



**KERALA MEDICAL SERVICES CORPORATION LIMITED**

*(A Government of Kerala Undertaking)*

THYCAUD P. O.

THIRUVANANTHAPURAM, KERALA – 695 014

**e-TENDER**

*for*

**REQUEST FOR PROPOSAL (RFP) FOR  
ENGAGING AMBULANCES IN ALL  
DISTRICTS THROUGH AGGREGATOR  
MODEL**

**(TENDER NO: KMSCL/KEMP/T-01/2018)**

*For details:*

**[www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) / website of TIA**

**E-mail: [dmkemp@kmscl.kerala.gov.in](mailto:dmkemp@kmscl.kerala.gov.in)**

# INDEX

SI. NO.	DESCRIPTION	PAGE NO.	
1.	TENDER INVITING NOTICE	2	
2.	DISCLAIMER	3	
3.	SECTION – I	INTRODUCTION	5
4.	SECTION – II	GENERAL DEFINITIONS	6
5.	SECTION – III	TENDER SCHEDULE	9
6.	SECTION – IV	DETAILS OF TENDER	10
7.	SECTION – V	SPECIFIC CONDITIONS OF CONTRACT	11
8.	SECTION – VI	GENERAL CONDITIONS OF CONTRACT	27
9.	APPENDIX - I	SPECIFICATIONS OF AMBULANCE	48
10.	APPENDIX - II	TRAINING EMS PERSONNEL	61
11.	APPENDIX - III	SAMPLE PRICE EVALUATION	62
12.	ANNEXURE – I	COVERING LETTER	63
13.	ANNEXURE – II	POWER OF ATTORNEY	66
14.	ANNEXURE – III	POWER OF ATTORNEY (in case of consortium)	67
15.	ANNEXURE – IV	AFFIDAVIT (NON-CONVICTION)	69
16.	ANNEXURE – V	ANTI COLLUSION CERTIFICATE	70
17.	ANNEXURE – VI	PROJECT UNDERTAKING	71
18.	ANNEXURE – VII	MEMORANDUM OF UNDERSTANDING	72
19.	ANNEXURE – VIII	BOARD RESOLUTION	74
20.	ANNEXURE – IX	UNDERTAKING	75
21.	ANNEXURE – X	INFORMATION OF BIDDERS	76
22.	ANNEXURE – XI	DETAILS OF ELIGIBLE EXPERIANCE	79
23.	ANNEXURE – XII	AGREEMENT	80
24.	ANNEXURE – XIII	BANK GUARANTEE FORMAT	82
25.	ANNEXURE – XIV	CHECK LIST	83
26.	ANNEXURE – XV	ANNUAL TURN OVER STATEMENT	84
27.	ANNEXURE – XVI	DECLARATION	85
28.	ANNEXURE – XVII	AFFIDAVIT	86
29.	ANNEXURE – XVIII	LIST OF URBAN AREA HOSPITALS IN KERALA	87

## TENDER INVITING NOTICE

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No.KMSCL/KEMP/037/2018	Date : 27.03.2018
<b><u>e- TENDER NOTICE</u></b>	
<p>Online bids are invited for the operation of 315 ambulances in aggregator model in all districts of Kerala on behalf of Department of Health and Family welfare. Govt. of Kerala. The pre bid meeting will be held at KMSCL Head office on 09-04-2018 11:00am. The last date of online submission of bid is 21-04-2018, 5:00 pm. The date of opening of online technical bid 25-04-2018 11:00 am. The tender document and all other information's relating to the model, experience of the bidder and bidding process can be downloaded from the website <a href="http://www.etenders.kerala.gov.in">www.etenders.kerala.gov.in</a></p>	
<b>(Sd/-) Managing Director (Tender Inviting Authority)</b>	

## DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to the Bidder(s), in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided to the Bidder.

Whilst the information in this RFP has been prepared in good faith and contains general information in respect of the Proposed Project, the RFP is not and does not purport to contain all the information which the Bidder may require.

Neither the Authority, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and liability therefore is hereby expressly disclaimed.

This RFP document is not an agreement and is not an offer or invitation by the Government of Kerala (hereinafter referred to as "Authority") or its representatives to the prospective Bidders or any other person. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment. Each recipient must conduct its own analysis of the information contained in this RFP or to correct any inaccuracies therein that may be in this RFP and is advised to carry out its own investigation into the proposed Project, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the proposed Project.

This RFP includes certain statements, estimates and targets with respect to the Project. Such statements, estimates and targets reflect various assumptions made by the management, officers, and employees of the Authority, (and the base information on which they are made) which may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation, or warranty.

RFP document and the information contained therein is meant only for those applying for this Project, it may not be copied or distributed by the recipient to third parties, or used as information source by the Bidder or any other in any context, other than applying for this proposal.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bidding process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder or Bidder, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids at any point of time without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, digital signature, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding process.

Any information/documents including information/documents pertaining to this RFP or subsequently provided to Bidder and/or Selected Bidder AND information/ documents relating to the Bidding process; the disclosure of which is prejudicial and/or detrimental to, or endangers, the implementation of the Project IS NOT SUBJECT TO DISCLOSURE AS PUBLIC INFORMATION/ DOCUMENTS.

Tender Inviting Authority

## SECTION I

### INTRODUCTION

- 1.1. **The Kerala Medical Services Corporation Limited - KMSCL** (Tender Inviting Authority) is a fully owned Government of Kerala company set up in 2007 for providing services to the Department of Family Welfare and Health. One of the key objectives of the KMSCL is to act as the central procurement agency for all essential drugs, equipments and services for the department.
- 1.2. Timely management of trauma is a major concern in Kerala. There are deficiencies in capacity to manage trauma. But more importantly Kerala does not have system for timely evacuation of victims of trauma in a safe manner and reaching them to hospitals for management. This RFP is to invite service providers to provide and manage a system for timely evacuation of victims of all types of trauma from site to identified trauma care centers. This will include engaging adequate number of ambulances to respond to these intimations, ensuring availability of adequate resources including trained human resources in the ambulances, managing the services including a call centre to receive the calls, detailing ambulances to the site, receiving reports from the ambulances and channeling the evacuation to optimal management centres and managing data on the traumas and their management.
- 1.3. This tender is an e-tender and only on-line bid submission is possible. The e-tender portal is designed by National Informatics Centre (NIC) and the support is provided by IT mission, Kerala. The selection will be done on the two bid system, designed to ensure bidders who have financial and technical capability to provide the services notified.
- 1.4. Looking forward for a long standing relation with you.

Best wishes,

Date: 27.03.2018

Tender Inviting Authority

## SECTION II

### GENERAL DEFINITIONS

- 2.1 *Government* means Government of Kerala, represented by the Secretary to Health & Family Welfare, who is also the Chairman of the Board of Directors of KMSCL.
- 2.2 *Tender Inviting Authority/ Authority* is the Managing Director of the KMSCL, who on behalf of the User Institution/Government or the funding agencies calls and finalize tenders and ensure supply, installation, service and management of the project under this tender document.
- 2.3 *Funding agencies* are usually departments like Directorate of Health Services, Directorate of Medical Education, Departments of Ayurveda, Homoeo, Department of Social Welfare etc, and Missions/organizations like National Health Mission (NHM), Institute of Family Health & Welfare, registered societies etc funded by the Government of Kerala, Government of India, UN organisations, World Bank etc that provide funds for the procurement of drugs and equipments on behalf of whom the tender is invited by the Tender Inviting Authority.
- 2.4 *Blacklisting/debarring* – the event occurring by the operation of the conditions under which the tenderers will be prevented for a period of 1 to 5 years from participating in the future tenders of Tender Inviting Authority/User Institution, more specifically mentioned in the Specific Conditions of Contract (Section V) and General Conditions of Contract (Section VI) of this tender document, the period being decided on the basis of number of violations in the tender conditions and the loss/hardship caused to the Tender Inviting Authority/User Institution on account of such violations.
- 2.5 *“Request for Proposal”*(RFP)means a tender for hiring of service provider for ambulance operation shall be made through a bidding process.
- 2.6 *“Proposal/Bid”* means Quotation/Tender received from a Sole Bidder/Consortium.
- 2.7 *“Bidder”* means the Sole Individual (Company/Society/Trust) or Consortium (a group of not more than 3 companies) submitting Bids/Quotation/Tender.
- 2.8 *“Medical device”*: An article, instrument, apparatus or machine that is used in the prevention, diagnosis or treatment of illness or disease, or for detecting, measuring, restoring, correcting or modifying the structure or function of the body for some health purpose. Typically, the purpose of a medical device is not achieved by pharmacological, immunological or metabolic means.
- 2.9 *“Medical equipment”*: Medical equipment requiring calibration, maintenance, repair, user training, and decommissioning – activities usually managed by clinical engineers. Medical equipment is used for the specific purposes of diagnosis and treatment of disease or rehabilitation following disease or injury; it can be used

either alone or in combination with any accessory, consumable, or other piece of medical equipment/equipment. Medical equipment excludes implantable, disposable or single-use medical equipment.

- 2.10 *"Public Private Partnership"*: A long term contract whereby a public body associates a private sector enterprise in the financing, design, construction and operation of a public structure. The public structure could be provision of a service, maintenance of a system or creation of a new system and/or infrastructure.
- 2.11 *"Outsourcing"*: A form of contracting with pre-specified terms of financing, monitoring and supervision. Generally engaged over a longer time period, outsourcing is delegation of responsibility partially or wholly towards performance of a set of Activities to achieve pre-specified results based on a mutually agreed form of reporting, monitoring, evaluation and performance.
- 2.12 *"Preventive Maintenance"*: It is an action to eliminate the cause of a potential non-conformity. The care and servicing by personnel for the purpose of maintaining equipment and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring.
- 2.13 *"Uptime"*: It is the measure of the time the entire project has been working or available.
- 2.14 *"Downtime"*: It is the period of time that project fails to provide or perform its primary function.

## **2.15 Brief Description of the tender process**

- 2.15.1 Bidder shall download the tender documents from the e-tender portal **[www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)**. The tender shall be submitted only through the on-line process. The bids submitted only in off-line will not be considered and rejected. The documents to be submitted on-line are specified in tender clause 6.17.
- 2.15.2 The on-line submission of documents is in two parts. The first part is the technical bid. The technical bid documents required shall be uploaded in pdf format only. The second part is the price / financial bid (BOQ document), which can be uploaded in xls format only. The BOQ document uploaded by the Tender Inviting Authority shall be downloaded and filled in the relevant areas and uploaded. The BOQ document is not inter changeable or corrected by the bidder.



2.15.3 The contact details of the Tender Inviting Authority are as follows:

**Tender Inviting Authority**

E-mail: [dmkemp@kmscl.kerala.gov.in](mailto:dmkemp@kmscl.kerala.gov.in)

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## SECTION III

### TENDER SCHEDULE

#### 3.1. Tender Details

1.	Tender No.	KMSCL/KEMP/T01/2018
2.	Cost of tender Document	₹ 28,000/- ( inclusive of 12% GST )
3.	Estimated Cost / year	₹ 47 Crores
4.	Earnest Money Deposit	₹ 1.42 Crores (EMD cost of 5,00,000 shall be submitted on line by the tenderer and the rest Rs.1,37,00, 000/- shall be submitted through BG/DD in favour of Managing Director Kerala Medical Services Corporation Limited. Payable at Thiruvananthapuram along with the technical bid).
5.	Performance Security	5% of the offered price for operating one year (for successful tenderers)
6.	Contract period	3 years subject to annual performance review extendable to 5 years.
7.	Validity of Performance Security	Up to 180 days after the date of completion of the contractual obligations

#### 3.2. Important dates:

Sl.No.	Particulars	Date and time
1.	Date of release of tender	<b>27/03/2018</b>
2.	Date of Pre-tender meeting	<b>11:00am 09/04/2018</b>
3.	Online tender submission <b>Start Date</b>	<b>11:00am, 10/04/2018</b>
4.	Online tender submission <b>End Date</b>	<b>05.00 pm, 21/04/2018</b>
6.	Date of online Technical bid opening	<b>11:00 am, 25/04/2018</b>
7.	Date of technical proposal presentation	To be informed to the qualified tenderers qualifying after opening of technical bids

8.	Date of opening of the price bid	To be informed to the qualified tenderers qualifying after technical evaluation
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## SECTION IV DETAILS OF TENDER

### 4.1 Item(s) tendered:

Sl. No	Code	Description
1.	KMSCL/KEMP/T01/2018	Engaging ambulances through an aggregator model

### 4.2 Specification of ambulances:

The detailed specification of ambulances are provided in Appendix I

## SECTION V

### SPECIFIC CONDITIONS OF CONTRACT

#### 5.1 Objectives

Reducing mortality of victims of road traffic accidents by 50% by 2020 is one of the Sustainable Development Goals set by Government of Kerala. Timely evacuation of victims of trauma cases by trained persons after stabilization to designated care centers is a necessary condition for reducing mortality. It is proposed to mobilize adequate number of ambulances with trained manpower which shall respond to calls through a centralized call centre for evacuation of trauma victims. This shall be of Public Private Partnership in order to achieve the goal through a set of mutually agreeable terms and conditions.

#### 5.2 Scope of Works

- 5.2.1 Tender Inviting Authority, on behalf of Government of Kerala seeks to engage Service Provider for aggregation of ambulances in all the districts of Kerala for evacuation of trauma victims with an aim:
- (i) To ensure 24x7, 365 days availability of ambulances fitted with GPS and having trained Personnel
- 5.2.2 The bidder shall identify and contract with owner / operators of ambulances which can be aggregated to provide emergency evacuation services covering the entire area of operation.
- 5.2.3 The bidder shall confirm that the operators of the ambulances are qualified and trained to carry out. They will also ensure periodic skill up gradation of the staff, either directly or by entering into contract with a training service provider. Details of training provided in Appendix II.
- 5.2.4 The call centre accessed by a toll free number will be established and operated by the Tender Inviting authority. The call centre shall receive request for evacuation, direct the ambulance to the site for which request has been made (either manually or through mobile application software) and choose the ambulance that can provide the fastest response.
- 5.2.5 The bidder shall evacuate the patients in the ambulance to the hospital as directed by the call center.
- 5.2.6 The bidder shall ensure that all the ambulances deployed in the contract are as per the specifications provided in Appendix I.
- 5.2.7 The bidder shall at all times comply with applicable laws and regulations pertaining to the transport of trauma victims including the provisions of the Motor Vehicle Act and any other regulation in force.
- 5.2.8 The Bidder shall be responsible for ensuring quality of the vehicles and the competency of the staff operating the ambulance.

### 5.3 Staff to be recruited and qualification

Driver : 7th Std. Pass, 3 year experience in Govt./Public Sector Unit/Private Institution/Autonomous Body/Society/Travel Agency after getting Heavy License Age Limit : 40 (As on 31.12.2017).

- 5.3.1 Emergency Medical Technician : Minimum GNM, BSc (Nursing), or equivalent and having Kerala Nursing Council registration, having 2 years of experience in Emergency Department. Age Limit : 40 (As on 31.12.2017)
- 5.3.2 Field Supervisors shall be appointed for every 15 ambulances.
- 5.3.3 A supervisor responsible for the operation of the ambulances every district shall be appointed.
- 5.3.4 Identity cards shall be provided for all the staff. Uniforms shall be provided for driver and EMT in consultation with the tender inviting authority and the employees should wear during duty hours

### 5.4 Ambulance and deployment

- 5.4.1 The ambulances provided by the bidder shall be as per the specifications in the Appendix I.
- 5.4.2 The ambulances shall not be more than two years old as on 31.03.2018.
- 5.4.3 The medicines and consumables to be made available in the ambulances are also given in Appendix I.
- 5.4.4 The numbers of ambulances to be deployed in each district are as follows.

S/n	District	Number of ambulances
1	Thiruvananthapuram	32
2	Kollam	21
3	Pathanamthitta	12
4	Alappuzha	18
5	Kottayam	15
6	Idukki	13
7	Ernakulam	34
8	Thrissur	32
9	Palakkad	28
10	Malappuram	38
11	Kozhikode	31
12	Wayanad	11
13	Kannur	16
14	Kasaragod	14
	<b>Total</b>	<b>315</b>

- 5.4.5 The ambulances shall be deployed district wise. The deployment of ambulances shall be completed within 3 months from the date of award of contract. The ambulance base location shall be in the trauma care centre / Govt hospital / Govt healthcare institutes.
- 5.4.6 The exterior of the ambulances attached with the project shall have the exterior design as per the design provided by Tender Inviting Authority.
- 5.4.7 At any point of time if the attached ambulances are out of service for more than 3 hours, then the bidder shall provide alternate ambulance with or without stipulated branding within next 3 hours. The bidder shall be allowed 48hours' time to provide stand-by ambulances as per the specified exterior branding.
- 5.4.8 All the ambulances should have GPS/GPRS device on it. It is the responsibility of the bidder to fix GPS device and two way communication facility as specified by the tender inviting authority.
- 5.4.9 All the break-down and maintenance problems of the Ambulance vehicles along with the renewal of Fitness certificates are to be done by bidder in time.
- 5.4.10 All ambulances shall have the equipment, accessories, tools, instruments, consumables and medicines as per the specification at any given point of time. Bidder shall replace at his cost all the missing tools or equipments from the ambulances during the contract period.
- 5.4.11 Bidder shall meet all expenses towards insurance, Annual Fitness certification, Maintenance, all repairs, replacement of tyres, batteries, other spare parts and consumables etc. of the ambulance vehicles during the contract period at his cost.
- 5.4.12 The bidder shall make sure that an oxygen cylinder ready to use is standby at any point of time during operation.;
- 5.4.13 The bidder shall replace / re-thread the tyres of all ambulances to ensure the minimum thread thickness of 2mm at any point of time during the contract period to ensure safety of the vehicle.
- 5.4.14 The exterior body of all the ambulances shall be free from dents, major scratches and color fades of paint as well as stickers at any point of time during the contract period.
- 5.4.15 Tender Inviting Authority reserves its right to inspect and approve the ambulances at any time before and during the project.

