment.</b>
<b>Gujraj Infotech Ltd.</b>	48		<p>Bidder should have at least 2 (two) years of experience in the operation of Pre-Hospital "Emergency Response Services" with a minimum fleet of 80 fully equipped ambulances under single contract (40% of estimated ambulance fleet) or 120 ambulances under 2 (two) contracts (60% of estimated ambulance fleet) or 160 ambulances under 3 (three) contracts (80% of estimated ambulance fleet) supported by a centralised control room. The contracts with state/federal/Public</p>	<p>Bidder should have at least 2 (two) years of experience in the operation of Pre-Hospital "Emergency Response Services" with a minimum fleet of 80 fully equipped ambulances (40% of estimated ambulance fleet) or 120 ambulances under 2 (two) contracts (60% of estimated ambulance fleet) or 160 ambulances under 3 (three) contracts (80% of estimated ambulance fleet) supported by a centralised control room. The contracts with state/federal/Public Sector Undertakings (PSUs) shall only be considered for technical qualification. <b>(The Technical consortium member shall meet this technical criteria).</b></p>	<p>No change in existing clause. The technical criteria must be met by the lead member.</p>

			Sector Undertakings (PSUs) shall only be considered for technical qualification. <b>(The lead member shall meet this technical criteria).</b>		
<b>Gujraj Infotech Ltd.</b>	49	2	The Bidder should have (a) net worth more than Rs 20 (twenty) crores and (b) demonstrate annual turnover/ gross receipts in this segment of at least Rs.10 (ten) Crores in each of the last 2 (two) financial years. <b>(The lead member shall meet the above financial criteria).</b>	The Bidder should have (a) positive net worth. (b) demonstrate annual turnover/ gross receipts at least Rs. 10 (ten) Crores in each of the last 2 (two) financial years. <b>(The one of the consortium member shall meet the above financial criteria).</b>	<b>Please see the amendment.</b>
<b>CAPITAL OUTSOURING &amp; MANAGEMENT SERVICES PVT. LTD.</b>	48	1(iv)	In case of Consortium, there should be a formal agreement between the members accepting severe and joint responsibility for implementing the project through legally enshrined Special Purpose Vehicle (SPV). Reference of the lead member and percentage of holding of each in the consortium should also be given.	In case of Consortium, there should be a formal agreement between the consortium members accepting for implementing the project by deciding the lead member.	There is no change in the existing clause. There is no requirement to formulate the SPV at tendering stage and will be formulated by the selected bidder only after selection (applicable for consortium). At tendering stage, the formal agreement between the consortium members accepting severe and join responsibility for implementing the project with detail of lead and other member(s) is sufficient.
<b>CAPITAL OUTSOURING &amp; MANAGEMENT</b>			CONSORTIUM	The consortium is being allowed, so as to have fair & healthy competition by bringing multiple bidders, since alone organization may not have all	<b>Please see the amendment.</b>

<p><b>SERVICES PVT. LTD.</b></p>				<p>the eligibility criteria, hence we look for the amendment as follow....  A. Three consortiums is already allowed, hence the eligibility criteria must be defined in such a manner, wherein if three companies wants to bid as consortium having technical expertise, financial capacity and operational capabilities can join hands and submit their bid.  B. The technical partner might be a foreign partner must fulfil the criteria of having requisite no of ambulances and Control command center and may operate in India, but will support through training and other technical expertise.  C. Financial Partner to have the requisite financial capacity e.g. Turnover and positive net worth. D. Professionals to operate the same.</p>	
<p><b>CAPITAL OUTSOURING &amp; MANAGEMENT SERVICES PVT. LTD.</b></p>	<p>48</p>		<p>Further, in case of consortium, if the project is awarded, they shall incorporate legally enshrined Special Purpose Vehicle (SPV) to be registered under Companies Act 1956 for entering into an agreement with the CATS.</p>	<p>Foreign Consortium specifically Government Institution/Society/Trust can't legally enshrined SPV registered under companies Act 1956</p>	<p><b>Please see the amendment.</b></p>
<p><b>CAPITAL OUTSOURING &amp; MANAGEMENT SERVICES PVT. LTD.</b></p>	<p>48</p>		<p>Bidder should have at least 2 (two) years of experience in the operation of Pre-Hospital "Emergency Response Services" with a minimum fleet of 80 fully equipped ambulances under</p>	<p>Bidder should have at least 2 (two) years of experience in the operation of Pre-Hospital "Emergency Response Services" with a minimum fleet of 80 fully equipped ambulances (40% of estimated ambulance fleet) or 120 ambulances under 2 (two) contracts (60% of estimated ambulance fleet) or 160</p>	<p>No change in existing clause. The technical criteria must be met by the lead member.</p>