## **5.5 Details of service:**

- 5.5.1 The ambulance service shall be made available either by calling the toll free number or through the mobile app.
- 5.5.2 The caller will be intimated about the dispatch of ambulances either by call or SMS. In case of request through app, the caller will be provided with the real time running status of ambulance in the map of the mobile app.
- 5.5.3 The ambulance shall start from the base location within 3 minutes of receiving a call in the control room. The driver shall update the 'start' status to the call centre

by pressing a button in the device. Similarly the driver shall update 'arrived scene', 'taken patient', 'reached hospital' and 'call closed'.

- 5.5.4 Emergency Response: On receiving call of any nature, the control room will locate the nearest vacant ambulances through the software and will communicate with the ambulance and the caller (if necessary) and take the patient to the nearest health facility depending on the severity of the patient's condition.

## **5.6 Responsibility of successful bidder**

- 5.6.1 The bidder shall operate all ambulances and ensure that ambulance services are available 24x7 to the general public, without any charges.
- 5.6.2 The bidder shall maintain a response time of 15 minutes for urban areas, 25 minutes for semi urban and rural areas. All the vehicles attached to primary Health centers and CHC's will be considered as vehicles in rural areas and all vehicles attached to all higher Health facility center above CHC will be considered in urban areas with an exemption to Idukki and Wayanad districts. The list of urban area parking is given as Annexure-XVIII)
- 5.6.3 The bidder shall recruit, train and position the required qualified and suitable man power at various levels including Pilots (drivers) and Emergency Medical Technicians [EMT] who will be present in the ambulance while shifting an emergency case to a hospital. The recruitment and training has to be completed prior to the launch of the project in every district without creating any additional expense to Tender Inviting Authority. Details of training to be provided are given in annexure XI. The staff so engaged/recruited/appointed shall be the responsibility of the bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government/ Tender Inviting Authority. The bidder shall be fully responsible for adhering to provisions of various laws applicable in the State including Labour laws. In case the bidder fails to comply with the provisions applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the bidder shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of laws for the recovery as applicable on the occurrence of such situations.
- 5.6.4 The bidder shall ensure that every BLS ambulance operated under the scheme shall have at least one Pilot and one EMT present at any given point of time to provide patient-stabilization, first-aid and other pre-hospital care.
- 5.6.5 The bidder shall attend periodical review meetings held by the Government or Tender Inviting Authority (physically or virtually) for the assessment of the operationalization of the scheme.
- 5.6.6 The bidder shall conduct periodic training programs for the operational staff including Driver and Emergency Medical Technician

- 5.6.7 The bidder shall not accept for his own benefit any commission, discount or similar payments in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use its best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.
- 5.6.8 The bidder shall strictly adhere to the stipulated time scheduled for various activities.
- 5.6.9 The bidder shall have a valid contract with the aggregator.
- 5.6.10 The bidder shall be sole responsible for all sort of legal and other issues relating to vehicles and employees deployed by the bidder,
- 5.6.11 The tender Inviting Authority/ Government of Kerala is not responsible for any losses or damages happening to vehicles crew or patients while the vehicles are on duty.
- 5.6.12 The tender Inviting Authority/ Government is not responsible for any legal cases arising due to the laps/ negligence of the crew while on duty.
- 5.6.13 The bidder shall be sole responsible for all sort of legal and other issues relating to vehicles, employees deployed by the bidder,



## **5.7 Responsibility of Tender Inviting authority**

- 5.7.1 The entire control room operations will be the sole responsibility of the tender inviting authority.
- 5.7.2 The space for control room operation and its rent, electricity, water and all other charges related to the functioning of control room will be paid by the Tender Inviting Authority.
- 5.7.3 The calls received at the control room either by voice calls or through Mobile application will be directed to the ambulances.
- 5.7.4 The Tender Inviting Authority/Government of Kerala will develop required software for the operation of the project
- 5.7.5 The Tender Inviting Authority will procure required Hardware for the control room.
- 5.7.6 Tender Inviting Authority is responsible for the maintenance of software including mobile application and all the hardware related to control room operations.
- 5.7.7 All the employees working in the control room will be appointed by the Tender Inviting Authority
- 5.7.8 The salary of the staff and all statutory requirements will be the responsibility of Tender Inviting Authority.
- 5.7.9 The data obtained from the project and other details will be the sole property of Tender Inviting Authority and the required MIS for monitoring will be shared with the successful bidder.
- 5.7.10 All the customizations development and changes related to control room, software hardware etc will be the responsibility of Tender Inviting Authority

## **5.8 Pre qualification of tenderers:**

- 5.8.1 The Bidder shall be a sole Bidder (Company/Society/Trust) or a group of companies or companies and societies subject to maximum of three coming together as Consortium to implement the Project.
- 5.8.2 Either the sole bidder /partner of the consortium should have experience in providing emergency medical service at least for one year within last five years
- 5.8.3 Average turnover of the sole bidder/consortium for the last two years shall be of 2 crores for two years within last five years.
- 5.8.4 The Bidder cannot be an individual or group of individuals. The Bidder should be registered as a legal entity(ies) such as company registered under Companies Act, Societies Registration Act, Trust Act or an equivalent law applicable in the region/state/country.

- 5.8.5 The Lead partner provider / sole bidder should have at least one (1) year in last five years of experience of managing aggregation of light motor vehicle or managing a fleet of at least 25 ambulances.
- 5.8.6 The consortium agreement should be in place before the date of tender submission. The roles and responsibilities of each consortium members should be clearly defined.
- 5.8.7 Bidders including the consortium members who have been blacklisted/ debarred by Tender Inviting Authority or blacklisted / debarred by any State Government or Central Government department/Organization should not participate in the tender during the period of blacklisting. If any member is proved to have been debarred or blacklisted as described above the bid shall become invalid.

## **5.9 Special conditions**

- 5.9.1 The Bidders are encouraged to submit their respective bids after visiting the state of Kerala and ascertaining for themselves of the health profile, health facilities in the State, the road conditions, traffic, conditions affecting transportation, access, applicable laws and regulations, and any other matter considered relevant by them.
- 5.9.2 The Bidder is expected to examine carefully the contents of all the documents provided. Failure of the proposal to comply with the requirements of Request For Proposal (RFP) will be at the Bidders' own risk and make the bid non-responsive.

## **5.10 Timelines**

- 5.10.1 Recruitment of staff as required in this tender document shall be completed before the launch of the project.
- 5.10.2 Ambulances as mentioned in clause 5.4 shall be deployed in the districts before the launch of the project.
- 5.10.3 The project shall be launched in all the districts within 3 months of award of contract (work order).
- 5.10.4 Agreement as per format in Annexure XII shall be executed within 30 days from the date of issuance of the award of contract. A service level agreement shall be executed with the Tender Inviting Authority before the launch of the project.

## **5.11 Offer and Payment**

- 5.11.1 The offer shall be for providing and operating ambulance 24x7 in peak hours and 50% vehicle in off peak hours, for one month with one driver and one EMT (in every vehicle) during the time of operation and for a maximum of 1500 kilometers in a month.
- 5.11.2 The additional kilometer will be reimbursed at the rate of Rs. 15/- per kilometer. Additional kilometer payment will be paid only if the average kilometer travelled

by all the ambulances in the state exceeds 1500 kilometer per month, cumulatively calculated on quarterly basis. {it will be calculated as (Total kilometer run by entire fleet for one quarter (minus) No:of ambulances x 1500)x15}

- 5.11.3 The distance travelled by the ambulance for purposes other than patient transport (to & fro) shall not be claimed for reimbursement.
- 5.11.4 The operations of emergency ambulances will be divided into two time Zone. Peak hours and off peak hours. The peak hours and off peak hours will have 12 hour duration.
- 5.11.5 The peak hours will be from 8:00 AM to 7:59 PM and off peak hours will be from 8:00 PM to 7:59 AM
- 5.11.6 Only 50% of the ambulances shall be in service during off peak hours.
- 5.11.7 The Tender Inviting Authority reserves the right to change the timing of the Peak and off peak hours and the percentage of vehicles deployed as per variable requirements..
- 5.11.8 All the 315 ambulances deployed should be in service during the peak hours
- 5.11.9 The tender inviting authority will decide the parking locations during off peak hours of a particular district as per the demographics and Geography of that district.
- 5.11.9.1 Salary of ambulances and field staff for 24x7 operations during the contract period along with coverage of statutory regulation like ESI, EPF, etc.
- 5.11.9.2 Insurance, statutory levies, service tax, other taxes, etc should be borne by the bidder.
- 5.11.9.3 Fuel cost for all the ambulances including the hikes in fuel prices during the contract period.
- 5.11.9.4 Cost of medicines, consumables, recurring expense on account of man power, consumables and any other unforeseen expenses.
- 5.11.9.5 Any other unforeseen expenses related to the operation of the services.
- 5.11.9.6 The operational expense (opex) will be paid quarterly after providing the services. Opex will be paid only for the ambulances operated as per the tender conditions during the contract period.
- 5.11.9.7 No advance payment will be made.
- 5.11.9.8 TDS or any other statutory deductions will be deducted as per rules.
- 5.11.9.9 All payments will be made in Indian currency and only through RTGS transfer.

5.11.9.10 Payment will be given only for the ambulances operated during the contract period. Proportionate amount will be computed from the rate offered in the tender.

## **5.12 Criteria for Evaluation**

5.12.1 Bidders failing to meet pre-qualification criteria or not submitting requisite supporting documents / documentary evidence for supporting prequalification criteria are liable to be rejected summarily.

5.12.2 Only those bidders who meet the pre-qualification criteria, offer the ambulances that meet the stipulated specification and meet the conditions of the tender are eligible to participate in the price bid evaluation.

5.12.3 The **qualified lowest bidder** will be declared as the successful bidder.

## **5.13 Overall performance standard**

5.13.1 The ambulance services shall have 98.5% uptime quarterly during the period of contract.

5.13.2 At any point of time during the contract period, if the attached ambulances are out of service then the bidder shall provide alternate ambulances with stipulated branding. Penalty will not be imposed from the time of providing alternate ambulances.

5.13.3 The breakdown of ambulance while carrying patient shall be maintained to the minimum.

5.13.4 If the response time is not met as per the stipulations in clause 5.6.2, penalty will be imposed.

5.13.5 The 90% of the total calls shall be dispatched within the time mentioned in clause 5.5.3. If this is not met penalty will be imposed.

5.13.6 If any of the ambulances become not usable within the contract period, the bidder shall replace the vehicle with another vehicle with the stipulated specification within the time period mentioned in clause 5.13.2.

5.13.7 If any of the ambulance succumbs to an accident, the cost of repairing and putting back the ambulance into the fleet shall be the sole responsibility of the bidder.

## 5.14 Operational Parameter and Penalty Clauses

5.14.1 The bidder shall complete the full implementation and start providing services in all districts in the manner specified herein within three months of signing the contract unless otherwise an extended period is allowed by the Tender Inviting Authority in writing.

5.14.2 If the uptime of ambulances is not maintained as per clause 5.13.1, a penalty amount equal to double the operating expense applicable for the time of the contract for the non performing ambulances will be deducted.

5.14.3 If the non-performance is less than 24 hours the deductions imposed will be as per the following.

S/n	Period of breakdown	Penalty imposed
1	0 to 12 hours	Half day opex
2	12 to 24 hours	Full day opex
3	>24 hours	Will be proportionate in accordance to the above slabs.

5.14.4 In case of other defaults in services necessary action under terms of the agreement will be initiated in addition to imposition of penalty considering seriousness of the default. The fault shall be determined with reference to the outputs and the State Level Committee set-up for overall supervision and monitoring of the project will determine penalty.

5.14.5 The amount of penalty shall be recovered from the claims submitted by the service provider. In the absence of any claim, it can be recovered from the performance security deposit.

5.14.6 The response time as per clause 5.6.2 shall be met for 80% of the cases in a given quarter. If this condition is not adhered, the penalty calculation will be as follows.

% for a Quarter	Deductions
75 – 79.9	5% on the bill raised for the Quarter
70 – 74.9	10% on the bill raised for the Quarter
65 – 69.9	15% on the bill raised for the Quarter
60 – 64.9	20% on the bill raised for the Quarter
55 – 59.9	25% on the bill raised for the Quarter
50 – 54.9	30% on the bill raised for the Quarter
< 50	50% on the bill raised for the Quarter

5.14.7 The time required to dispatch an ambulance is mentioned in clause 5.5.3, 80% of the total calls in a given quarter the vehicle shall start moving within 3 minutes

from receiving the call. If this condition is not adhered, the penalty calculation will be as follows.

% for a quarter	Deductions
80 – 89.9	1% on the bill raised for the quarter
70 – 79.9	2% on the bill raised for the quarter
< 70	5% on the bill raised for the quarter

5.14.8 If the bidder has failed to deliver the ambulances to start the project as per the timeline mentioned in clause 5.11, a penalty amount of Rs.5,000 per ambulance per day will be deducted from the bills raised.

## **5.15 Performance Standards for ambulance service**

5.15.1 Service and Performance Standards to be maintained for Ambulances (to be made as a part of the contract) – By successful bidder

5.15.1.1 All trips made are without user fee.

5.15.1.2 The Emergency response call center would link all the ambulances, emergency medical centers, police and fire departments in all the districts.

5.15.2 Training of EMT to be certified/accredited by an Authorized Agency. Training institution, training syllabus and trainers also to be certified by authorized agency.

5.15.3 Bidder shall maintain separate log books for vehicle and patient, stock register and status register in all ambulances with relevant details in consultation with Tender Inviting Authority. Bidder shall also implement any system which Tender Inviting Authority intends to introduce.

5.15.4 Daily Ambulance maintenance protocol sheet filled should be inspected by the supervisor checking the sheet at least once in 15 days. (The Maintenance sheet will include: Vehicle maintenance parameters like the condition/level of engine oil, brake fluid and coolant level, clutch fluid, condition of air filter, tyre pressure, oxygen level, fuel level, proper working of siren, lights, charging of rechargeable equipments, and availability of Drugs, Consumables and Equipment check sheet).

5.15.5 Drugs, consumable and equipment would be available in vehicle as per the list specified by the Tender Inviting Authority. Standard emergency care protocols should also be available.

5.15.6 Successful bidder should maintain record of all services they have provided and the details of the patients and treatment given.

5.15.7 Compliance to statutory requirements: Vehicle Registration, Pollution Control, Driver License, payment of applicable tax, etc.

5.15.8 80% of the ambulance has to reach the site of requirement within the response time as specified under clause 5.6.2. It is clarified that non-response to hoax calls, repeat calls, crank calls or calls that did not provide an address for the Patient will not be taken into account while determining adherence to Response Time standards by the Operator. Response Time standards shall apply to all emergency ambulance requests requiring a response as determined by the Emergency Response Center (ERC) using call screening and dispatch protocols approved by the Tender Inviting Authority and only such calls shall be used for the purposes of determining response time compliance calculations.

5.15.9 Any delay in adhering to the Response Time and Patient Transport Time standards will be recorded and reported to the successful bidder by the Tender Inviting Authority

5.15.10 Response Time shall be calculated from the time a call is received at the call centre,

(a) Till the time Operator's ambulance arrives on the scene

(b) Or is cancelled by the Emergency Response Centre (ERC).

(i) Time of Call Received- shall be defined as the time at which the ERC has received a call through telephone or any other source (fire service, police etc.).

(ii) Time of Arrival on Scene – shall mean the time at which an ambulance crew (the driver) notifies the ERC that the ambulance has reached the place of Patient.

(iii) In case of multiple response i.e. more than one vehicle arriving at the scene, the response time shall be recorded for the first vehicle arriving on scene.

(iv) Response time standards may be suspended in case of a multi casualty incident or disaster in Kerala in case Tender Inviting Authority calls on the vehicles to aid.

(v) Exceptions to Response Time Standards: It is the responsibility of the Operator to apply for exceptions on a daily basis to the Tender Inviting Authority. Exceptions shall be permitted in the following cases, only if the Operator applies in time for exception on account of;

- Failure of radio transmission
- Mobile data terminal failure
- Material change in dispatch location

- Unavoidable telephone communications failure
- Delays caused by traffic secondary to the incident
- Unavoidable delays caused by road construction or inclement weather e.g fog
- Unavoidable delays caused on account of rail crossings where the train was delayed – Delays resulting from off road locations.
- Force majeure Natural calamities

## **5.16 Standard Ambulance Operating Protocol for the ambulances.**

5.16.1 Bidder will have to develop, by the Effective Date Standard Ambulance Operating Protocol (SAOP) that will provide the guidelines and framework in accordance with which each Operator Ambulance will have to be operated. The draft SAOP developed by the Operator will have to be submitted to Tender Inviting Authority.

5.16.2 The Guiding Principles for the Standard Ambulance Operating Protocol to be developed by the Operator are given below:

5.16.2.1 Obstetric Emergency: - In the event of an obstetric emergency wherein the patient concerned arrived makes a request to be taken to a hospital/healthcare facility, where she is registered / referred, the Operator shall take such Patient to such hospital /healthcare facility. Provided that the Operator shall ensure coverage, by another Ambulance of the Ambulance Operation Area of the relevant Ambulance that responds to an Obstetric Emergency in the event the Patient concerned is being taken to a hospital/healthcare facility outside the Ambulance Operation Area of that ambulance.

5.16.2.2 The Operator can attend to patients and admit the patients only within the state Kerala.

5.16.3 The Standard Ambulance Operating Protocol for ambulance operation shall be developed by the Operator and approved by the Tender Inviting Authority's representative before the launch of the project. The Tender Inviting Authority's representative shall review and communicate its approval or need for changes within a period of fifteen days from the date of submission of the draft Standard Ambulance Operating Protocol by the Operator and in the event no response indicating either the approval or need for specific amendments is received by the Operator, then Tender Inviting Authority shall be deemed to have approved the draft Standard Ambulance Operating Protocol submitted by the Operator. The



Standard Ambulance Operating Protocol may be reviewed and revised at periodic intervals as the project is implemented.

5.16.4 Tender Inviting Authority shall have the right to, from time to time, notify a specific change(s) to the Standard Ambulance Operating Protocol and the Operator shall be bound to implement such change from the date of its communication by Tender Inviting Authority to the Operator.

## **5.17 Monitoring and Evaluation**

5.17.1 A State level committee with Additional Chief Secretary (H&FWD) as Chairman will review the performance once in six months.