			single contract (40% of estimated ambulance fleet) or 120 ambulances under 2 (two) contracts (60% of estimated ambulance fleet) or 160 ambulances under 3 (three) contracts (80% of estimated ambulance fleet) supported by a centralised control room. The contracts with state/federal/Public Sector Undertakings (PSUs) shall only be considered for technical qualification. (The lead member shall meet these technical criteria).	ambulances under 3 (three) contracts (80% of estimated ambulance fleet) supported by a centralised control room. The contracts with state/federal/Public Sector Undertakings (PSUs) shall only be considered for technical qualification. <b>(The Technical consortium member shall meet these technical criteria).</b>	
<b>CAPITAL OUTSOURING &amp; MANAGEMENT SERVICES PVT. LTD.</b>	49	2	The Bidder should have (a) net worth more than Rs 20 (twenty) crores and (b) demonstrate annual turnover/ gross receipts in this segment of at least Rs.10 (ten) Crores in each of the last 2 (two) financial years. (The lead member shall meet the above financial criteria).	The Bidder should have (a) positive net worth. (b) Demonstrate annual turnover/ gross receipts at least Rs. 10 (ten) Crores in each of the last 2 (two) financial years. (The one of the consortium member shall meet the above financial criteria).	<b>Please see the amendment.</b>
<b>BVG INDIA LTD.</b>	12	11	The prices quoted by the bidder shall remain firm and fixed during the currency of the contract. However, variation on account of revision in statutory	Fuel is one of the major components in operations without which operation would fail and as you are aware, fuel prices are continuously changing and are unpredictable hence we request you to kindly incorporate fuel escalation clause	The operations and maintenance of ambulances having large number of variable components such as fuel cost, spare part cost, consumable costs, equipments and its spares, uniform cost, etc.



			<p>dues/taxes/duties, etc. (including minimum wage/ESIC/EPF, etc) and also on account of any new statutory dues/taxes/duties, etc. which are not included in the price breakup mentioned in the Price Bid will be reimbursed by CATS on actual. However, in case of decrease in rate of aforesaid dues/taxes/duties, etc. the selected bidder shall return the difference amount on actual to CATS.</p>	also.	<p>Accordingly, it will be appropriate that the bidders shall apply due diligence to accommodate such variable components based on market trend and quote the firm price. Hence, no change in existing tender clause.</p>
<b>BVG INDIA LTD.</b>	14	16.2	<p>In exceptional cases, the bidders may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by email or by fax followed by surface mail. <b>The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly.</b> A bidder, who may not</p>	<p>The mere occurrence of the clause "Tender Validity" has to have a logical reason. The reason is that it is possible to foresee variations affecting the bid up to 180 days, beyond which anticipation or judgement regarding any factors that affect the bid may not prove correct. It seems illogical to ask the bidder to extend the validity of the bid without any change or modification. By doing so, the whole essence of the existence of the validity clause is compromised. Hence in case of any unforeseen circumstances, if the purchaser is not able to open the price bid within 180 days from the date of submission, the purchaser should allow all technically qualified bidders (who have already submitted the bid ) to submit fresh</p>	<p>The existing clause is self speaking. Hence, no change in existing clause.</p>