5.17.2 A district level committee with District Collector as Chairman will review the district level operation once in three months and submit the minutes of the meeting to the State Level committee.

5.17.3 The services and records of the service shall be subject to inspection by designated officer(s) of the Tender Inviting Authority. The set of records submitted by the successful bidder would be verified by state level steering committee.

5.17.4 The successful bidder will provide information on a limited set of indicators stated by the State Level Committee as and when required.

5.17.5 The officers from Tender Inviting Authority, Directorate of Health Services (DHS) and NHM (National Health Mission) have the right to inspect any of the ambulances at any point of time.

## **5.18 Termination /Suspension of Agreement**

5.18.1 The Tender Inviting Authority may, by a notice in writing suspend the agreement if the successful tenderer fails to perform any of his obligations including carrying out the services, provided that such notice of suspension

5.18.1.1 Shall specify the nature of failure, and

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

5.18.2 The Tender Inviting Authority after giving 15 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (5.21.2.1) to (5.21.2.4), may terminate the

agreement after giving reasonable opportunity of being heard if so desired by the successful bidder.

- 5.18.2.1 If the successful bidder does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Tender Inviting Authority have subsequently approve in writing.
- 5.18.2.2 If the successful bidder becomes insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for benefit or debtors or go into liquidation or receivership whether compulsory or voluntary.
- 5.18.2.3 If, as a result of force majeure, successful bidder is unable to perform a material portion of the services for a period of not less than 30 days: or
- 5.18.2.4 If, in the judgment of the Tender Inviting Authority, the successful bidder is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.
- 5.18.2.5 If, the bidder fails to comply with any final decision reached as a result of arbitration proceedings pursuant to clause 6.36.
- 5.18.2.6 If, the bidder submits to the Tender Inviting Authority a statement which has a material effect on the rights, obligations, or interests of the Tender Inviting Authority / end user and which the bidder know to be false.
- 5.18.3 In the event of premature termination of the contract by the Tender Inviting Authority on the instances other than non-fulfillment/ non-performance of the contractual obligation by the successful bidder, the balance remaining un-paid amount on account of operational expenditure as on the day of termination shall be released within six months from the date of such termination.

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## SECTION VI

# GENERAL CONDITIONS OF CONTRACT

### 6.1 Contents of the Tender Document:

This 'Tender Document' contains the following:

- 6.1.1 Introduction (Section I)
- 6.1.2 Scope and Description of Contract (Section II)
- 6.1.3 Tender Schedule (Section III)
- 6.1.4 Details of tender (Section IV)
- 6.1.5 Specific Conditions of Contract (Section V)
- 6.1.6 General Conditions of Contract (Section VI)
- 6.1.7 Appendix- documents supplied by the tender inviting authority
- 6.1.8 Annexures–formats for submission of tenders by the bidders

### 6.2 Tender Document:

- 6.2.1 The detailed scope of services and terms and conditions governing the ambulance operation – aggregator model are contained in this "Tender Document".
- 6.2.2 The tender document is to be downloaded from website **[www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)**. Bidder shall submit Tender Document cost online in the e-tender portal & non- submission of sufficient Tender document cost as mentioned in Section III shall be one of the primary reasons for rejection of the offer in the first round.
- 6.2.3 The online documents shall be submitted through the e-tender portal **[www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)**. Bidders has to enroll themselves in the e-tender portal and digital signature certificate is required. The details can be obtained from the e-tender portal under the menu 'downloads'
- 6.2.4 The general guidelines on e-tender process is as below;
  - 6.2.4.1 Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on [www.cca.gov.in](http://www.cca.gov.in). Once, the DSC is obtained, bidders have to register on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

- 6.2.4.2 Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471- 2577088, 2577188, 2577388 or 0484 – 2336006, 2332262 - through email: etendershelp@kerala.gov.in for assistance in this regard.
- 6.2.4.3 The online tender process comprises the stages viz. downloading the tender document, prebid meeting(as applicable to each tender), bid submission( technical cover and financial cover), opening of technical bid opening and bidder shortlisting and opening financial bids.
- 6.2.4.4 The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.
- 6.2.4.5 Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price quotation will be treated as non - responsive and rejected.
- 6.2.4.6 **Online Payment modes:** The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:
1. **State Bank of Travancore (SBT) Internet Banking:** If a bidder has a SBT internet banking account, then, during the online bid submission process, bidder shall select SBT option and then select Internet banking option. The e-Procurement system will re-direct the bidder to SBT's internet banking page where he can enter his internet banking credentials and transfer the tender document and EMD amount.
  2. **National Electronic Fund Transfer (NEFT)** If a bidder holds bank account in a different bank, then, during the online bid submission process, bidder shall select NEFT option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT either by using internet banking of his bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-Procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT payment otherwise payment would result in failure in e-Procurement system.
  3. RTGS payment mode is also enabled in e-procurement .
- 6.2.4.7 As NEFT/RTGS payment status confirmation is not received by e-Procurement system on a real-time basis, bidders are advised to exercise NEFT/RTGS mode of payment option at least 48 hours prior to the last date and time of bid submission to avoid any payment issues. The Tender Inviting Authority/ e-Procurement system will not be responsible for any e-payment failure
- 6.2.4.8 Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier/contractor's bid will be

evaluated only if payment status against bidder is showing "Success" during bid opening

- 6.2.4.9 It is necessary to click on "Freeze bid" link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

### **6.3 Responsibility of verification of contents of tender document:**

- 6.3.1 The purchasers of the tender form shall examine all instructions, forms, terms and conditions in the Tender Document and verify that all the contents mentioned under clause 6.1, are contained in the 'Tender Document'.
- 6.3.2 Failure to furnish any information required by the tender documents and submission of an offer not substantially responsive to it in every respect shall be at the bidder's risk and may result in the rejection of the bids, without any further notice.

### **6.4 Guidelines for preparation of Tender**

- 6.4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and Kerala Medical Services Corporation Ltd., Thiruvananthapuram, hereinafter referred to as "Tender Inviting Authority", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The documents to be submitted online as mentioned in clause 6.17.
- 6.4.2 In the event of documentary proof as required being not enclosed, the Tender shall be liable to be rejected. All pages of the bid, except for unamendable printed literature, shall be signed by the authorized person or persons signing the bid along with the stamp of the bidder.
- 6.4.3 Language of Bid:- The Bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the Bidder and the Tender Inviting Authority, shall be in English language. Supporting documents and printed literature furnished by the Bidder may be written in another language provided they are accompanied by an authenticated accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the English translation shall govern.
- 6.4.4 The tender (in English Language only) for the supply of equipments mentioned in Section IV shall be submitted along with detailed specifications. A technical leaflet /brochure / literature in original shall be enclosed along with list of names of government departments/offices/ organizations to whom the equipment with the same specifications or higher have been supplied in India during the last three years. In case of copy of earlier work orders and the performance certificates supporting the claim of past performance of the bidder, it shall be attested (only if requested by tender inviting authority) by a gazetted officer or

the client institution/organization where the same have been supplied and installed.

- 6.4.5 The documentary evidence (other than those regarding supply and past performance) submitted along with the Tender shall be produced duly attested by the bidder on every page. Any interlineations, erasures or over writing shall be valid only if they are initialed by the person (s) signing the offer.
- 6.4.6 Tender shall submit a declaration letter as per the format given as Annexure IX and copy of amendments published if any signed by the bidder or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender document.
- 6.4.7 An offer submitted in vague /ambiguous financial terms and the like, shall be termed as non-responsive and shall be summarily rejected.
- 6.4.8 Clarifications to specific requests shall be responded through e-mail and general clarifications, affecting all the bidders shall be published in the official website of the Tender Inviting Authority ([www.kmscl.kerala.gov.in](http://www.kmscl.kerala.gov.in)) However it shall be the duty of the prospective bidder to ensure that the clarifications sought for has been properly received in time by the Tender Inviting Authority.
- 6.4.9 Any clarification on the e-tender procedure shall be obtained from IT mission and the contact numbers are 0471-2577088, 2577188, 2577388, 18002337315

## 6.5 Online payment for e-Tenders

- 6.5.1 Bidders while participating in online tenders published in Government of Kerala's e-procurement website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in), should ensure the following:
  - 6.5.1.1 **Single transactions for remitting tender document fee & EMD.** Bidders should ensure that the tender document fees and EMD are remitted on single transactions and not separate. Separate or split remittance for tender document fee and EMD shall be treated as invalid transactions. Bidders who are eligible for EMD exemption stipulated vide clause 6.7.3 shall remit only Tender document cost.
  - 6.5.1.2 **Account number as per Remittance form only:** Bidder should ensure that account no. entered during NEFT/RTGS remittance at any bank counter or during adding beneficiary account in Internet banking site is the same as it appears in the remittance form generated for that particular bid by the e-Procurement system. Bidder should ensure that tender document fees and EMD are remitted only to the account number given in the remittance form provided by e-procurement system for that particular tender.
  - 6.5.1.3 Bidder should ensure the correctness of details inputted while remittance through NEFT/RTGS. Bidder also ensures that your banker inputs the

account number (which is case sensitive) as displayed or appears in the remittance form.

6.5.1.4 Bidder should not truncate or add any other detail to the above account number. No additional information like bidder name, company name, etc should be entered in the account number column along with account number for NEFT/RTGS remittance.

6.5.1.5 **UTR number:** Bidders should ensure that the remittance confirmation (UTR number) received after NEFT/RTGS transfer should be updated as it is, without any truncation or addition, in the e-procurement system for tracking the payment.

6.5.1.6 **One Remittance form per bidder and per bid:** The remittance form provided by e-procurement system shall be valid for that particular bidder and bid and should not be re-used for any other tender or bid or by any other bidder.

6.5.2 The bids will not be considered for further processing if bidders fail to comply on clauses above and tender fees and EMD will be reversed to the account from which it was received.

## **6.6 Tender Document Cost**

6.6.1 Bidder shall submit Tender document cost online in the e-tender portal & non-submission of Tender Document Cost as mentioned in Section III shall be one of the primary reasons for rejection of the offer in the first round.

6.6.2 All bidders shall pay tender document cost as per the instructions provided in clause 6.5. Bidders are liable to pay tender cost even if any exemption allowed in the e-tender portal.

6.6.3 State Public Sector Undertakings and MSMEs registered within the State for providing ambulance services are exempted from remittance of tender document cost subject to submission of valid documents.

## **6.7 Earnest Money Deposit (EMD) :**

6.7.1 In order to ensure maximum number of competitive tenders and to avoid indication of the price quoted, a fixed rate of Earnest Money Deposit (EMD) rounded to 1% of the estimated cost of the services tendered for a year is adopted.

6.7.2 EMD cost of 5,00,000 shall be submitted on line by the tenderer and the rest Rs.1,37,00, 000/- shall be submitted through BG/DD in favor of Managing Director Kerala Medical Services Corporation Limited. Payable at Thiruvananthapuram along with the technical bid.

6.7.3 Bidder shall submit EMD online in the e-tender portal & non- submission of sufficient EMD as mentioned in Section III shall be one of the primary reasons for rejection of the offer in the first round.

- 6.7.4 State Public Sector Undertakings and MSMEs registered within the State are exempted from remittance of EMD subject to submission of valid documents, provided all the offered products shall be manufactured within the State of Kerala.
- 6.7.5 None of the bidders other than those specified in clause 6.7.3, are exempted from the remittance of EMD, in any case.
- 6.7.6 EMD of unsuccessful bidders will be discharged/returned as promptly through online transfer.
- 6.7.7 The successful bidder's EMD will be discharged upon the bidders signing the contract and furnishing the performance security.
- 6.7.8 No interest will be paid for the EMD submitted.
- 6.7.9 The EMD will be forfeited, if a bidder;
  - 6.7.9.1 Misrepresents facts or submit fabricated / forged / tempered / altered / manipulated documents during verification of tender process.
  - 6.7.9.2 withdraws its bid after the opening of technical bid;
  - 6.7.9.3 a successful bidder, fails to sign the contract after issuance of Letter of Intent
  - 6.7.9.4 Fails to furnish performance security after issuance of Letter of Intent.

## **6.8 Deadline for submission of tender.**

- 6.8.1 Bidders shall upload all the necessary documents in the e tender portal before the last date & time for online submission and The Tender Inviting Authority shall not be held liable for the delay.
- 6.8.2 The Tender Inviting Authority may, at its discretion, extend the deadline for submission of Tender by amending the Tender Document, in which case, all rights and obligations of the Tender Inviting Authority and the bidders previously subjected to the deadline shall thereafter be subjected to the same deadline so extended.

## **6.9 Modification and Withdrawal of Bids**

- 6.9.1 The bidder can modify or withdraw bids submitted online before the last date & time for online submission.

## **6.10 Period of Validity of Tender**

- 6.10.1 The tender must remain valid for minimum 180 days (six months) from the date of opening of price bid. A bid valid for a shorter period shall be rejected by the Tender Inviting Authority as non-responsive.



6.10.2 Withdrawal or non-compliance of agreed terms and conditions after the execution of agreement or issuance of work Order will lead to invoking of penal provisions and may also lead to black listing/debarring of the successful bidder.

### **6.11 Acceptance /Rejection of tenders:**

6.11.1 It is also not necessary that the offer of the firm quoting the lowest rates shall be accepted. Usually the lowest offers of bidders qualified for the price bid opening shall be accepted, unless one sided conditions unacceptable to the Tender Inviting Authority are provided in such price bid.

6.11.2 At any point of time, the Tender Inviting Authority reserves the right to cancel or modify the work order even after it is awarded to the successful bidder in the event the firm deviates from the agreed terms and conditions.

### **6.12 Notices**

6.12.1 The Tender Inviting Authority shall publish the following information on its website or e-tender portal at the appropriate time as part of ensuring transparency in the tender process;

6.12.1.1 The tender notices, documents, corrigendum, addendum, etc if any.

6.12.1.2 Amendments to the tender conditions, if any, especially after the pre-tender meeting.

6.12.1.3 Results of the responsiveness of the technical bids and minor infirmities/clarifications sought.

6.12.1.4 List of bidders qualified in the evaluation and reasons for rejection of unqualified bidders.

6.12.1.5 Provisional / Final list of bidders qualified for price bid opening.

6.12.1.6 Summary of Online price bid opening

6.12.2 Notice, if any, relating to the contract given by one party to the other, shall be sent in writing by email or fax and confirmed by post. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract

6.12.3 The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

### **6.13 Other terms and Conditions**

6.13.1 In the event, if it found that there is some statutory deduction to be made at the source, the Tender Inviting Authority will have the authority to do so.

## **6.14 Tendering System**

- 6.14.1 The tenders / bids are to be submitted on-line in two covers in the e-tender portal.
- 6.14.2 PART-I entitled as TECHNICAL BID. The technical bid shall be submitted in the e-tender portal(as mentioned in 6.17). The technical bid shall contain the complete technical specification, details on competency and financial stability of the bidder, delivery and after sales conditions
- 6.14.3 PART II tilted as PRICE BID (BOQ) has to be submitted online only. The BOQ (excel sheet available in e-tender portal) is specific to a tender and is not interchangeable. The BOQ file shall be downloaded from the e-tender portal and quote the prices in the respective fields before uploading it. The Price bids submitted in any other formats will be treated as non-responsive and not considered for tabulation and comparison.
- 6.14.4 Bidders who wish to participate in the e-tendering will have to procure valid Digital Signature Certificate (DSC) as per Information Technology Act, 2000. Bidders can procure this certificate from any of the Government approved certifying agency i.e. consultancy services. Details can be obtained from the e-tender portal itself.
- 6.14.5 The bidder shall enroll and register in the e-tender portal. The bidder shall issue DSC to only the responsible person who is authorized to submit online bids.
- 6.14.6 The bidders who do not submit the technical bid(part B) which reaches beyond the stipulated date and time will be treated non-responsive.
- 6.14.7 If the bids are not submitted as per the requirement of the above clauses, the Tender Inviting Authority shall assume no responsibility for the offer's misplacement and consequential rejection.

## **6.15 Pre Tender Meeting**

- 6.15.1 A pre-tender meeting will be convened to clarify the doubts of the prospective tenders. The corporation may or may not amend the terms and conditions as well as scope of services of the tender document after the pre-tender meeting on the basis of feedback obtained during such meeting with a view to obtain maximum number of competitive bids.
- 6.15.2 Date of pre-tender meeting is mentioned in Section III.
- 6.15.3 Pre-tender meeting is called by the Tender Inviting Authority to explain briefly about the requirements as well as the terms and conditions of the tender document and to get the views of the prospective bidders, as part of ensuing transparency in the tender process.
- 6.15.4 It is an opportunity for the prospective bidder to obtain all the details about the tendered items, conditions governing the tenders and also to get the explanation of any ambiguous condition that may be present in the tender document.

- 6.15.5 It is also an opportunity for the Tender Inviting Authority to assess the market and obtain feedback on the scope / conditionsetc requested by the User Institution/funding agency, so as to make amendments in the tender document on the basis of expert advice.
- 6.15.6 Failure to attend the Pre-tender meeting will not be a disqualification, but a loss of opportunity for the prospective bidders to understand about the items tendered and the tender conditions.
- 6.15.7 Filled up on-line tenders will be accepted only after the date of pretender meeting.

#### **6.16 Amendment of tender documents:**

- 6.16.1 At any time prior to the dead line for submission of Tender, the Tender Inviting Authority may, for any reason, modify the tender document by amendment.
- 6.16.2 The amendments shall be published in e-tender portal, and the tender shall submit copy of amendments published if any signed by the bidder or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender document.
- 6.16.3 The Tender Inviting Authority shall not be responsible for failure to inform the prospective bidders for any notices published related to each tender. Bidders are requested to browse e-tender portal or website of the Tender Inviting Authority for information/general notices/amendments to tender document etc on a day to day basis till the tender is concluded.

#### **6.17 Contents of online Bid submission.**

- 6.17.1 Tender Document cost
- 6.17.2 Earnest Money Deposit
- 6.17.3 Detailed proposal describing the mode of implementation of the project, category and number of manpower to be deployed in each district, state level. Details of the web enabled software application, mobile app, etc.
- 6.17.4 Covering letter as per Annexure I.
- 6.17.5 Power of Attorney for signing the proposal as per Annexure II.
- 6.17.6 Power of Attorney for signing for lead member of consortium as per Annexure III. (Only in case of consortium).
- 6.17.7 Affidavit as per Annexure IV.
- 6.17.8 Anti-collusion certificate as per Annexure V.
- 6.17.9 Project Undertaking as per Annexure VI.
- 6.17.10 Memorandum of Understanding as per Annexure VII. (Only in case of consortium).