			agree to extend its tender validity after the expiry of the original validity period the EMD furnished by them shall not be forfeited	price bid and then this fresh price bid should be considered for evaluation. No bidder, other than those who have already submitted the bid, should be allowed to participate in the process.	
	24	3.B	RESPONSE TIME	A) As per National Ambulance Code, the average response time is 20 minutes for urban and 30 minutes for rural. Achieving the stipulated response time in this tender in question is totally impractical and non-achievable. Also the process of penalty imposition and calculation is very complicated. Kindly amend the same as per the standard response time followed throughout the country and simplify the process of penalty imposition. Also, instead of calculating the response time category wise it should be calculated, averaged out, for the entire fleet throughout the month. B) Penalty is very high. Kindly reduce the penalties.	<b>Please see the amendment.</b>
<b>BVG INDIA LTD.</b>	24	B	80% IN 13 MINUTES	Not Possible considering traffic and increases in vehicles day by day, should be minimum 18 minutes for 80% and 20 minutes for next 10% & 25 minutes for next 10%.	<b>Please see the amendment.</b>
<b>BVG INDIA LTD.</b>	26	4	PAYMENT TERMS & PAMENT SCHEDULE	Request to pay 80% payment within 7 days	No change in existing Clause.
<b>BVG INDIA LTD.</b>	45	7	All CATS ambulances are equipped with Mobile Data Terminals, GPS/AVLS devices &	The warranty period for the devices as MDT, Tetra sets, GPS devices & Biometric devices must have clarity and the AMCs details with the	The MDTs (Samsung Make), GPS (Trinity Make) and Biometric devices (Myntra Make) installed in existing CATS

			Biometric devices	manufactures must be revealed.	ambulances which are covered under Comprehensive Annual Maintenance contract for a period upto June 2022. TETRA devices of M/s Motorola are available in some ambulances for backup communication and M/s HCL is providing the technical support for these devices.
<b>BVG INDIA LTD.</b>	46	11(i)	Qualification Paramedic:-	The mentioned qualification criteria is not available in India and this additional qualification is not there in EMS services across India, since this qualification needs minimum six month to get registered with HSCC and followed by training for 45 days followed by exam to get the required EMT-B certification, hence mobilisation in a period of one month is not possible.	To meet out the quality of manpower, no change in existing condition.
<b>BVG INDIA LTD.</b>	6	11(ii)d	Matriculation with LMV (Commercial) driving license	Transport authority have stopped issuing LMV license with commercial.	<b>Please see the amendment.</b>
<b>BVG INDIA LTD.</b>	26	4	Balance 30% payment will be released within one month after scrutiny and verification of records.	Kindly specify the supporting documents	It is clarified that the selected bidder shall furnish the monthly invoices along with all supporting documents to prove the compliance of Service Level Agreement, statutory compliances under applicable laws/rules and other supporting documents as per provisions of the tender clauses.

<b>BVG INDIA LTD.</b>				The CLRA registration of ambulances expire in 5 years and since National Ambulance Code is implemented, hence the responsibilities to get the same registered should not be the responsibility of operator, since the fabrication work gets involved.	It is clarified that the National Ambulance Code is applicable for new ambulances only and in present case, the selected bidder has to operate and maintain the existing CATS ambulances, which are not covered under the preview of National Ambulance Code. Hence, no change is required.
<b>BVG INDIA LTD.</b>				Since the Ambulances are registered on CATS Name, hence as an existing service provider, we could not obtain single accident claim from insurance company, kindly record your advise.	It is clarified that the selected bidder shall file the insurance claim with all necessary documents in the name of CATS and the amount received by CATS on said account will be credited to the selected bidder on case to case basis.
<b>BVG INDIA LTD.</b>				“ if an individual member of an existing consortium/JV, wants to take part, on its own, based on the existing consortium/JV experience, it may be allowed to do so, to meet the CATS pre-qualifying condition, whereby the individual member may claim technical experience of number of ambulances, in proportion to its legally enshrined share-holding in the existing consortium/JV. This has been allowed in the recent tenders of 108 EMS of Odisha Govt. as well as the on-going NHAI ambulance service tender. (of Rajasthan & Uttar Pradesh state).”	It is clarified that the lead member/SPV of the existing consortium will be considered for technical experience in this tender. Other consortium members cannot claim for technical experience.
<b>SOUTH CENTRAL AMBULANCE SERVICE, NHS Foundation</b>			It is mentioned that if a Consortium wins the contract, it shall incorporate a legally enshrined Special	We, being a part of the National Health Service (NHS) of United Kingdom, are a government organisation under the Department of Health. Hence, as a government	<b>Please see the amendment.</b>