- 6.17.11 Board resolution for Bidding entities as per Annexure VIII.
- 6.17.12 Undertaking for individual members as per Annexure IX. (Only in case of consortium).
- 6.17.13 Information regarding bidder as per Annexure X.
- 6.17.14 Details of eligible experience as per Annexure XI.
- 6.17.15 Brief description of the roles and responsibilities of individual members of the consortium, particularly with reference to financial and technical obligations.
- 6.17.16 Annual turnover statement for last two years certified by the auditor as per Annexure XV.
- 6.17.17 The documents such as work orders, performance reports, agreement from the institutions proving that the Lead partner provider / sole bidder should have at least two (2) financial years of experience of managing aggregation of auto service providers or managing a fleet of at least 25 ambulances.
- 6.17.18 Documents such as articles of association/partnership deed etc, proof of incorporation, proving the registration of place of business and showing the details of partners/promoters/board of directors etc.
- 6.17.19 Audited copies of the P& L Accounts, Balance Sheet, annual report for the last two completed years certified by the auditors.
- 6.17.20 Copy of IT returns filed for the last two completed years.
- 6.17.21 Details of previous experience and areas of current operation of fleet services.
- 6.17.22 Declaration as per Annexure XVI and Affidavit as per Annexure XVII.
- 6.17.23 Copy of amendments if any duly signed in all pages by the bidder or the authorized signatory.
- 6.17.24 Price Bid (BOQ) as per the format available in e tender portal.

## **6.18 Opening of Tender**

- 6.18.1 The technical bid opening is online. The date of technical bid opening is only published in advance. The date of opening of price bid will be decided after evaluation / obtaining clarification(s) from those who qualify in the technical bid and shall be informed to the qualified bidders from time to time.
- 6.18.2 The on-line opening of the technical bid and the price bid shall be done by the Tender Inviting Authority or his authorized representatives. The prospective bidders or his/her representative who choose to attend the on-line bid opening can be a part by logging in to the e-tender portal with the registered digital signature. Bidders or his/her representative shall not come to the office of the Tender Inviting Authority for the opening of either technical or price bids.
- 6.18.3 In the event of the specified date for opening of Tender being declared holiday, the Tender shall be opened on-line on the next working day.

- 6.18.4 In the event of the tender and claims in the on-line documents are materially missing or of substantial error or unqualified for want of required qualifications, shall stand disqualified and rejected. However, minor infirmities in the submission of documents will be allowed to be rectified so as to ensure qualification of maximum number of competitive offers to the final round.
- 6.18.5 The bidder shall be responsible for properly uploading the relevant documents in the format specified in the e-tender portal in the specific location and the Tender Inviting Authority shall not be held liable for errors or mistakes done while submitting the on-line bid.
- 6.18.6 The date and time of Price Bid will be announced only after the opening of the Technical Bid and demonstration of the features, operation etc of the equipment by the bidders.

## **6.19 Evaluation of tender**

### **6.19.1 Bid Evaluation Committee:**

- 6.19.1.1 The commercial terms and documents submitted as part of the technical bids shall be scrutinized by a Bid Evaluation Committee constituted by the Tender Inviting Authority.
- 6.19.1.2 The Bid Evaluation Committee may also verify the veracity of claims in respect of the known performance of the equipment offered, the experience and reputation of bidder in the field, the financial solvency etc.
- 6.19.1.3 The decisions of the Bid Evaluation Committee on whether the tenders are responsive or non-responsive or requiring clarifications will be published.

### **6.19.2 Technical Committee:**

- 6.19.2.1 The technical evaluation shall be conducted by a Committee called the 'Technical Committee' in which external experts from the User Institutions/funding agencies may also be present.
- 6.19.2.2 The composition of technical committee may vary with the type of the items tendered.
- 6.19.2.3 The decisions of the technical committee will also be published.

## **6.20 Clarification of Bids**

- 6.20.1 During evaluation of bids, the Tender Inviting Authority may, at its discretion, give opportunity to the bidder(s) for clarification of points raised by the bid evaluation committee on its bids submitted.
- 6.20.2 The request for clarification and the response shall be in writing, either through email or fax or by post.

## **6.21 Evaluation of bids:**

- 6.21.1 Bidders failing to meet pre-qualification criteria or not submitting requisite supporting documents / documentary evidence for supporting prequalification criteria are liable to be rejected summarily.
- 6.21.2 Before the opening of the Price Bid, after the opening of Technical bid, the technical evaluation will be conducted. The bidder on intimation from the Tender Inviting Authority shall obtain necessary permission from the user institute where similar kind of services is being offered as stipulated in tender clause 5.1. All the expenses for the technical committee related to the visit will be borne by the Tender Inviting Authority.
- 6.21.3 Only those bidders who meet the pre-qualification criteria, technical evaluation and meet the conditions of the tender are technically qualified.
- 6.21.4 In the event that two or more Bidders quote the same Bid Amount which results in a tie between such Bidder ("Tie Bidders"), the Authority shall identify the Selected Bidder by draw of lots, which shall be conducted, with prior notice, in the presence of the Tie Bidders who may choose to attend.

## **6.22 Price Bids**

- 6.22.1 The Price bids (BOQ) of the short-listed technically qualified bidder(s) will be opened only after evaluation of Technical Bids.
- 6.22.2 The opening of the price bid shall be done online by the Tender Inviting Authority or his authorized representative and only the Price Bids of those firms qualified in the detailed scrutiny and evaluation of the Technical bid conducted by the Technical Committee/Tender Inviting Authority shall be opened in the second round.
- 6.22.3 Bidder shall download the available price bid format in e-tender portal, and quote the prices in the respective fields before uploading it. The Price bids submitted in any other formats will be treated as non-responsive and not considered for tabulation and comparison. The price bids which are blank shall not be considered and treated as not responsive.
- 6.22.4 Price Offered shall be all inclusive.
- 6.22.5 Fixed rate: The percentage quoted by the Bidder shall be fixed during the period of the contract and not subject to variation on any account.
- 6.22.6 Price variation due to statutory changes including service charges will be reimbursed during the contract.
- 6.22.7 There shall also be no hidden costs.
- 6.22.8 Bidder shall quote prices in all necessary fields in the available format.
- 6.22.9 Sample price bid evaluation is given in Appendix IV.

## **6.23 Award of Contract**

6.23.1 Criteria:- The criteria for evaluation shall be the lowest rate offered for both capex and opex. The contract will be awarded to the lowest evaluated responsive bidder qualifying to the final round after scrutiny of the technical bids and price bids.

## **6.24 Notification of Award/Letter of Intent (LOI)**

6.24.1 Before expiry of the tender validity period, the Tender Inviting Authority will notify the successful bidder(s) in writing, by registered / speed post or by fax or by email (to be confirmed by registered / speed post immediately afterwards) that its tender for ambulance operation, which have been selected by the Tender Inviting Authority, has been accepted, also briefly indicating therein the essential details like scope of work, terms & conditions and corresponding prices accepted. This notification is undertaken by issuing a Letter of Intent (LOI) by the Tender Inviting Authority.

6.24.2 The successful bidder, upon receipt of the LOI, shall furnish the required performance security and submit an agreement in the prescribed format within 30 days, failing which the EMD will be forfeited and the award will be cancelled.

6.24.3 The Notification of Award shall constitute the conclusion of the Contract.

## **6.25 Signing of Contract**

6.25.1 The successful tender shall execute an agreement in the format as given under Annexure XII for providing the service during the contract period.

6.25.2 The successful bidder shall submit bank guarantee in the format as per Annexure XIII a performance security prescribed under cl.6.26.

6.25.3 Promptly after notification of award, within ten days from the date of the letter of intent, the successful bidder shall submit two copies of the contract (as per agreement Annexure II) with a duplicate copy, both on ` 200/- Kerala state stamp paper purchased in the name of the successful bidder, duly signed and dated, to the Tender Inviting Authority by registered / speed post or in person.

6.25.4 Sub Contracts:- The Successful bidder shall not sub-contract the entire project. Such action, if done without the knowledge of the Tender Inviting Authority prior to the entering of the contract, shall not relieve the Successful bidder from any of its liability or obligation under the terms and conditions of the contract.

6.25.5 Modification of contract:- If necessary, the Tender Inviting Authority may, by a written order given to the successful bidder at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more of the following:

- 6.25.5.1 Adding new scope of services,
  - 6.25.5.2 Quality of service delivery
  - 6.25.5.3 No of staff deployed
  - 6.25.5.4 Any other term(s) of the contract, as felt necessary by the Tender Inviting Authority depending on the merits of the case.
- 6.25.6 If the successful bidder doesn't agree to the adjustment made by the Tender Inviting Authority/User Institutions, the successful bidder shall convey its views to the Tender Inviting Authority/user institutions within ten days from the date of the successful bidder's receipt of the Tender Inviting Authority's/User Institution's amendment / modification of terms of the contract.

## **6.26 Performance Security**

- 6.26.1 There will be a performance security deposit amounting to the total value as mentioned in Section III excluding taxes, which shall be submitted by the successful bidder to the Tender Inviting Authority within 30 days from the date of issuance of 'Letter of Intent'.
- 6.26.2 The contract duly signed and returned to the Tender Inviting Authority shall be accompanied by a demand Draft or Bank Guarantee in the prescribed format.
- 6.26.3 Upon receipt of such contract and the performance security, the Tender Inviting Authority shall issue the Work Orders containing the terms and conditions for the execution of the order.
- 6.26.4 Failure of the successful bidder in providing performance security mentioned in Section III and/or in returning contract copy duly signed in time shall make the bidder liable for forfeiture of its EMD.
- 6.26.5 The Performance security shall be denominated in Indian Rupees or in the currency of the contract as detailed below:
- 6.26.5.1 It shall be in any one of the forms namely Account Payee Demand Draft or Bank Guarantee issued by a Scheduled bank in India, in the prescribed form as provided in this document endorsed in favour of the Tender Inviting Authority/user institution.
  - 6.26.5.2 In the event of any failure /default of the successful bidder with or without any quantifiable loss to the government, the amount of the performance security is liable to be forfeited.
  - 6.26.5.3 In the event of any amendment issued to the contract, the successful bidder shall, within ten (10) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
  - 6.26.5.4 Tender Inviting Authority/User Institution will release the Performance Security without any interest to the successful bidder on completion of the successful



bidder's all contractual obligations & after receipt of certificates confirming that all the contractual obligations have been successfully complied with.

- 6.26.5.5 The Bank Guarantee submitted in place of Security deposit shall be in the prescribed format; Bank Guarantee in no other form will be accepted and will lead to rejection of tenders.

## **6.27 Payment**

- 6.27.1 The bidder shall raise quarterly invoices in the name of the Tender Inviting Authority along with supporting documents.
- 6.27.2 Payment for the approved amount will be paid through NEFT / RTGS. The NEFT / RTGS details of the bidder have to be provided by the bidder.
- 6.27.3 The payment shall be made within 30 days of submission of all proper documents.
- 6.27.4 The successful bidder shall not claim any interest on payments under the contract.
- 6.27.5 Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other taxes / charges as applicable will be made from the bills payable to the Successful bidder at rates as notified from time to time.

## **6.28 Termination / Suspension of contract**

- 6.28.1 If any failure or shortcoming on the part of bidder in performing any of bidder's obligations under the agreement is brought to the attention of Tender Inviting Authority, it shall issue a notice to bidder requiring bidder to rectify/remedy the failure or shortcoming specified within a period not exceeding 15 days from the date of receipt of the notice.
- 6.28.2 If the rectification or remedial measures required is not completed by bidder within the notice period specified in Clause 6.28.1, Tender Inviting Authority may suspend the contract and issue notice and/or issue notice to bidder to show cause why the contract should not be terminated at the risk and cost of bidder.
- 6.28.2.1 The notice under Clause 6.28.2 shall offer bidder a period of 15 days to show cause against the proposed termination of the contract at the risk and cost of bidder. If during this extended period, bidder remedies/rectifies the failures of shortcoming leading to the notice issued, the Tender Inviting Authority may instead of terminating the contract impose such appropriate penalty and demand such damages as are found fit, proper and just in the circumstances by Tender Inviting Authority in lieu of termination of the contract.

- 6.28.2.2 On payment of the penalty and damages imposed and demanded by Tender Inviting Authority, within the period allowed Tender Inviting Authority, shall issue orders closing the proceedings initiated.
- 6.28.2.3 The discretion of Tender Inviting Authority to accept penalty and damages in lieu of cancellation/termination of the contract shall impose no obligation on Tender Inviting Authority to adopt such measure and Tender Inviting Authority shall be well within its right to terminate the contract instead of demanding penalty and damages from bidder.
- 6.28.2.4 Bidder will have no right to insist that Tender Inviting Authority ought not to terminate the contract but confine itself to impose penalty and damages in case of any failure or shortcomings on the part of bidder.
- 6.28.2.5 In the case of premature termination of contract bidder will be mulcted with penalties, damages and other expenses incurred by Tender Inviting Authority on account of the termination of the contract and the amount so due to Tender Inviting Authority will be appropriated from any accounts to the credit of, or in the account of or being payable to bidder under this contract or any other contract with Tender Inviting Authority or with the Government of Kerala and its entities.
- 6.28.2.6 In the event of premature termination of the contract by Tender Inviting Authority the equipment which are non functional and covered under the contract will be rectified at the risk and cost of bidder.
- 6.28.3 The contract entered into will be terminated by Tender Inviting Authority if bidder becomes insolvent or bankrupt.
- 6.28.4 The contract entered will be terminated by Tender Inviting Authority if bidder or its management/officers/employees are found to have engaged in corrupt and fraudulent practices in competing for, securing or in implementing this contract.
- 6.28.5 This agreement will be terminated if bidder fails to comply with any interim or final order issued by an Arbitrator or by any court of law in any proceedings arising out of this contract.
- 6.28.6 This agreement will be terminated if bidder is found to have submitted any statement/document/certificate etc., which the bidder knew to be or had reason to believe was false, fabricated or wrong.
- 6.28.7 In the event of premature termination of this agreement by Tender Inviting Authority for any failure or shortcoming in performing of bidder's obligations under the contract, the balance amount due to bidder on the date of termination of the contract will be appropriated by the Tender Inviting Authority towards interest, damages and expenses incurred by it and bidder will have no right to claim for any such amount.

## **6.29 Exit Clause**

- 6.29.1 At any point of time during the currency of contract the Tender Inviting Authority can withdraw by giving a notice for a period of 90 days with valid reasons. Similarly the bidder can withdraw by giving a notice for a period of 180 days (time to appoint another agency through tender process) with valid reasons and shall lead to forfeiting of performance security.
- 6.29.2 Tender Inviting Authority may also cancel the contract after giving a notice period of 90 days in case directed to do so by any orders of Courts/the State Govt/Central Govt and/or on account of any change in law or circumstances warranting such actions.
- 6.29.3 In the event of cancellation of the contract by Tender Inviting Authority, bidder will be entitled to be paid the entire amount due to it as on the date of cancellation minus any amounts due to Tender Inviting Authority or the State Government or bidder.
- 6.29.4 Bidder shall submit within the notice period a statement showing the amount due to it on the proposed date of cancellation of the contract to enable Tender Inviting Authority to verify/crosscheck it and settle the account of bidder.

## **6.30 Modifications**

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

## **6.31 Saving Clause**

- 6.31.1 In the absence of any specific provision in the agreement/ contract on any issue, the decision of the Tender Inviting Authority is final.

## **6.32 Intellectual Property Rights(IPR) / Indemnification**

- 6.32.1 The successful bidder shall, at all times, indemnify and keep indemnified the Tender Inviting Authority / end user, free of cost, against all claims which may arise in respect of goods & services to be provided by the successful bidder under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks.
- 6.32.2 In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the Tender Inviting Authority, the Tender Inviting Authority shall notify the successful bidder of the same and the

successful bidder shall, at his own expenses take care of the same for settlement without any liability to the Tender Inviting Authority.

- 6.32.3 The Successful bidder/its employee/service provider shall at all times, indemnify and keep indemnified the Tender Inviting Authority/ Government of Kerala against all claims/ damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services.

### **6.33 Corrupt or Fraudulent Practices**

- 6.33.1 It is required by all concerned namely the User Institution/ Bidders/ Successful bidders etc to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tender Inviting Authority defines, for the purposes of this provision, the terms set forth below as follows:
- 6.33.2 "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- 6.33.3 "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Tender Inviting Authority, and includes collusive practice among Bidders (prior to or after Tender submission) designed to establish Tender prices at artificial non-competitive levels and to deprive the Tender Inviting Authority of the benefits of free and open competition;
- 6.33.4 Government/ Tender Inviting Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question; will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the Tender Inviting Authority if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.
- 6.33.5 No bidder shall contact the Tender Inviting Authority or any of its officers or any officers of the government on any matter relating to its bid, other than communications for clarifications and requirements under this tender in writing, with an intention to influence the members of various committees or officials of Tender Inviting Authority. Any such effort by a bidder to influence the Tender Inviting Authority in the Tender Inviting Authority's bid evaluation committee, bid comparison or contract award decisions may result in rejection of the bidders bid.

## **6.34 Force Majeure**

- 6.34.1 For purposes of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, acts of the Tender Inviting Authority/User Institution either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees , lockouts excluding by its management, and freight embargoes.
- 6.34.2 If a Force Majeure situation arises, the successful bidder shall promptly notify the Tender Inviting Authority/User Institution in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by the Tender Inviting Authority/User Institution in writing, the successful bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 6.34.3 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
- 6.34.4 In case due to a Force Majeure event the Tender Inviting Authority/User Institution is unable to fulfill its contractual commitment and responsibility, the Tender Inviting Authority/User Institution will notify the successful bidder accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

## **6.35 Resolution of disputes**

- 6.35.1 If dispute or difference of any kind shall arise between the Tender Inviting Authority/User Institution and the successful bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- 6.35.2 In the case of a dispute or difference arising between the Tender Inviting Authority/User Institution and a domestic Successful bidder relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of Secretary to Health, Govt. of Kerala whose decision shall be final.

- 6.35.3 Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Trivandrum, India or any other place as decided by the Arbitrator with the consent of both parties.
- 6.35.4 The provisions of Arbitration, imposition of penalties, levy of damages and other claims of Tender Inviting Authority under this contract shall subsist and be enforceable even after termination of this contract.

### **6.36 Applicable Law & Jurisdiction of Courts**

- 6.36.1 The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
- 6.36.2 Any and all disputes arising out of this tender will be subject only to the jurisdiction of courts of law/tribunals situated in Thiruvananthapuram City or normally having territorial jurisdiction over Thiruvananthapuram City and/or the High Court of Kerala as applicable. It is possible that jurisdiction to file disputes may be available before courts of law, including High Courts, or tribunals situated elsewhere. However, considering the limited resources of the Tender Inviting Authority, bidder should specifically agree and covenant not to file any legal proceedings before any such courts of law/tribunals and should undertake and bind themselves to initiate and carry on legal proceedings in respect of this Tender exclusively before the courts of law/tribunals situated in or normally having territorial jurisdiction over Thiruvananthapuram City, or the High Court of Kerala as applicable. If this condition is violated bidder will be held to have indulged in an unacceptable/unfair tendering practice and will be deemed ineligible to participate in any of the bids of the Corporation for a period of three years from the date of the breach/violation of the aforesaid conditions.

### **6.37 General/ Miscellaneous Clauses**

- 6.37.1 Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e. the Successful bidder/service provider on the one side and the Tender Inviting Authority on the other side, a relationship of master and servant or principal and agent.
- 6.37.2 Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- 6.37.3 The Successful bidder shall notify the Tender Inviting Authority/User Institution /the Government of Kerala of any material change would impact on performance of its obligations under this Contract.
- 6.37.4 Each member/constituent of the Successful bidder shall be jointly and severally liable to and responsible for all obligations towards the Tender Inviting

Authority/User Institution / Government for performance of contract/services including that of its Associates/ Sub Contractors under the Contract.

- 6.37.5 The Successful bidder shall, at all times, indemnify and keep indemnified the Tender Inviting Authority/User Institution/Government of Kerala against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the successful bidder/its associate/affiliate etc.
- 6.37.6 All claims regarding indemnity shall survive the termination or expiry of the contract.

### **6.38 Penalties for non-performance**

- 6.38.1 The penalties to be imposed, at any stage ,under this tender are;
- 6.38.1.1 forfeiture of EMD/performance security
- 6.38.1.2 termination of the contract
- 6.38.1.3 blacklisting/debarring of the bidder
- 6.38.2 Failure to produce the requisite certificates after claiming to possess such certificates or concealment or misrepresentation of facts will not only lead to rejection of tenders in the first round itself and/or may lead to forfeiture of EMD or performance security as well as result in black listing/debarring of the bidder.
- 6.38.3 The penalties to be imposed on the bidder, at any stage, will be decided on the basis of the violations of number of tender conditions specifically mentioned in the tender document as that leading to forfeiture or EMD/ Performance Security or leading to black-listing/ debarring .
- 6.38.4 Any unexcused delay by the successful bidder in maintaining its contractual obligations towards delivery of goods and performance of services shall render the successful bidder liable to any or all of the following sanctions:
- 6.38.5 The penalties imposed by the Tender Inviting Authority will be published on the website of the Tender Inviting Authority for a period as decided as appropriate by it with a view to prevent other government institutions from procurement of equipments from such bidders.
- 6.38.6 The decision to impose penalties and finally to black list the defaulting firm will be final and shall be binding on all bidders participating in this tender. However there will be provision for appeal before the government against the decisions of the Tender Inviting Authority.

Sd/-

(Tender Inviting Authority)

# APPENDIX: I

## TECHNICAL SPECIFICATIONS OF THE BASIC LIFE SUPPORT AMBULANCE

### I.VEHICLE SPECIFICATION

- a. This ambulance should be either of CMVR (Central Motor Vehicle Rules) approved monocoque design or should be fully built using sandwich panel technology or factory built body (built inside OEM factory) on chassis of a major Indian Original Equipment manufacturer of repute. The vehicle should be invoiced as ambulance by the manufacturer and which can be registered in Kerala in the class of Ambulance
- b. The vehicle manufacturer should have authorized repair servicing facility in at least 10 districts of Kerala.
- c. The assembly, sub-assembly and equipment should be integrated in such a way so as to enable the vehicle function in a reliable way and in a sustained fashion for durability, safety and comfort. The design of the vehicle and the specified equipment shall permit accessibility for servicing/ replacement and adjustment of components / parts and accessories, with minimum disturbance to other components and systems. All the equipments and accessories should be installed firmly with necessary vibration dampers in order to avoid rattling and displacement.
- d. Modification and Fabrication to accommodate all the equipments should be as per the tender recommendations without affecting the CMVR standards and Manufacturer's Warranty Conditions.
- e. The bidder shall ensure that sufficient reinforcement is provided to protect the components, assemblies, pipelines, tubing, wirings, etc which are susceptible to damage / hazards encountered during on-road, off-road, cross country operations of ambulance.
- f. The vehicles, equipments, devices, medical accessories and electronic equipment shall be brand new standard commercial products, tested and certified to meet or exceed the requirements of the tender specifications.
- g. A minimum of following measurements should be there for the patient compartment

Length of patient cabinet	2700mm
Width of patient cabinet	1500mm
Height of patient cabinet	1600mm
- h. The vehicle should be of diesel fuel type and meet the standards BSIII or above
- i. The vehicle should be able to perform satisfactorily in all districts of Kerala under normal ambient conditions for all seasons and terrains of Kerala.



- j. The vehicles shall be capable of attain a sustained speed of not less than 90km/h over dry, hard surfaced, level roads at full load conditions.
- k. The vehicle should be able to negotiate hilly area gradients and sharp bends.
- l. The ambulance should be able to negotiate min. gradeability of 10.2deg in full load condition. Should be supported by a certificate issued the agencies approved by Government of India.
- m. Ambulance should be fitted with power assisted steering system, for easy and comfortable driving of the vehicle at low and high speeds. The vehicle also should comply with the steering requirements, as per CMVR.
- n. The vehicle should have Separation between driver's cabin and patient compartment with sliding window.
- o. The ambulance should be registered with minimum seating capacity of 7 + 1 driver
- p. The vehicle should have integrated Air conditioner in the patient cabinet. (The ambulance should have AC of manufacture fitment.
- q. A spare wheel should be housed at appropriate place other than patient compartment and doors.
- r. The capacity of the fuel tank should be such that it should suffice the need 350 km with onetime filling.
- s. Rear doors should open at a minimum 270° with glass view panels in each doors.
- t. Driver's cabin should be provided with –
  - 1. Dual sun visors (padded)
  - 2. Digital Odometer
  - 3. Rear Door open indicator
- u. The bidders have the right to choose any suitable vehicles of any make and brand as per the specification provided by Tender Inviting Authority.

## **II.FABRICATION & EXTERIOR DESIGNING OF AMBULANCES**

- a. Overhead racks shall be provided for storage of stocks with lockable sliding toughened Glass in Aluminum frame with rounded corners and guide rails, which shall ensure that during fast movement, the glass of the cabinet do not open out.
- b. The ambulance interiors should be designed with care to avoid injuries by fall of equipment or cylinder on persons inside the ambulance in case of turmoil due to bad road conditions.
- c. Adequate space shall be provided for storing medicines necessary for one week consumption in racks made of non wood, non ferrous and fire resistant material coated with cold rolled non corrosive chemical resistant steel finish for easy cleaning and elegant look in addition to maintaining sterile condition.
- d. Waste disposal shall be done with the help of 2 steel dustbin demarcated into bio hazardous and non bio hazardous.

- e. There should be provision of stainless steel wash basin with foot operated control for hygienic washing of hands without touching of tap. Should have soap dispenser.
- f. Should have direct and diffused lighting for optimal patient's comfort and should be provided with spot and focused lighting and special examination lights for the clinician to undertake "procedures" during transport.
- g. Adequate power supply for medical equipment and other electronic equipment is provided with both 12 Volts DC and 220 Volts A/c.
- h. There should be a provision of hooks for hanging IV bottles with secured straps on the roof side.
- i. Syringe destroyer for disposal of Sharp wastes and needles. All equipment should be placed appropriately to help Emergency Medical Technician to provide better care without much inconvenience & hooked tightly to the wall.
- j. The D type Oxygen cylinder should not be in patient cabin and should be stacked away under the drug cabinet and cannot be seen in patient's cabin. Loading and unloading the cylinders shall be from outside without entering the patient compartment. The B type oxygen cylinder should be vertically mounted inside patient compartment and able to be operated conveniently.
- k. Oxygen Manifold System – High pressure tubing regulator, low pressure tubing, Oxygen 2+1 Common rail nipple with needle valve oxygen outlet with flow meter and tubing supplying oxygen to victim using Face mask/ nasal prong. Two bulk D type Oxygen cylinders shall be housed under the medical drug racks with easy push pull type arrangement for easy loading and unloading of heavy Oxygen Cylinders. Both cylinders to be supplied with explosive safety certificate and in fully filled condition
- l. External charge port shall be placed at the rear end / drivers cabin of vehicle for charging vehicle in case battery gets discharged due to medical equipment.
- m. Should have LED flash lights one red and orange pair on each side and both red on the rear indicating emergency when ambulance is moving on the road.
- n. Should have one LED flood light on both side and one on rear side of the ambulance which shall provide lighting when operating in dark conditions.
- o. Should have unique high intensity Siren and Public addressing systems consisting of 100 watt ,12 V with LED flashers and lights indicating emergency while transferring a serious patient. The emergency light bar cum public address system should be placed at the top of the vehicle on the front end. Siren should have five different tones that can be interchanged in order to draw attention of public and take way in high density traffic. All controls of the PA system should be provided on driver's cabin.
- p. Fire extinguisher – Two ABC type should be provided to extinguish fire for rescuing victims in fire accidents.( One in Patient Cabin & other in drivers cabin)

### III.FABRICATION SPECIFICATIONS

- a. Vinyl Flooring shall be with 12mm water proof marine grade ply board, good quality vinyl flooring of matching colour approved by Tender Inviting Authority.
- b. **Folding - Doctors Seat with** High quality fabric/ Fire Retardant Rexine covers with ARAI approved seat belts on the head side of the patient. Dimensions ( $\pm 5\%$  tolerance): length= 46cm, width=46cm and height=38~46cm. Facing rear wall, at head end of the patient and should be integrated with the steel cabinet. Shall be comfortable with cushion and upholstered with non absorbent rexine. Back rest and head rest should be provided.
- c. **Squad bench / Attendant Seat to seat 4 persons with ARAI approved Seat belts** and with storage area beneath in concealed finish. Squad bench/ attendant seat- (4 seater with seat belts) with storage for Emergency Medical rescue tools. A squad bench shall be installed along the left hand wall and open able top. Shall be made in Fire retardant FRP with inbuilt colour in gel coat finish. Dimensions ( $\pm 10\%$  tolerance) of the bench are length = 170cm, width =56cm, height = 48cm. This shall provide storage space in the interior for emergency rescue tools and seating for three passengers. Seat belts, back and headrest cushions to be provided for 4 seats. A minimum 50mm thick high density cushion to be provided for comfort. The same should be upholstered with non absorbent Rexine.
- d. **Steel / non wood, non ferrous and fire resistant material cabinet for storing medical equipment / supplies/ Wash basin/ dust Bins : Dimensions** ( $\pm 5\%$  tolerance) : length = 1500mm, width = 600 mm and height = 900mm, Placed along side the partition behind the pilot compartment. Made of Fire retardant ply board clad with stainless sheet (SS- 304). Houses the Stainless steel wash basin with foot operated water tap, left side corner, fresh water and drain water tank below the wash basin. The provision for storing medicines is made by providing drawers on telescopic steel guide ways of Ebco/Hettich or equivalent brand. The top surface of the cabinet can be used as table top. The draws should be provided with ball socket locks to arrest the draws from opening out during motion of the ambulance. Concealed portable steel dust bin with spring loaded lids, colour coded for waste disposal are provided under the wash basin.
- e. **Head racks and grab rails** in the ceiling. Dimensions ( $\pm 10\%$  tolerance): length =1500mm, width = 300mm, height = 250mm to be integrated with roof above the squad bench. Made in Fire retardant FRP with required reinforcements to be provided with toughened glass slide doors. Inner surface to be pasted with soft heatlon film. The head rack should have suitable oval shaped closures to cover the opening which are easy to operate and do not have any sharp edge at the openings. One partition in the center of the head rack to be provided inside the head racks. Stainless steel Grab Rail in the roof with minimum length of 2380mm pipe with a dia of 30mm and 1.5mm thickness to be placed on the ceiling wall with support brackets. The Grab rail should not protrude outside the ceiling panel (i.e. proper cavity should be made inside the ceiling for the grab

rail). A 600mm long pipe of 30mm dia made up of SS is to be placed as grab rail near the LHS rear door at LHS wall 550mm from the floor with firm brackets at the ends. Grab rails shall be tested to 300lbs.

- f. **Oxygen Delivery System:** A door for the Trolley to be cut and fabricated with bonnet type locking with a lever in the driver compartment. This trolley should be designed to hold two oxygen cylinders under medicine cabinet securely with a toggle clamp for fast locking/unlocking the trolley. With 280 bar, materials used shall be fire retardant, high pressure tubing from the cylinders to the two stage regulators 2 nos. Integrated Oxygen Supply System in the vehicle with cylinder manifold cabinet and integrated piping system terminating at the 2+1 four ports common rail brass assembly with 3/8" nipples with needle valves at the patient head end on the side wall. (distance between the patient head and oxygen 2+1 Common rail brass assembly to be less than 89cm). Two nipples normally meant for Oxygen therapy through flow meter, one meant for driving breathing equipment like ventilators and one standby to drive aspirators etc. There should be not electrical wires or wiring near the oxygen delivery system, cylinder storage area etc.
- g. **Scoop stretcher hold:** A provision should be made available for securing the scoop stretcher above the wheel hump cover, using a toggle clamp of a suitable size ~100mm in length which can take a load 30 kgs.
- h. **Fire extinguishers :** Two, (ABC dry chemical or carbon dioxide) minimum 2kg / 4 lb.unit, (suitable capacity for vehicle) in a quick release bracket, one mounted in the driver/patient compartment or in the body reachable from outside the vehicle and one in the patient compartment.

All the reinforcement provided for the fabrication shall be properly painted.

- i. **Mounting bracket for AED :** The fabrication shall have provision to fix AED. Mounting brackets shall be chromed, stainless steel, polished cast aluminum or other corrosion resistant materials.
- "No Smoking", "Oxygen Equipped" and "Fasten Seat Belts" signs: Conspicuously placed in the cab and patient compartment.
- j. Backup alert alarm, (audible warning device) activated when the vehicle is shifted into reverse
- k. **Exterior design/painting.** Exterior design/painting. All vinyl/reflective stickers/ retro reflective stickers/films to be used. After finishing the sticker works as per the design provided by the Tender Inviting Authority has to be laminated or coated with suitable transparent paint.

## ELECTRICALS

- a. **Pure sine wave Inverter:** Integrated AC and DC supply inside the vehicle synchronous with available additional batteries integrated with inverters. The batteries are placed inside the driver's cabin with provision to be charged from external AC power through sockets.

- Inverter Capacity - 600 watts / 800 VA
- Input Range - AC 130 V-270V / DC 9.5V - 13.8V
- Frequency - 50Hz.
- Power Factor – 0.8
- Output Voltage - 220+ -10%  
(regulated output from full charge battery voltage to low charged battery voltage)
- Waveform – Pure sine waveform
- Efficiency - 85%
- Charger - Heavy duty CC/CV type with current limit at 12A with wide input range  
(150V-270A) integrated AC/DC supply inside the vehicle synchronous with other items.

The ambulance electrical system should be equipped with OEM's maintenance free batteries (2 nos.), one battery provided along with the vehicle and the other should be provided by the bidder to adequately support the inverter.

- b. Light bar: LED flashers, and lights indicating emergency while transferring a serious patient, Long life span, high luminance, Voltage: DC 12V, with integrated PAS of 100W with dual diaphragm. (Grand or equivalent brands only)
- c. **High intensity LED blinkers** - 6 Nos, red-orange pair on either side, and both red on the rear of the vehicle.
- d. LED Spot/flood lights - 3 nos on three sides except the front.
- e. **Interior lighting** : 12V DC LED lights 4 nos, with minimum 300 Lux each, LED Spot lights 3 nos, and 1 nos. LED examination light.
- f. **Fans 2 nos. bush less 12V DC 12" diameter** 220V AC - 3 Pin (4 Nos) 12V DC-Round sockets (2 Nos) power source with Crabtree modular switches.
- g. **Electrical wiring with separate fuse boxes** other than regular OEM. All wires/harness used for should be Fire retardant (Havells/ flexicab / finolex or equivalent make). All electrical accessories should be of ARAI/ISI/automobile standards.
- h. External charge port with spring loaded lid. Has to be located at the rear, near the step well.
- i. All wirings shall be concealed through fire retardant pipes. There shall be no wire running through the oxygen cabinet.
- j. All wirings shall be properly tagged. The wires in the back side of the switch boxes shall be completely covered.