<p><b>Trust, England</b></p>			<p>Purpose Vehicle (SPV) as per the Company's Act 1956, to enter into an 'agreement' with CATS.</p>	<p>organisation, we are unable to be a part of a SPV as per Indian Company's Act 1956. Therefore, we would request you to kindly waive off the clause, since we are governed under the government regulations of England and its Department of Health.</p>	
<p><b>SOUTH CENTRAL AMBULANCE SERVICE, NHS Foundation Trust, England</b></p>			<p>Clause V of the above Section mentions that the 'lead member' of a Consortium needs to meet both the technical and financial criteria.</p>	<p>Kindly consider the fact that if a 'member' meets both financial and technical criteria in, anyway, can bid on its own and not via a Consortium route. The purpose of a Consortium, we feel, is to combine together the individual strengths of each member under a 'Consortium' modality, so that not only it meets your eligibility criteria, but also can execute the project under a 'combined strength'. Hence, we request you to kindly amend the above to say that, in the case of a Consortium, the members are to jointly nominate the 'lead member' who is fully responsible and answerable to CATS for the project execution and hence bears all liabilities on behalf of the Consortium. The 'consortium' members may be allowed to submit</p>	<p><b>Please see the amendment.</b></p>

				a 'registered MoU' which will list out the roles and responsibilities of each member of the Consortium. We understand that this has been the case in other State Ambulance Tenders in India, notably Maharashtra, Andhra Pradesh etc.	
<b>SOUTH CENTRAL AMBULANCE SERVICE, NHS Foundation Trust, England</b>				We request you to kindly grant 15 working days to submit the bid, after the publication of your amendments of this tender.	<b>Please see the amendment.</b>
<b>GVK EMRI</b>	8	Section-I, 2.1.2	<b>Scope of work</b> Selected bidder shall operate, maintain and manage the operation of a fleet of approx. 200 ambulances (09 ALS, 108 BLS & 83 PTA), however CATS may increase/decrease the number of ambulances in any category (ALS/BLS/PTA) before the award of contract or during the contract period.	1.The vehicles are going to be handed over 'as is where is' condition by the CATS to the successful bidder. Suggested to ensure that the vehicles are given in good running condition.	It is clarified that: As per contract agreement with existing outsourced agency, all the ambulances will be handed over in running condition except normal wear and tear. However, as decided in pre-bid meeting, the prospective bidders may conduct physical inspection of CATS ambulances on 28 <sup>th</sup> & 29 <sup>th</sup> March, 2019.
<b>GVK EMRI</b>	9	Section-I, 2.1.2	<b>Scope of work</b> It is expected that approx. 200 number of ambulances (09 ALS, 108 BLS and 84 PTA) will be handed over to the selected bidder on "as is where is" basis. The selected bidder shall operate and maintain these ambulances as per	Suggested to give: a) the life of each vehicle, b) daily expected kilometers of operation, c) make of the vehicle, and d) condition of each vehicle ( the approximate repair cost of the vehicle to bring them to normal operating condition. The ambulances whose life is over needs to be replaced by the CATS authority.	a) The ambulances will be condemned as per Govt. Rules and date of registration of each ambulance has already given in the tender. Further, details can be obtained during physical inspection of ambulances. b) The bidders may conduct due diligence in light of city condition.