**List for Equipment for Basic Life Support Ambulance:**

S/n	Equipment Name	Specification
1	Suction Pump (Electronic)	<ol style="list-style-type: none"> <li>1. Equipment shall be with 12V DC Maximum negative pressure from -200 -700mbar in steps of 100 or less with suitable setting marks.</li> <li>2. Sufficient capacity 500ml secretion bottles with efficient over-flow protected with adjustable negative pressure (Min. 5 Nos. Polycarbonate &amp; autoclavable)</li> <li>3. Ambulance Wall countable.</li> <li>4. Power Pack rechargeable Nico Battery 12 V with battery chargers connecting cable for connection to 230v AC + 10%, 50 Hz and with provision for recharging from the vehicle with vehicle circuit connecting cable.</li> <li>5. Battery charged life shall be of min. 90 minutes</li> <li>6. Suction capacity 10-16 liter per minutes</li> </ol>
2	Suction Pump	Manual
3	Laryngoscope with blades	<ol style="list-style-type: none"> <li>1. Standard equipment in metal with 3 standard size curved blades and one extra large blade (Adult &amp; Child).</li> <li>2. Handle should have comfortable grip.</li> <li>3. Good quality light source (Fiber optic / conventional)</li> </ol>
4	Oxygen cylinder "B" Type	<ol style="list-style-type: none"> <li>1. Color coded light weight! Aluminum alloy oxygen cylinder for providing oxygen therapy of total capacity of 1500Ltr.</li> <li>2. Mounted with pressure reducer and flow-meter provision of capacity upto 15 Liters per minutes and outlet for secretion aspiration.</li> <li>3. Reliable and complete test certificate.</li> <li>4. Should be provided with an adapter to refill the cylinder from a bulk cylinder.</li> <li>5. Should be membrane pressure reducer with manometer complete with flow meter 0-15 liters /min. and humidifier</li> </ol>
5	Artificial Manual Breathing Unit (Adult)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transparent face -mask.</li> <li>2. Adult models (1500 to 2000ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen-by-oxygen reservoir providing 100% oxygen.</li> <li>5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> </ol>

6	Artificial Manual Breathing Unit (Child & neonatal)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transport facemask.</li> <li>2. Child models (500 or 250ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen.</li> <li>5. Non-rebreathing valve enabling the patient to Inspire oxygen from the reservoir bag.</li> </ol>
7	Trolley Stretcher- with back tilt facility and collapsible wheels for uploading into the trolley	<ol style="list-style-type: none"> <li>1. Automatic loading stretcher with capability to convert into wheelchair.</li> <li>2. Built with anodized aluminum lightweight / stainless steel.</li> <li>3. Adjustable back rest 0 dg -90 dg which allows to fix the back rest safety in any position.</li> <li>4. Side protections completely overturn able.</li> <li>5. Safety lever for the legs positioned near the unlocking device allowing thus the release operation for the loading, keeping the hands on the stretcher.</li> <li>6. Vertical legs protected by nylon wedges. Automatic centering device mounted on rotating wheels. This system automatically blocks the back wheels in the central position during the loading of the stretcher on the ambulance without having turn the wheels manually. Length; 190-200 cm Width: 55-60cm Height: 80-85cm Weight 35-40 kg. Loading Capacity: 160-180 kg. Stand for automatic loading stretcher with locking facility for quick fixing system with handle to mount the stand in very position on the stretcher</li> <li>7. In order to ensure the smooth movement of the stretcher the surface shall be of Stainless Steel 304 grade of size 1200mmx850mm shall be fixed under the patient stretcher trolley equivalent to the size of the trolley</li> </ol>
8	Canvas Stretcher Folding	<ol style="list-style-type: none"> <li>1. Should be lightweight and made up of tubular aluminum alloy.</li> <li>2. Should be easy to carry.</li> <li>3. Should be rugged.</li> <li>4. Should be compact &amp; foldable in 2</li> <li>5. Should have automatic locking, which does not fold in automatically.</li> <li>6. Should have provision to put IV pole on the stretcher.</li> <li>7. Should come with IV Stand as Standard. Extended Dimensions Length: 200-210 cm Width: 50-60cm Height: 15-20cm Weight: 5 kg. to 6 kg Approx.</li> </ol>

9	Stretcher Scoop	<ol style="list-style-type: none"> <li>1. The equipment shall be lightweight aluminum stretcher, which folds in two half and separates for application and removal, locking adjustable length with latches-with nylon-straps</li> <li>2. Narrow food end frame or handling in confined areas. Length: 160 to 200 cms Width: 42 cm (Minimum) Weight: &lt; 10 kg. Load capacity -120 kg (Min.)</li> </ol>
10	B.P. Instrument Aneroid	Scale 0-300mmhg. Air release at closed lap max 4mmHg/Minute. Manual setting of deflation possible up to 2/3mmHg/s. From 260mmHg. To 15mm Hg max deflation time 10 seconds. Gauge's background in white colour. Graduated scale for ever/ 2mmhg, with bigger notches un graduated every 10 units and bigger graduated every 20 units. Floating zero (the printer hasn't stop point.But swings freely), nylon rip-off straps cuff matching colours with pouch, latex bulb with completely chromium plated valve. Air taps wholly chromium plated with regulation of vent-hole air by screw valve. Nylon off pouch with zip
11	Stethoscope	Stethoscope with standard adult size, chromium plated metal binaural, V rubber tube in one piece. Rotating piper fitting for both functions.
12	Malleable Splints set of 6 adult sizes with carrying case <ol style="list-style-type: none"> <li>1. Hand &amp; Wrist</li> <li>2. Half arm</li> <li>3. Full arm</li> <li>4. Foot and ankle</li> <li>5. Half leg</li> <li>6. Full leg</li> </ol>	<ol style="list-style-type: none"> <li>1. X-ray through the splints</li> <li>2. Inflation tubes' extension with dosing damp makes dosing easy and quick after inflation.</li> <li>3. Fixing of splint is by zipper or belt</li> <li>4. Distal end left open to expose toes</li> <li>5. Should be washable and reusable</li> </ol>
13	Gauze Cutter	Emergency scissors with thermoplastic handle and steel blade to cut clothes Length should be 18 cm.
14	Artery Forceps	Standard equipment in stainless steel 14 cm
15	Magilis forceps	Standard equipment in stainless steel
16	Cervical Collar	<ol style="list-style-type: none"> <li>1. Should be adjustable to 4 different sizes.</li> <li>2. Should be pre-molded chin support, locking dips and rear ventilation panel, enlarged trachea opening.</li> <li>3. Should be high-density polyethylene and foam padding with one piece design enables efficient storage where space is limited.</li> <li>4. Should be X-ray lucent and easy to clean and disinfect.</li> </ol>



17	First Aid Bag	Bag with partitions for vials transport. Indispensable implement to protect and identify any kind of vials. Made with nylon, it should be provided with 2 compartments, of which one divided in 3 partitions and one divided in 2. Inside elastic band to fix the vials and transparent accommodation for identification labels. Dimensions: .30x18 x 15 cm or Pre-packed kits as convenient as long as it contains the specified first aid items
18	Spinal Board	<ol style="list-style-type: none"> <li>1. Should be in plastic material at high strength and waterproof.</li> <li>2. It should be 4 rules for the quick and total fixing of the head Immobilizer and two cavities when the board lays on the Floor, when the base is blocked in the traditional way, that allow o avoid damages to rip-off straps during the usage or accommodation in the ambulance.</li> <li>3. It should be 20 handles far the transport, supplied with 3 belts with rapid unhooking buckle</li> <li>4. Should have maximum radio transparency to make exams without compromise patient condition.</li> </ol>
19	Double head Immobilizer for scoop stretcher Immobilizer for scoop stretcher	<ol style="list-style-type: none"> <li>1. Head Immobilizer should be mounted and separated on the scoop stretcher.</li> <li>2. Should be standard side rigid blocks instead of the adjustable ones.</li> <li>3. Should be with padded belts for the fixing.</li> <li>4. It should be covered by a liquid proof and bacterial proof material.</li> </ol>
20	Oxygen cylinder "D" Type	<ol style="list-style-type: none"> <li>1. The oxygen cylinder supplied shall meet with BIS standard and necessary explosive certificate from competent authority should be produced.</li> <li>2. The capacity should be of 5000 to 6000 Liters (5 to 6 M3) at a pressure of 1800 - 2000ibs/inch<sup>2</sup>,</li> <li>3. A pressure regulator/flow meter capable of reducing the pressure to appropriate level to run either a ventilator or provide oxygen therapy</li> </ol>
21	Portable hand held Glucometer	The glucometer with test strips and standard accessories.
22	Nebulizer (Electric)	With necessary accessories- nebulization mask, tubing and cable cord for nebulizer
23	Pulse oximeter	Finger type (Nellcore/Massimo/Equivalent Technology)

#### **IV. Rescue Tools & Accessories**

The following additional items will be carried by each BLS ambulance:

1. 12" Wrench , Adjustable, Open End
2. 12" Screw Driver Standard Square bar
3. 8" Screw Driver Phillips Head # 2
4. Hacksaw with 12" carbide wire blades
5. Vise grips pliers, 10"
6. 5 Lb hammer with 15" handle
7. 51" Crowbar pinch point
8. One axe
9. Wrecking Bar, minimum 24-inch ((bar and 1 w preceding items can either be separate or combined as a forcible entry tool).
10. Crowbar, minimum 48 inches, with pinch point.
11. Fire extinguisher (Carbon dioxide based, portable)(suitable capacity for vehicle)

#### **MEDICINES AND CONSUMABLES TO BE STOCKED IN BLS**

##### **I.List of Medicines per each BLS**

<b>S.No</b>	<b>Medicine</b>
1	Inj. Adrenaline
2	Inj. Atroine
3	Inj. Calcium Carbonate
4	Inj. Hydrocortisone Sodium Succinate
5	Inj. Frusemide
6	Inj. Diazepam/Midazolam
7	Inj. Deriphyllin
8	Inj. Phenytoin sodium
9	Inj. Chlorpheniramine Maleate
10	Inj KCL
11	Inj. Mannitol 20 %
12	Activated charcoal
13	Bacteriostatic water for Injection
14	Inj. Voveran
15	Inj. Paracetamol
16	Inj. Ranitidine
17	Inj. Ondensetron
18	Inj. Buscopan
19	Plasma expander

The overall medicines list may be reviewed and updated on recommendations a emergency physician's committee

## II. List of Consumables in each BLS

SI.No	Consumables
1	Cotton
2	Bandage (a) 15cm (b) 10cm (c) 6cm
3	Savlon
4	Betadine
5	Pain Spray
9	Face Mask (Disposable)
10	Surgical Gloves
11	LMA disposable
12	Wide bore needles
13	Disposable L.P. Needles
14	Syringes ABG ( 2& 5 ml)
15	Three way stop code
16	Extension 1A/ lines
17	Disposable suction pump catheters
18	Lighted Stylets of different sizes
19	Guedel's airway 00-5,00,0,1,2,3,4,5
20	Nasal airways(all sizes) & catheters
21	Binasal Cannula
23	Ventimask, facemask with nebulizer
24	Pressure Infusion Bags
27	IV. Fluids
28	Micro drip-set & Dip-set
29	Nasogastric Tubes
30	Bum Pack : Standard package, clean burn sheets (or towels for children)
31	Triangular bandages ( Minimum 2 safety pins each)
32	Dressings : Sterile multi-trauma dressings (various large and small sizes); ABDs,
33	10"x12" or larger; 4"x4" gauze sponges; Cotton Rolls
34	Gauze rolls Sterile (various sizes)
35	Elastic bandages Non-sterile {various sizes}
	Occlusive dressing Sterile. 3'x8" or larger
36	Adhesive tape : Various sizes (including 2" or 3") Adhesive tape (hypoallergenic):
37	various sizes (including 2' or 3)

38	Waste bin for Sharp needles, etc.
39	Disposable bags for vomiting, etc.
40	Teeth Guard
41	Sample collections kits
42	Micron drip set
43	Plastic/metallic urinal
44	Kidney trays
45	Hand Sanitizers

## TRAINING FOR EMS PERSONNEL

### Prehospital Personnel

#### Ambulance Drivers

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

#### **Emergency Medical Technician - Basic**

- In-Depth Anatomy and Physiology
- Primary Care Theory
- Trauma Care Theory
- IV Administration and Theory
- Nasopharyngeal Suctioning
- D50W Administration Theory
- Pharmacology
- Cardiac Monitoring
- Oxygen Delivery Theory and Practical
- Patient Assessments
- Communications
- Transportation
- Ambulance Operations
- Trauma
- CPR
- AED
- Clinical Hospital Practice
- Ambulance Practice
- Basic Life Support
- Disaster Management Protocols

#### Emergency Medical Technician - Advanced

- In Depth Anatomy and Physiology
- Primary Care Theory
- Trauma Care Theory
- IV Administration and Theory
- Nasopharyngeal Suctioning
- D50W Administration Theory
- Pharmacology
- Cardiac Monitoring
- Oxygen Delivery Theory and Practical
- Patient Assessments
- Communications

- Ambulance Operations
- Trauma
- CPR
- AED
- Clinical Hospital Practice
- Ambulanced Trauma Management
- Advanced Cardiac Life Support
- Pediatric Life Support
- Medical Management
- Core issues

Appendix: III

**KERALA MEDICAL SERVICES CORPORATION LTD**  
**SAMPLE PRICE EVALUATION**

Description	Qty	Firm I	Firm II	Firm III	Firm IV
Expense for operating one ambulance as per the conditions stipulated in the tender for a period of one month in the peak hours	157	5,00,000	3,00,000	2,00,000	1,00,000
Expense for operating one ambulance as per the conditions stipulated in the tender for a period of one month in the OFF peak hour	158	1,57,50,000	1,41,75,000	1,89,00,000	2,04,75,000
Total	315	1,62,00,000	1,44,75,000	1,91,00,000	2,05,75,000
<b>Status</b>		<b>L2</b>	<b>L1</b>	<b>L3</b>	<b>L4</b>

**FORMATS FOR PROPOSAL SUBMISSION**

**COVERING LETTER FOR PROPOSAL SUBMISSION** (On the Letter head of the Bidder or Lead Member in case of a Consortium)

Mr/Ms\_\_\_\_\_

\_\_\_\_\_

Phone: Fax: \_\_\_\_\_

Email: \_\_\_\_\_

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

Subject: Proposal to provide 24 x 7 engaging ambulances – aggregator model through Service Provider across all districts in the state of Kerala that would be accessible through a 24-hour toll free number (Centralized Call Center).

Dear Sir/Madam,

With reference to your RFP document no. \_\_\_\_\_ dated \_\_\_\_\_ I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified.

I/ We acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Bidder for the aforesaid Project, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.

This statement is made for the express purpose of our selection as Bidder for the operation of the aforesaid Project.

I/ We shall make available to the Authority any additional information which may found to be necessary or required to supplement or authenticate the Proposal.

I/ We acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

I/We certify that in the last three years, we/ any of the Consortium Members or our/their associates have not been barred by the Government of Kerala, any other State Government or Government of India from participating in any project, and the bar does not subsists as on the Proposal Due Date,

I/ We understand that you may cancel the bidding process at any time and that you are neither bound to accept any bid that you may receive nor to invite the Bidders to bid for the Project, without incurring any liability to the Bidders, in accordance with the terms and conditions laid out in the RFP document.

I/ We believe that we/ our consortium satisfy(s) the Financial criteria and meet(s) the requirements as specified in the RFP document.

I/ We declare that we/ any member of the consortium, or our/ its associates are not a member of any other consortium submitting a Proposal for the Project.

I/ We certify that in regard to matters other than security and integrity of the country, we/ any member of the consortium or any of our/ their associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

I/ We further certify that in regard to matters relating to security and integrity of the country, we/any member of consortium or any of our/ their associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.

I/ We undertake that in case due to any change in facts or circumstances during the bidding process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.

I/ We understand that the Selected Bidder shall incorporate a Company under the Companies Act, 1956 prior to execution of the Agreement.

I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the bidding process itself, in respect of the above mentioned Project and the terms and implementation thereof.

In the event of myself/ ourselves being declared as the Selected Bidder, I/We agree to enter into an Agreement in accordance with the draft that has been provided to me/us prior to the Proposal Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.

I/We have studied all the bidding documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the bidding process including the award of Project.



I/We offer a Bid Security of Rs. (\_\_\_\_\_)/- (Rupees (in words)) only to the Authority in accordance with the RFP Document.

The Bid Security is paid on-line.

I/We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected.

I/ We agree and undertake to abide by all the terms and conditions of the RFP document.

I/We shall keep this offer valid for 180 (one hundred and eighty days) from the date of price bid opening as specified in the RFP. I/We shall keep this offer valid for a specified additional period, not exceeding 90 days from the Proposal Validity Date, on the request of the Authority.

I/We undertake that no fees, gratuities, rebates, gifts, commissions, or other payments, except those shown in the bid, have been given or received in connection with the procurement process or contract execution.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document.

Date:

Place:

Yours faithfully,

(Signature of the Authorised signatory)

(Name & Designation of the Authorised signatory)

Name & Seal of the Bidder/ Lead Member

If the Bidder is not a consortium, the provisions applicable to consortium may be omitted.

**POWER OF ATTORNEY FOR SIGNING OF PROPOSAL (On Non – judicial stamp paper of Rs 100 duly attested by notary public)**

**POWER OF ATTORNEY**

Know all men by these present, we (name and address of the registered office of the Single Entity / Lead Member) do hereby constitute, appoint and authorise Mr. / Ms. \_\_\_\_\_ R/o \_\_\_\_\_ (name and address of residence) who is presently employed with us and holding the position of \_\_\_\_\_

as our authorised representative, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid of the consortium consisting of, \_\_\_\_\_ and \_\_\_\_\_ (please state the name and address of the members of the consortium) for “providing 24 x 7 engaging ambulances – aggregator model through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number.” (the “Project”), including signing and submission of all documents and providing information / responses to Department of Health & Family Welfare, Government of Kerala, representing us in all matters in connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

This Power of Attorney shall be effective, binding, and operative till \_\_\_\_\_, if not revoked earlier or as long as the said Attorney is in the service of the Company, whichever is earlier.

(Name, Title and Address of  
the authorised representative)

For \_\_\_\_\_(Signature)

Accept \_\_\_\_\_(Signature)

Notes:

1. To be executed by the single entity or the Lead Member in case of a consortium.
2. The mode of execution of Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
3. Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / Power of attorney in favour of the Person executing this Power of Attorney the delegation of power hereunder on behalf of the executant(s).
4. For a Power of Attorney executed and issued overseas, the document shall be authenticated by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being executed. However, a Power of Attorney executed in a country that has signed the Hague Legislation Convention, 1961 is not required to be authenticated by the Indian Embassy if it carries a conforming Apostille certificate.