			provisions contained in this Tender		<p>c) Make of ambulance vehicles: 09 ALS (Tata Winger), 108 BLS (Tata Winger) and 83 PTA (Maruti ECCO).</p> <p>d) The bidders may evaluate the physical condition and expected expenditure during physical inspection of ambulances.</p> <p>The ambulances which meets the government norms for condemnation will be reduced/replaced by the CATS during the agreement period.</p>
<b>GVK EMRI</b>	9	Section-I, 2.1.2	<p><b>Scope of the Work</b></p> <p>The selected bidder shall start the operation and maintenance of CATS ambulances within 30 days from the date of signing of contract with CATS</p>	<p>As the condition of the ambulances are not given, in the event of repair to the 200 ambulances may take more time and hence the starting within 30 days is insufficient. Secondly the induction of manpower and equipment, consumables, and medicines will take more time. Suggested to give 90 days time.</p>	<p>It is clarified that CATS provides round the clock free ambulance service in Delhi and it is not possible to stop the service in any case. The existing agreement with the present outsourced agency is going to expire on 30.06.2019 and new outsourced agency has to start the operation w.e.f. 01.07.2019. Accordingly, there is no scope to extend the period beyond 30.06.2019.</p>
<b>GVK EMRI</b>	9	Section-I, 2.1.2	<p>It is expected that approx. 200 number of ambulances (09 ALS, 108 BLS and 84 PTA) will be handed over to the selected bidder on "as is where is" basis.</p>	<p>Kindly clarify if the ambulances are equipped currently with medical equipments and if so please provide the Make/Model of the equipments</p>	<p>As decided in pre-bid meeting, the prospective bidders may conduct physical inspection of CATS ambulances on 28<sup>th</sup> &amp; 29<sup>th</sup> March, 2019 and note down the details of equipments available in CATS ambulances.</p>
<b>GVK EMRI</b>	9	Section-I, 2.1.2	<p>The selected bidder shall start the operation and maintenance of CATS ambulances within 30 days from the date of signing of contract with CATS.</p>	<p>30 days will be a short time to recruit, train and deploy the manpower.</p> <p>if the existing staff are to be taken over then the details of staff along with their salary details needs to be provided.</p>	<p>The existing agreement with the present outsourced agency is going to expire on 30.06.2019 and new outsourced agency has to start the operation w.e.f. 01.07.2019. Accordingly, there is no scope to extend the period beyond 30.06.2019.</p>

					The details of existing ambulance staff can be shared with selected bidder.
<b>GVK EMRI</b>	9	Section-I, 2.1.2	Maintenance of ambulances including its equipments and supplies which are beyond warranty/CMC.	Kindly provide warranty information of the medical equipment currently available in the ambulances.	The prospective bidders may conduct physical inspection of CATS ambulances on 28 <sup>th</sup> & 29 <sup>th</sup> March, 2019 and note down the warranty details.
<b>GVK EMRI</b>	12	10.2	The bidder has to quote for total requirement of ALS, BLS and Patient Transport ambulances	The replacement policy of the ambulances in terms of kilometers and age.	The ambulances which meets the government norms for condemnation will be reduced/replaced by the CATS during the agreement period.
<b>GVK EMRI</b>	23	3.A	<b>Uptime of Ambulances</b> The fleet is divided in two parts i.e. "Active Fleet" and "Reserve Fleet". Out of the total ambulance fleet, 90% will be considered as Active Fleet which must be operated with 100% uptime to claim full payment for operation and maintenance of ambulances under Active Fleet. The remaining 10% fleet will be considered as Reserve Fleet to meet out the uptime of Active Fleet on account of repair & maintenance of ambulances and its equipments, routine servicing, etc. For monthly payments, the claim for operation and maintenance of CATS ambulances will be considered only for	1. Suggested to mention the Total loss vehicles due to accident and their replacement conditions. As the ownership of the vehicle is in the name of ' Government of NCT of Delhi', the accident vehicle which get declared as 'Total Loss' by the insurance company after authorised surveyor's report, may be replaced with new ambulances by the Govt of NCT of Delhi 2. The Penalty should not be levied if the operator replaces the vehicle with back up ambulance. 3. The penalty for the default under this parameter shall not be more than Rs 2000/day/vehicle across different categories of ambulatory services.	It is clarified that: 1. Its responsibility of the selected bidder to purchase sufficient insurance cover for accident damage to the ambulance vehicle. For total loss vehicles, the selected bidder has to ensure that the insurance claim shall be released to CATS. Further, the selected bidder shall bear the difference of book value of the ambulance (depreciated value) at the time of declaring total loss and insurance claim to be borne by the selected bidder and paid to CATS. Thereafter, CATS will reduce/replace the ambulance. 2. It is clarified that no penalty will be imposed, if the operator replaces the ambulance with back up ambulance for damaged ambulance. 3. No change in penalty