**POWER OF ATTORNEY FOR LEAD MEMBER OF CONSORTIUM  
POWER OF ATTORNEY**

(On Non – judicial stamp paper of Rs 100 duly attested by notary public)

Whereas the Department of Health & Family Welfare, Government of Kerala (the Authority) has invited bids from interested parties for “providing 24 x 7 engaging ambulances – aggregator model through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number” for a specified Agreement Period.

Whereas, M/s \_\_\_\_\_, M/s \_\_\_\_\_, M/s \_\_\_\_\_ and M/s \_\_\_\_\_ (the respective names of the members along with address of their registered offices) have formed a consortium and are interested in bidding for the Project and implementing the Project in accordance with the terms and conditions of the Request for Proposal (RFP), Agreement and other connected documents in respect of the Project, and Whereas, it is necessary under the RFP for the members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the consortium, all acts, deeds and things as may be necessary in connection with the consortium’s bid for the Project or in the alternative to appoint one of them as the Lead Member who, acting jointly, would have all necessary power and authority to do all acts, deeds and things on behalf of the Consortium, as may be necessary in connection with the consortium’s bid for the Project.

NOW THIS POWER OF ATTORNEY WITNESSET THAT:

We, M/s \_\_\_\_\_, M/s \_\_\_\_\_, M/s \_\_\_\_\_ and M/s \_\_\_\_\_ (the respective names of the members along with address of their registered offices) do hereby designate M/s \_\_\_\_\_(name along with address of the registered office) being one of the members of the Consortium, as the Lead Member of the consortium, to do on behalf of the consortium, all or any of the acts, deed or things necessary or incidental to the consortium’s bid for the Project, including submission of Proposal, participating in conference, responding to queries, submission of information / documents and generally to represent the consortium in all its dealings with the Authority, or any person, in connection with the Project until culmination of the process of bidding and thereafter till the Agreement is entered into with the Authority.

We hereby agree to ratify all acts, deeds and things lawfully done by Lead Member our said attorney pursuant to this Power of Attorney and to all acts, deeds and things done by our aforesaid attorney.□

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 201\_\_\_\_.

[Executant(s)](To be executed by all the members in the Consortium) Note:-

- 1.
- 2.
- 3.

## NOTE

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. Also wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as resolution/ Power of attorney in favour of the person executing this Power of attorney for the designation of power hereunder on behalf of the Bidder.
3. For a Power of Attorney executed and issued overseas, the document shall be authenticated by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being executed. However, a Power of Attorney executed in a country that has signed the Hague Legislation Convention, 1961 is not required to be authenticated by the Indian Embassy if it carries a conforming Apostille certificate

**AFFIDAVIT (NON CONVICTION)**

(To be furnished by the Bidder In case of consortium to be given separately by each member)  
(On Non – judicial stamp paper of Rs 100 duly attested by notary public)

1. I, the undersigned, do hereby certify that all the statements made in our proposal are true and correct.
2. The undersigned hereby certifies that Company/Society/Trust M/s\_\_\_\_\_its directors/President/Chairperson/Trustee have abandoned any work for the Government of Kerala or any other State Government during last five years prior to the date of this Bid.
3. The undersigned also hereby certifies that Company/Society/Trust M/s\_\_\_\_\_its directors/ President/Chairperson/Trustee have been debarred/blacklisted by Government of Kerala, or any other State Government or Government of India for any work.
4. The undersigned further certifies that
  - a) Our Company/Society/Trust ..... has not been punished for any offence and
  - b) The Director/President/Chairman/Trustee of our Company / Society/Trust.....have/has neither been convicted of any offence nor any criminal case(s) is/are pending before any Competent Court.
5. The undersigned hereby authorise(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary and requested by Department of Health & Family Welfare, Government of Kerala, to verify this statement or regarding my (our) competence and general reputation.
6. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Department of Health & Family Welfare, Government of Kerala,

Signed by an authorised Officer of the Company/Society/Trust

Title of Officer

Name of Company/Society/Trust Date

**ANTI-COLLUSION CERTIFICATE**

(On the letter head of the single entity / each members of consortium)

1. I/We hereby certify and confirm that in the preparation and submission of this Proposal, I/We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed, or thing which is or could be regarded as anti-competitive.
2. I/We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Date this .....Day of .....201\_.

Name of the Bidder.

Signature of the Authorised Representative

Name of the Authorised Representative

Note: To be executed by the each member, in case of a Consortium

**PROJECT UNDERTAKING**

(On the Letter head of the single entity/ Lead Member) PROJECT UNDERTAKING

Date

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

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

**Subject: Proposal providing 24 x 7 engaging ambulances – aggregator model through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number.**

Dear Sir/Madam,

We have read and understood the Request for Proposal (RFP) in respect of the captioned Project provided to us by the Department of Health & Family Welfare, Government of Kerala.

We hereby agree and undertake as under:

Notwithstanding any qualifications of conditions, whether implied or otherwise, contained in our Proposal, we hereby represent and confirm that our Proposal is unconditional in all respects and we agree to the contents, terms and conditions of the RFP and the Agreement, a draft of which also forms a part of the RFP provided to us.

Dated this.....Day of .....201\_.

Name of the Bidder

Signature of the Authorised Representative

Name of the Authorised Representative

Note: To be signed by the Authorised Representative of the Lead Member, in case of a consortium, authorised to submit the bid.

**MEMORANDUM OF UNDERSTANDING (MoU)**

(To be executed on a non-judicial stamp paper of Rs. 100/- duly attested by notary public)

This Memorandum of Understanding (MoU) entered into this day of 201\_ at \_\_\_\_\_

Among \_\_\_\_ (hereinafter referred as " \_\_\_\_") and having office at **(Insert : Address)** , India Party of the First Part

And

\_\_\_\_\_ (hereinafter referred as " \_\_\_\_") and having office at **(Insert : Address)**, India Party of the Second Part

And

\_\_\_\_\_ (hereinafter referred as " \_\_\_\_") and having office at **(Insert : Address)**, India Party of the Third Part

And

\_\_\_\_\_ (hereinafter referred as " \_\_\_\_") , and having office at **(Insert : Address)**, India party of the fourth part

The parties are individually referred to as Party and collectively as Parties.

WHEREAS the Kerala Medical Services Corporation Ltd under the Department of Health & Family Welfare, Government of Kerala, has invited Qualification Proposal and Financial Proposal from entities interested in "Providing 24 x 7 engaging ambulances – aggregator model Services through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number (Centralised Call Center) called the "Project" for a specified time period.

AND WHEREAS the Parties have had discussions for formation of a consortium for bidding for the said Project and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship.

IT IS HEREBY AS MUTUAL UNDERSTANDING OF THE PARTIES AGREED AND DECLARED AS FOLLOWS:

1. That the Parties shall carry out all responsibilities as Bidder in terms of the Agreement.
2. The Parties hereby undertake to perform the roles and responsibilities as described below:
  - a. Party of the First Part shall be the Lead member of the consortium and shall have the power of attorney from all Parties for conducting all business for and on behalf of the consortium during the bidding process and until the Effective Date under the Agreement when all the obligations of the co shall become effective;
  - b. Party of the Second Part shall be the \_\_\_\_\_.
  - c. Party of the Third Part shall be the \_\_\_\_\_.
  - d. Party of the Fourth Part shall be the \_\_\_\_\_.



3. The Parties affirm that they shall implement the Project in good faith and shall take all necessary steps to carry out the Project expeditiously. They shall not negotiate with any other party for this Project except without the written permission of the Bidder if required.
4. The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP and the Agreement, till the Agreement Period for the Project is achieved under and in accordance with the Agreement.
5. That this MoU shall be governed in accordance with the laws of India and courts in **(Insert Name of City)** shall have exclusive jurisdiction to adjudicate disputes arising from the terms herein.

In witness whereof the Parties affirm that the information provided is accurate and true and have caused this MoU to be duly executed on the date and year above mentioned.

(Party of the first part)

(Signature) (Name)  
(Designation) (Address)

Witness:

(Party of the second part)  
(Party of the third part)  
(Party of the fourth part)

Note:

1. The mode of execution of the MoU should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. Also wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as resolution/ Power of attorney in favour of the person executing this Power of attorney for the designation of power hereunder on behalf of the Bidder.
3. For a Memorandum of Understanding (MoU) executed and issued overseas, the document shall be authenticated by the Indian Embassy and notarised in the jurisdiction where the MoU is being executed. However, the MoU executed in a country that has signed the Hague Legislation Convention, 1961 is not required to be authenticated by the Indian Embassy if it carries a conforming Apostille certificate.

## BOARD RESOLUTIONS FOR BIDDING ENTITIES

Format for Lead Member

“RESOLVED THAT approval of the Board be and is hereby granted to join the consortium with \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ (name and address of the consortium members) for joint submission of bids to the Department of Health & Family Welfare, Government of Kerala for “Providing 24 x 7 engaging ambulances – aggregator model Services through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number (Centralised Call Center)” called the “Project”.

“RESOLVED FURTHER THAT the “draft” Memorandum of Understanding (MoU) to be entered into with the consortium partners (a copy whereof duly initialed by the Chairman is tabled in the meeting) be and is hereby approved.”

“RESOLVED FURTHER THAT Mr. \_\_\_\_\_ (name), \_\_\_\_\_ (designation) be and is hereby authorised to enter into an MoU, on behalf of the company, with the consortium members and to sign the bidding documents on behalf of the consortium for submission of the bidding documents and execute a power of attorney in favour of the Company as Lead Member .”

Format for Members

“RESOLVED THAT approval of the Board be and is hereby granted to join the consortium with \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ (name and address of the Consortium members) for joint submission of bids to the Department of Health & Family Welfare, Government of Kerala for the Project”.

“RESOLVED FURTHER THAT the “draft” Memorandum of Understanding (“MoU) to be entered into with the consortium partners (a copy whereof duly initialed by the Chairman is tabled in the meeting) be and is hereby approved.”

“RESOLVED FURTHER THAT Mr. \_\_\_\_\_ (name), \_\_\_\_\_ (designation) be and is hereby authorised to enter into an MoU with the consortium members and execute a power of attorney in favour of \_\_\_\_\_ to act as the Lead Member.

**UNDERTAKING FOR INDIVIDUAL MEMBERS**

On the Letter head of the Legal Entity

**Format for Lead Member**

I/We hereby agree to join the consortium with, \_\_\_\_\_ and (name and address of the consortium members) for joint submission of bids to the Department of Health & Family Welfare, Government of Kerala for "Providing 24 x 7 engaging ambulances – aggregator model Services through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number (Centralised Call Center)" called the "Project".

I /We also approve the Memorandum of Understanding ("MoU) to be entered into with the consortium partners.

I/We also authorise Mr. (name), (designation) to enter into an MoU with the consortium members and to sign the bidding documents on behalf of the consortium for submission of the bidding documents and execute a Power of Attorney in favour of the Company as "Lead Member ."

**Format for Members**

I/We \_\_\_\_\_ hereby agree to join the consortium with \_\_\_\_\_, \_\_\_\_\_ and (name and address of the consortium members) for joint submission of bids to the Department of Health & Family Welfare, Government of Kerala for "Providing 24 x 7 engaging ambulances – aggregator model Services through Service Provider across all districts in Kerala that would be accessible through a 24-hour toll free number (Centralised Call Center)", called the "Project".

I /We also approve the Memorandum of Understanding ("MoU") to be entered into with the consortium partners.

I/We also authorise Mr. \_\_\_\_\_(name), \_\_\_\_\_(designation) to enter into an MoU with the consortium members and execute a Power of Attorney in favour of \_\_\_\_\_ to act as the Lead Member"

Each member of the consortium will have to attach its Board Resolution/ Undertaking as the case may be, approving the participation in the consortium, bidding for the Project and authorising a company official to sign the bidding documents / Power of Attorney to the Lead Member.

## INFORMATION REGARDING BIDDER

1.	<i>Name of the Bidder (lead member in case of consortium)</i>	
2.	<i>Registered Address of the company: (Address, tel, fax, e-mail, website)</i>	
3.	<i>Office Address</i>          <i>E-mail website</i>	
4.	<i>Contact Person</i> <i>Designation</i> <i>Mobile Phone No</i> <i>Telephone No</i> <i>Fax No</i> <i>e-mail</i>	
5.	<i>Key Personnel :</i> <i>(Chairman / Managing Director/Managing Partner etc)</i>	
6.	<i>Total number of ambulances operated so far with area of operation</i>	
7.	<i>Present contracts for operation of ambulance</i>	
8.	<i>Registration No. &amp; Date of Incorporation of Company</i>	
9.	<i>Principal Place of Business</i>	
10.	<i>Act/Rule under which the firm was registered</i>	
11.	<i>Type of Company (Limited, Pvt. Ltd, Partnership, Proprietary, PSU, etc.)</i>	
12.	<i>Net worth of the firm as on 1/1/14</i>	

13.	<i>Number of offices / centers in Kerala/South India/India</i>	
14.	<i>Whether any criminal case was registered against the company or any of its promoters in the past</i>	<b>Yes/ No</b>
15.	<i>Other relevant Information provided *</i>	
16.	<p><b><i>Details of consortium members</i></b>  <i>Name of the firm</i>  <i>Address</i>  <i>Contact person</i>  <i>Contact numbers</i>  <i>e-mail</i>  <i>Key personnel</i>  <i>Role and responsibility (in brief)</i></p> <p><i>Registered Address</i></p>	
17	<p><b><i>Details of consortium members</i></b>  <i>Name of the firm</i>  <i>Address</i>  <i>Contact person</i>  <i>Contact numbers</i>  <i>e-mail</i>  <i>Key personnel</i>  <i>Role and responsibility (in brief)</i></p>	

	<i>Registered Address</i>	
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\* Here enclose the details such as presentation on the details of the bidder in a CD preferably (please avoid submission of detailed leaflets/brochures etc, if possible)

Date :

Office seal

Signature of the bidder/ Authorised signatory

**DETAILS OF ELIGIBLE EXPERIENCE**

Name of the agency :

<b>S/n</b>	<b>Location name</b>	<b>Period of operation</b> (mention month and year)	<b>Number of ambulances</b> (mention the type of ambulance whether ALS/BLS/PTA)	<b>Ownership of ambulance</b>	<b>Details of control room</b> (mention no of seats, number used, etc)	<b>No of staff deployed</b>

Date :

Office seal

Signature of the tenderer/Authorized signatory

## AGREEMENT

THIS AGREEMENT made on the..... Day of ..... 20..... between Kerala Medical Services Corporation Ltd, Thycaud, Thiruvananthapuram represented by the Managing Director..... (Hereinafter "the *Client*") of one part and ..... (Name and Address of Contractor) .....(Hereinafter "the *Contractor*") represented by ..... (Name of the Authorized Signatory and Designation), Aged ..... years, residing at ..... (Full Residential Address of the Signatory) (which term shall unless excluded by or repugnant to be subject or context include its successors and permitted assigns) of the other part:

WHEREAS the *Client* has invited tenders for providing engaging ambulances – aggregator model in all public healthcare delivery institutions down to the level of Public Health Centre under the Director of Health Services supported by 24x7 call centre vide tender no .....dated .....

The contractor has inspected the hospitals, locations and has satisfied himself by careful examination before submitting his tender as to the nature of the site and local conditions, nature and magnitude of the work, the availability of labour and materials necessary for the execution of work, the means of access to site, and the accommodation he may require and has made local and independent enquiries and obtained complete information as to the matters and things referred to or implied in the tender documents or having any connection therewith, and has considered the nature and extent of all the probable and possible situations, hindrances or interferences to or with the execution and completion of the work to be carried out under the contract, and has examined and considered all other matters, conditions and things and probable and possible contingencies and generally all matters incidental thereto and ancillary thereof affecting the execution and completion of the work and which might have influenced him in making the tender and has submitted technical and price bids as required by the tender.

The tender documents including the purchaser's Tender Inviting notices, Specific conditions of the contract, general conditions of the contract, all appendix, all annexure, amendments, specifications, time schedule for completion of work. Letter of Acceptance of tender and any statement of agreed variations with its enclosures copies of which are hereto annexed from part of this contract through separately set out herein and are included in the expression contract wherever herein used.

### AND WHEREAS

The *Client* has finalized the tender in favour of the *Contractor* for the ambulance operation in all public healthcare delivery institutions down to the level of Public Health Centre under the Director of Health Services supported by 24x7 call centre for a total cost of Rs. .... (Contract Price in Words and Figures) (hereinafter "the Contract Price") and issued Letter of Intent / work Order No. ....Dated .....

### NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the tender document referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.:
  - a. all the documents submitted by the bidder as part of technical bid and price bid;
  - b. the Specifications and other quality parameters;
  - c. the clarifications and amendments issued / received as part of the tender document



- d. the General Conditions of Contract;
  - e. the Specific Conditions of Contract;
  - f. Appendix and Annexure; and
  - g. the *Client's* Letter of Intent
3. The contractor hereby agrees to provide services as per the terms and conditions stipulated in the tender.
  4. In consideration of the payment to be made to the contract for the work to be executed by him, the contractor hereby covenant with the client that the contractor shall and will duly provide, execute, complete and maintain the said work and shall do and perform all other acts and things in the contract mentioned or described or which are to be implied and there-from or may be reasonably necessary for the completion of the said works and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the contract, AND
  5. In consideration of the due provisions execution of the said work, the Purchaser does hereby agree with the contractor that the Purchaser will pay to contractor the respective amounts for the work actually done by him and approved by the Purchaser at the schedule or rates and such other sum payable to the contractor under provision of the contract, such payment to be made at such manner as prescribed for in the contract.

It is specifically and distinctly understood and agreed between the Client and the contractor that the contractor shall have no right, title or interest in the site made available by the purchaser for the execution of the works or any assets in the building, structures or works executed on the said site (unless the same specifically belongs to the contractor) and the contractor shall not have or deemed to have any lien whatsoever charge for unpaid bills will not be entitled to assume or retain possession or control of the site or structures and the Purchaser shall have an absolute and unfettered right to take full possession of site and to remove the contractor, their servants, staff, agents and materials belonging to the contractor and lying on the site.

**BRIEF PARTICULARS OF THE GOODS AND SERVICES WHICH SHALL BE SUPPORTED / PROVIDED BY THE CONTRACTOR ARE:**

Sl. No.	Brief Description of goods / services	Total Amount	Service / Sales Tax & other Taxes Payable
1	2	3	4

**Delivery Schedule:**

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered for and  
behalf of Client

Signed, Sealed and Delivered for and on  
on behalf of Contractor

Managing Director  
KMSCL  
Official Address

(Contractor)

In the presence of :

In the presence of :

1. (Signature, Name and Address of witness)(Signature, Name and Address of witness)
2. (Signature, Name and Address of witness)(Signature, Name and Address of witness)

**BANK GUARANTEE FORM**

To  
The Kerala Medical Services Corporation Limited  
(Address)

WHEREAS \_\_\_\_\_ (Name and address of the supplier) (Hereinafter called "the supplier") has undertaken, in pursuance of Tender / Contract no \_\_\_\_\_ dated \_\_\_\_\_ (herein after called "the contract") to supply The Kerala Medical Services Corporation Ltd., Thycaud, Thiruvananthapuram-14 with ..... (description of goods and supplies).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised 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 supplier, up to a total amount of \_\_\_\_\_ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier 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 supplier before presenting us with the demand.

We undertake to pay you any money so demanded notwithstanding any dispute or disputes raised by the supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under these presents being absolute and unequivocal.

We 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 supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

No action, event, or condition that by any applicable law should operate to discharge us from liability, hereunder shall have any effect and we hereby waive any right we may have to apply such law, so that in all respects our liability hereunder shall be irrevocable and except as stated herein, unconditional in all respects.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s).

We, \_\_\_\_\_ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent, in writing, of The Kerala Medical Services Corporation Limited.

This Guarantee will remain in force up to (Date). Unless a claim or a demand in writing is made against the bank in terms of this guarantee on or before the expiry of (Date) all your rights in the said guarantee shall be forfeited and we shall be relieved and discharged from all the liability thereunder irrespective of whether the original guarantee is received by us or not.

(Signature with date of the authorised officer of the Bank)

.....  
Name and designation of the officer .....

Seal, name & address of the Bank and address of the Branch

**Annexure XIV**

**CHECK LIST**

<b>Name of the Tenderer:</b>		
<b>Sl. No</b>	<b>Item</b>	<b>Whether included Yes / No</b>
1	Check list as per <b>Annexure XIV</b> .	
2	Detailed proposal describing the mode of implementation of the project, category and number of manpower to be deployed in each district, state level. Details of the web enabled software application, mobile app etc.	
3	Covering letter as per <b>Annexure I</b> .	
4	Power of Attorney for signing the proposal as per <b>Annexure II</b> .	
5	Power of Attorney for signing for lead member of consortium as per <b>Annexure III</b> . (Only in case of consortium).	
6	Affidavit as per <b>Annexure IV</b>	
7	Anti-collusion certificate as per <b>Annexure V</b>	
8	Project Undertaking as per <b>Annexure VI</b>	
9	Memorandum of Understanding as per <b>Annexure VII</b> . (Only in case of consortium)	
10	Board resolution for Bidding entities as per <b>Annexure VIII</b>	
11	Undertaking for individual members as per <b>Annexure IX</b> . (Only in case of consortium)	
12	Information regarding bidder as per <b>Annexure X</b>	
13	Details of eligible experience as per <b>Annexure XI</b>	
14	Brief description of the roles and responsibilities of individual members of the consortium, particularly with reference to financial and technical obligations	
15	Annual turnover statement for last three years certified by the auditor as per <b>Annexure XV</b>	
16	The documents such as work orders, performance reports, agreement from the institutions proving that the Lead partner provider / sole bidder should have at least two (2) financial years of experience of managing aggregation of auto service providers or managing a fleet of at least 25 ambulances	
17	Details of experience with current area of operation	
18	Registration documents proving the registration of the place of business and showing the details of partners / promoters / board of directors etc. (as applicable for the type of firm it is registered.) a. Memorandum of Association and Articles of Association / Incorporation Certificate. b. Proprietary Registration Certificate c. Partnership deed. d. Society Registration Certificate.	
19	Annual Report, Balance sheet, P&L Statement for Financial year <b>2014-15, 2015-16, 2016-17</b>	
20	IT Returns for the Assessment Year – <b>2014-15, 2015-16, 2016-17</b>	
21	Annual turnover Statement for last three years certified by the auditor as per <b>Annexure XV</b>	

22	Declaration as per <b>Annexure XVI</b> and Affidavit as per <b>Annexure XVII</b>	
23	Copy of Amendment published (if any) signed by the tenderer or the authorised signatory.	

**Annexure-XV**

## **ANNUAL TURN OVER STATEMENT**

The Annual Turnover of M/s \_\_\_\_\_ for the past three years are given below and certified that the statement is true and correct.

<b>Sl. No.</b>	<b>Year</b>	<b>Turnover in Lakhs (Rs)</b>
1	2014 - 2015	
2	2015 - 2016	
3	2016 - 2017	
<b>Total</b>		
<b>Average Turnover per year</b>		

Date:

Signature of Auditor/ Chartered Accountant  
(Name in Capital)

Seal:

**DECLARATION**

I/We M/s. \_\_\_\_\_ represented by its Proprietor / Managing Partner / Managing Director having its Registered Office at \_\_\_\_\_

\_\_\_\_\_ do hereby declare that I/We have carefully read all the conditions of tender .....

**Dated** ..... for ..... invited by the Kerala Medical Services Corporation Ltd., Thiruvananthapuram and accepts all conditions of Tender.

Signature of the Tenderer  
Name in capital letters with Designation

**AFFIDAVIT**

**Format for Affidavit certifying that Entity / Promoter(s) /Director(s)/Partners of Entity are not blacklisted**

*(On a ` 100 Stamp Paper)*

I, M/s. .... (Name of the firm), having registered office at ..... hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by Department of Health & FW, Govt. of Kerala/ or any other entity of GoK or blacklisted by any state government or central government / department / organization in India from participating in Project/s, either individually or as member of a Consortium as on the .....(Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this .....Day of ....., 20.....

Name of the Applicant

.....

Signature of the Authorised Person

.....

Name of the Authorised Person

## List of Urban area hospitals in Kerala

List of District Hospital							
District	Institution Name	Taluk Name	ZIP	Phone	Type	Catego	Description
THIRUVANANTHAPURAM	DH, Nedumangadu	NEDUMANGAD	695541	2802262, 9446531327	DHS	DH	DISTRICT HOSPITAL
KOLLAM	DH, Kollam	KOLLAM	691001	2742004,	DHS	DH	DISTRICT HOSPITAL
PATHANAMTHITTA	DH, Kozhencherry	KOZHANCHERY	689641	2214108,	DHS	DH	DISTRICT HOSPITAL
ALAPUZHA	DH, Mavelikkara	MAVELIKKARA	690101	2303394,	DHS	DH	DISTRICT HOSPITAL
IDUKKI	DH, Painavu	THODUPUZHA	685603	2232444,	DHS	DH	DISTRICT HOSPITAL
ERNAKULAM	DH, Aluva	ALUVA	683101	2629242,	DHS	DH	DISTRICT HOSPITAL
THRISSUR	DH, Vadakkancherry	THALAPPALLY	680582	2432221,	DHS	DH	DISTRICT HOSPITAL
MALAPPURAM - TIRUR	DH, Tirur	Thrikandiyoor	676104	2422044, 2423834	DHS	DH	DISTRICT HOSPITAL
PALAKKAD	DH, Palakkad	PALAKKAD	678001	2533327,	DHS	DH	DISTRICT HOSPITAL
WAYANAD	DH, Mananthavady	MANANTHAVADY	670645	04935-240264, 9946609242	DHS	DH	DISTRICT HOSPITAL
KANNUR	DH, Kannur	KANNUR	670017	04972731234,	DHS	DH	DISTRICT HOSPITAL
KASARGODE	DH, Kanhangad	HOSDURG	671315	,	DHS	DH	DISTRICT HOSPITAL
MALAPPURAM	DH, Perinthalmanna	PERINTHALMANNA	679322	2327279,	DHS	DH	DISTRICT HOSPITAL
MALAPPURAM	DH, Nilambur	NILAMBUR	679329	04931220351, 04931225351	DHS	DH	DISTRICT HOSPITAL

List of Thaluk Hospital							
District	Institution Name	Taluk Name	ZIP	Phone	Type	Catego	Description
THIRUVANANTHAPURAM	TH, Fort, Trivandrum	THIRUVANANTHAPURAM	695023	2471766,	DHS	TH	TALUK HOSPITAL
THIRUVANANTHAPURAM	TH, Nemom	THIRUVANANTHAPURAM	695020	2390276,	DHS	TH	TALUK HOSPITAL
THIRUVANANTHAPURAM	TH, Attingal	CHIRAYINKEEZH	695101	2622447,	DHS	TH	TALUK HOSPITAL
KOLLAM	TH, Nedumpana	KOLLAM	691573	2593313, 8606463075	DHS	TH	TALUK HOSPITAL
KOLLAM	TH, Nedungolam	KOLLAM	691334	2512324,	DHS	TH	TALUK HOSPITAL
KOLLAM	TH, Kundara	KOLLAM	691501	2526949,	DHS	TH	TALUK HOSPITAL
KOLLAM	TH, Neendakara	KARUNAGAPALLY	691588	2680227, 9446058650	DHS	TH	TALUK HOSPITAL
ERNAKULAM	TH, Njarakkal	KOCHI	682505	2494154,	DHS	TH	TALUK HOSPITAL
ERNAKULAM	TH, Angamaly	ALUVA	683572	2452805,	DHS	TH	TALUK HOSPITAL
ERNAKULAM	TH, Puthenvelikkara	NORTH PARAVOOR	683594	2487259, 9447834864	DHS	TH	TALUK HOSPITAL
ERNAKULAM	TH, Piravam	MOOVATTUPUZHA	686664	2243923, 9497820262	DHS	TH	TALUK HOSPITAL
THRISSUR	TH, Puthukkad	MUKUNDAPURAM	680301	2751232,	DHS	TH	TALUK HOSPITAL
KOZHIKKODE	TH, Balusserry	QUILANDI	673612	642150, 9747472720	DHS	TH	TALUK HOSPITAL
KANNUR	TH, Payyangi	KANNUR	670303	04972870211, 9847482752	DHS	TH	TALUK HOSPITAL
KANNUR	TH, Peringome	THALIPARAMBA	670307	2536215,	DHS	TH	TALUK HOSPITAL
MALAPPURAM 2 - MANJERI	THQH, Malappuram	ERANAD	676519	04832734866, 9496171932	DHS	TH	TALUK HOSPITAL
MALAPPURAM 2 - MANJERI	TH, Areacode	ERANAD	673639	2751700,	DHS	TH	TALUK HOSPITAL
MALAPPURAM 2 - MANJERI	TH, Wandoor	NILAMBOOR	679328	2247378,	DHS	TH	TALUK HOSPITAL

List of HEAD QUARTERS HOSPITAL							
District	Institution Name	Taluk Name	ZIP	Phone	Type	Catego	Description
THIRUVANANTHAPURAM	THQH, Parasala	NEYYATINKARA	695502	2202266,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THIRUVANANTHAPURAM	THQH, Chirayinkeezh	CHIRAYINKEEZH	695304	2640233,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THIRUVANANTHAPURAM	THQH, Varkala	VARAKALA	695141	2602549,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOLLAM	THQH, Kottarakkara	TALUK HEAD QUARTERS HOSPITAL ,	691506	0474 2452610,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOLLAM	THQH, Kadakkal	KOTTARAKKARA	691536	2423301,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOLLAM	THQH, Punalur	punalur	691305	2222702,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOLLAM	THQH, Sasthamkottah	KUNNATHUR	690521	831899,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOLLAM	THQH, Karunagapally	KARUNAGAPALLY	690518	04762620256, 8086234930	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PATHANAMTHITTA	THQH, Konni	KOZHANCHERY	689691	2243469,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PATHANAMTHITTA	THQH, MCCM, Ranni	RANNI	689672	2527274,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PATHANAMTHITTA	THQH, Thiruvalla	THIRUVALLA	689101	2602494,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PATHANAMTHITTA	THQH, Mallappally(W)	MALLAPPALLY	689585	2683084,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Harippad	KARTHIKAPALLY	690514	2412765,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Kayamkulam	KARTHIKAPALLY	690502	2445077,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Chenganoor	CHENGANNUR	689121	04792452267, 9446249939	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Pulinkunnu	KUTTANAD	688504	2702355,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Cherthala	CHERTHALA	688524	2812693,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ALAPUZHA	THQH, Thuravoor	CHERTHALA	688532	2562490,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOTTAYAM	GH, Changanaserry	CHANGANASSERY	686101	0481 2402349, 9747702118	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOTTAYAM	THQH, Pampady	KOTTAYAM	686502	0481 2507866, 9846724433	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOTTAYAM	THQH, Kuravilangad	MEENACHIL	686633	0482 2231616, 8137067711	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOTTAYAM	THQH, Vaikom	VAIKOM	686141	04829 231261, 9496414211	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
IDUKKI	THQH, Peerumedu	PEERUMEDU	685531	2332224,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
IDUKKI	THQH, Thodupuzha	THODUPUZHA EAST	685585	04862222630, 9497794845	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
IDUKKI	THQH, Nedumkandom	UDUMPANCHOLA	685553	04868-232650, 04868- 232750	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
IDUKKI	THQH, Adimali	DEVIKULAM	685561	2422670,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ERNAKULAM	THQH, Kochi	KOCHI	682001	2224444,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ERNAKULAM	THQH, Karuvelippady	KOCHI	682005	2224561,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ERNAKULAM	THQH, Thrissur	KANAYANNUR	682301	2777315,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL



ERNAKULAM	THQH, Paravoor	NORTH PARAVOOR	683513	2442365,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ERNAKULAM	THQH, Perumbavoor	KUNNATHUNAD	683542	04842523138, 9847460796	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
ERNAKULAM	THQH, Kothamangalam	KOTHAMANGALAM	686691	2822603, 9747088504	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THRISSUR	THQH, Kodungallur	KODUNGALLUR	680664	2802394,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THRISSUR	THQH, Chalakudy	MUKUNDAPURAM	680307	2708372,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THRISSUR	THQH, Chavakkad	CHAVAKKAD	680506	2507310, 2501110	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THRISSUR	THQH, Kunnankulam	THALAPPALLY	680503	04885222233, 9447215066	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
THRISSUR	THQH, Chelakkara	THALAPPALLY	680586	2452778,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
MALAPPURAM - TIRUR	THQH, Ponnani	PONNANI	679577	0494 2666039, 9946781608	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
MALAPPURAM - TIRUR	THQH, Tirurangadi	TIRURANGADI (PO)	676306	0494 2460372, 9947015808	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Chittur	CHITTOOR	678101	2222385,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Alathoor	ALATHUR	678541	0492-2222322,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Elappully	PALAKKAD	678622	0491-2584431,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Ottappalam	OTTAPALAM	679101	2244480,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Pattambi	OTTAPALAM	679303	2213769,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
PALAKKAD	THQH, Mannarkkad	MANNARKKAD	678582	222380,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Thamaraserry	KOZHIKKODE	673573	, 9400904335	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Feroke	KOZHIKKODE	673631	2402513,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Quilandi	QUILANDI	673305	620241,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Perampra	PERAMBRA (PO)	673525	0496 2610575, 0496 614488	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Nadapuram	BADAGARA	673504	2552480, 9496470556	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KOZHIKKODE	THQH, Kuttiadi	KOZHIKKODE	673508	04962597173, 9446061155	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
WAYANAD	THQH, Vythiri	Vythiri	673576	04936 255228,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
WAYANAD	THQH, SulthanBathery	SULTHAN BATHERY	673592	04936-221444, 9497827586	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KANNUR	THQH, Kuthuparambu	Thalassery Taluk	670643	04902362150, 9447519462	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KANNUR	THQH, Peravoor	THALASSERY	670673	04902444555, 9946034610	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL

KANNUR	THQH, Iritty	THALASSERY	670703	04902493180, 8891393468	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KANNUR	THQH, Thaliparamba	THALIPARAMBA	670142	2203298,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KANNUR	THQH, Payyannoor	THALIPARAMBA	670307	2503130,	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KASARGODE	THQH, Trikaripur	HOSDURG	671310	04672211100, 04672215522	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL
KASARGODE	THQH, Nileswar	HOSDURG	671314	9995025211, 04672282933	DHS	THQH	TALUK HEAD QUARTERS HOSPITAL

Women & Children							
District	Institution Name	Taluk Name	ZIP	Phone	Type	Catego	Description
THIRUVANANTHAPURAM	WCH, Thycaud	THIRUVANANTHAPURAM	695014	2323457, 2323459 store	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
KOLLAM	WCH, Victoria Hospital, Kollam	KOLLAM	691001	2752700,	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
ALAPUZHA	WCH, Alappuzha	AMBALAPPUZHA	688012	2251151, 8547099648	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
ERNAKULAM	WCH, Mattancherry	KOCHI	682002	2224511, 9446078967	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
PALAKKAD	WCH, WOMEN & CHILDREN'S HOSPITAL,	PALAKKAD		,	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
KOZHIKKODE	WCH, Kozhikode	KOZHIKKODE	673001	2721998,	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL
KANNUR	WCH, Mangattuparambu	Mangattuparamba	670563	04972780280, 04972784650	DHS	WCH	WOMEN & CHILDREN'S HOSPITAL

TB Centers							
District	Institution Name	Taluk Name	ZIP	Phone	Type	Catego	Description
THIRUVANANTHAPURAM	TBC, Trivandrum	THIRUVANANTHAPURAM	695037	2471544,	DHS	TBC	TB CENTER
KOLLAM	TBC, Kollam	KOLLAM	691001	2748985,	DHS	TBC	TB CENTER
KOLLAM	TBC, (Attached to THQH)	KOTTARAKKARA	691506	,	DHS	TBC	TB CENTER
PATHANAMTHITTA	TBC, Kozhancherry	KOZHANCHERY	689641	2310890, 8129654374	DHS	TBC	TB CENTER
ALAPUZHA	TBC, Karuvatta	KARTHIKAPALLY		,	DHS	TBC	TB CENTER
MALAPPURAM - TIRUR	TBC, Ponnani	PONNANI	679577	,	DHS	TBC	TB CENTER