		<p>Active Fleet and payment will be made after deduction of penalties (if any) for each category of ambulances on monthly basis. For calculation of uptime, the report generated by software application at CATS Control Room through MDTs login/log-out data shall be final and its responsibility of the selected bidder to keep the MDTs functional and operational to generate uptime report. In all circumstances, the selected bidder has to maintain the uptime above 90% and if the uptime goes below 90% for more than two days in a calendar month, CATS has reserve the right to terminate the contract.</p> <p><b>Penalty for not meeting the uptime of ambulances</b></p> <p>Whenever the selected bidder fails to maintain the 100% uptime of Active Fleet, no payment shall be considered for non-operational ambulances for respective day(s). Also, the penalties per day per ambulance @Rs.12,000/- for</p>	<p>provisions required in the public interest considering the emergency service.</p>
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			<p>Advanced Life Support (ALS) ambulances, Rs.10,000/- for Basic Life Support (BLS) ambulance and Rs.8,000/- for Patient Transport Ambulance (PTA) shall be imposed by CATS for non-operational ambulances and same will be deducted from the monthly payment for the respective month. In case of permanent damage to ambulance(s), the selected bidder has option to bring additional ambulance(s) at its own cost to avoid above penalties. These additional ambulance(s) shall comply with the mandatory CRA (Committee for Registration) guidelines and other rules &amp; regulations applicable from time to time in Delhi.</p>		
	24	3.B	<p><b>Response time</b> The selected bidder shall meet the following ambulance response time during the contract period for all categories of ambulances: In 80 % of the calls dispatched from control room, the ambulances</p>	<p>A) The Reach time also depends on lot of factors beyond control of Operator like 1) Material change in dispatch location 2) Unavoidable telephone communications failure 3) Delay caused by traffic 4) Unavoidable delays caused by road construction or inclement</p>	<p><b>Please see the amendment.</b></p>

			<p>shall reach the incident site within 13 minutes of dispatch of the call from the control room. In next 10% of the calls (i.e. total 90% calls) dispatched from control room, the ambulance shall reach the incident site within 18 minutes of dispatch of the call from the control room. In next 10 % of the calls (i.e. total 100% calls) dispatched from control room, the ambulances shall reach the incident site within 25 minutes of dispatch of the calls from the control room i.e. 100% of the calls shall be attended in 25 minutes.</p> <p>Penalties for not meeting the response time</p> <p>The response time will be calculated on the basis of average ambulance response time for the respective category of ambulances and for each 5 minute delay in average ambulance response time an amount equal to 0.25% of the total monthly payment for respective category of ambulances will be deducted.</p> <p><b>Response Time</b></p>	<p>weather e.g. fog</p> <p>5) Rail crossings</p> <p>6) Off road locations</p> <p>7) Long distance in which it is impossible to cover the said distance in the prescribed reach time</p> <p>8) Nearby Vehicle busy in another case</p> <p>9) Any other reason not under the control of the service provider.</p> <p><b>Exception should be given for the above mentioned factors beyond operator's control.</b></p> <p><b>B) Response Time Penalties</b></p> <ul style="list-style-type: none"> <li>- 80% in 13 minutes For each 5 minutes delay in average response time, 0.1% of the total monthly payment for respective category of ambulances will be deducted</li> <li>- Next 10% in 18 minutes For each 5 minutes delay in average response time, 0.1% of the total monthly payment for respective category of ambulances will be deducted</li> <li>- Next 10% in 25 minutes (100% in 25 minutes)</li> </ul> <p>For each 5 minutes delay in average response time, 0.10% of the total monthly payment for respective category of ambulances will be deducted.</p>	
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			<p><b>Penalties</b></p> <ul style="list-style-type: none"> <li>- 80% in 13 minutes For each 5 minutes delay in average response time, 0.25% of the total monthly payment for respective category of ambulances will be deducted</li> <li>- Next 10% in 18 minutes For each 5 minutes delay in average response time, 0.25% of the total monthly payment for respective category of ambulances will be deducted</li> <li>- Next 10% in 25 minutes (100% in 25 minutes) For each 5 minutes delay in average response time, 0.25% of the total monthly payment for respective category of ambulances will be deducted.</li> </ul>		
	24	3(C)	The selected bidder shall be responsible to maintain the ambulances and its equipments including MDT, TETRA sets and GPS devices, Bio-metric devices, etc	Specifications are required	<p>The MDTs (Samsung Make), GPS (Trinity Make) and Biometric devices (Myntra Make) installed in existing CATS ambulances which are covered under Comprehensive Annual Maintenance contract for a period upto June 2022.</p> <p>TETRA devices of M/s Motorola are available in some ambulances for backup communication and M/s HCL is providing the technical support for these devices.</p>

					Further, the prospective bidders may note down necessary details during physical inspection.
<b>GVK EMRI</b>	25	Misc. Penalties for ambulances (B)	<p>Ambulances are not operational due to strike by Ambulance staff/ management on account of non-payments, shortage of funds or any unacceptable reasons.</p> <p>- Proportionate deductions of the bid price will be made for the non operative period of the Ambulances along with additional penalty of 5% of the payment per Ambulance per day.</p>	<p>Strikes are not under control of the operator especially in case of shortage of funds, delayed payment from the authority side or any other illegal demands from the employees. This clause should kindly be removed as no operator would like their employees to go on strike and disrupt the service.</p>	The selected bidder has to deal with HR issues and other operational issues which are totally under control of the selected bidder. Hence, no change required in existing clause.
<b>GVK EMRI</b>	25	Misc. Penalties for ambulances (C)	<p>For each instance of Non Response Default (wherein the ambulance failed to respond on assigned call) by Ambulance Staff An amount of Rs.5000/- will be levied as a fine for each instance of Non- Response Default</p>	<p>The penalty amount may kindly be changed to Rs 500 for each instance of Non Response Default.</p>	No response default is one of the serious offences wherein ambulance not provided to the person in emergency. Hence, no change in tender condition.
<b>GVK EMRI</b>	25	Misc. Penalties for ambulances (D)	<p>For each instance of Non-Transfer Default (wherein the ambulance refused to transport the patient without any justified reason) by Ambulance Staff An amount of Rs.5000/-</p>	<p>The penalty amount may kindly be changed to Rs 500 for each instance of Non Transfer Default without unjustified reasons.</p>	Non transport default is one of the serious offences wherein ambulance not transported the person in emergency. Hence, no change in tender condition.

			will be levied as a fine for each instance of Non- Response Default		
<b>GVK EMRI</b>	25	Misc. Penalties for ambulances (E)	If the Operator fails to replace any ambulance personnel, who resigns with a person with requisite training within prescribed time limit - Rs.25000/- per month	The manpower of the ambulance will be sole responsibility of the selected bidder and any change in the manpower at the field due to wilful resignation or termination on account of non performance or wrong behaviour should be left the service operator. The selected bidder will anyway be responsible and accountable for running the service as per the Service level Agreement and in default of such parameter due to any unjustified reason will be marked as non performance and penalty will be levied therefore this penalty clause may kindly be deleted.	Its responsibility of the selected bidder to recruit sufficient number of ambulance manpower and if they meet the requirement, no penalty will be imposed. Accordingly, no change required in existing clause.
<b>GVK EMRI</b>	33-38	Section-III	Details and status of Ambulances (List of Ambulances)	In the list of ambulances given in RFP has some anomalies like 1. PTA Ambulances 92 is shown against of 83, 2. BLS Ambulances 98 against of 108, and 3. ALS Ambulances 10 instead of 09 as mentioned in the RFP page (8)(2.1.2) Suggested to give correct numbers eliminating anomaly	There is typographic error at Page-9. Corrected figure is: 1. ALS - 09 2. BLS - 108 3. PTA - 83
<b>GVK EMRI</b>	38	Section-III.2	Detail of equipments and consumables in the Ambulances: It is responsibility of the selected bidder to ensure availability of following equipments and consumables as per the category of ambulances (i.e. Advanced Life Support, Basic Life Support and	Kindly clarify the specifications of medical equipments (ALS, BLS and PTA)	As decided in pre-bid meeting, the prospective bidders may conduct physical inspection of CATS ambulances on 28 <sup>th</sup> & 29 <sup>th</sup> March, 2019 and note down the details of equipments available in CATS ambulances.

			Patient Transport ambulances) and shall also comply with the guidelines of the Committee for Registration of Ambulances applicable in Delhi for respective category of ambulances.		
<b>GVK EMRI</b>	40	Section-III.3	ALS Ambulance	Kindly clarify the minimum quantities and unit sizes of medical and non medical consumables and disposables per ambulance of different types (ALS, BLS and PTA)	The selected bidder has to ensure availability of medical and non-medical consumables as per CRA guidelines and as per operational requirements. Further, the Minimum quantity and unit size of medical and non medical consumable will be finalized in mutual consultation by selected bidder with CATS.
<b>GVK EMRI</b>	42	Section-III.3	ALS Ambulance	Please clarify strength/dosage, minimum quantity per ambulance and unit sizes of medicines	The selected bidder has to ensure availability of medicines as per CRA guidelines and as per operational requirements. Further, the Minimum quantity and other details will be finalized in mutual consultation by selected bidder with CATS.
<b>GVK EMRI</b>	40	Section-III.3.50	<b>Non consumable items:</b> Standard Mandatory Miscellaneous Equipments as per CRA	Kindly clarify the items in this list	Kindly visit the website of Health & Family Welfare Department, GNCTD for further details and link is as under: <a href="http://www.delhi.gov.in/wps/wcm/connect/doiit_health/Health/Home/Guidelines+for+Registration+of+Ambulances+in+Delhi/">http://www.delhi.gov.in/wps/wcm/connect/doiit_health/Health/Home/Guidelines+for+Registration+of+Ambulances+in+Delhi/</a>
<b>GVK EMRI</b>	41	Section III. 3.62,63	<b>Consumable items:</b> 62. Recovery kit and 63. Shivil connector	Kindly clarify these items	Kindly check the CRA guidelines as detailed above.

<b>GVK EMRI</b>	45	Section-III.5.8	<b>Non consumable items:</b> Oxygen cylinder with regulator	Kindly clarify Oxygen cylinder type/capacity	B type oxygen cylinders are available in CATS ambulances. Further details can be noted down during physical inspection.
<b>GVK EMRI</b>	44	5	Patient Transport Ambulances/Non Consumable Items	Quantities to be mentioned and no specifications .	The selected bidder has to ensure availability of medical and non-medical consumables as per CRA guidelines and as per operational requirements. Further, the Minimum quantity and other details will be finalized in mutual consultation by selected bidder with CATS.
<b>GVK EMRI</b>	46	11	Ambulance Paramedic: The qualifications required for the ambulance paramedics to be engaged by the selected agency are as follows: a) Certificate course in Pre-Hospital Trauma Technician (PTT) from Govt. of India recognised institutions; or b) Diploma in GNM or B.Sc (Nursing) and registration with State Nursing Councils; or c) Diploma in Pharmacy and registration with State Pharmacy Council.  All ambulance paramedics must have the qualifications mentioned above and shall be trained in EMT (Basic) as per the National Occupational	Request to allow candidates with B.Sc life sciences qualification also, who would be trained as per the laid guidelines.	To meet out the quality of manpower, no change in existing condition.



			Standards notified by the National Skill Development Corporation in HSSC accredited institutions. NO PARAMEDIC SHALL BE DEPLOYED WITHOUT SUCCESSFUL COMPLETION OF EMT (BASIC) TRAINING.		
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