



Government of Rajasthan
National Health Mission, Rajasthan
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur
Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in

F.23()/NHM/ISC/O&M 104JE/Payment Software/2021-22/ 40 Date 28/05/2021

Limited Tender Notice

Medical & Health Department, Government of Rajasthan under National Health Mission through State Health Society, Rajasthan intends to look for a service provider for “Operations and Management of 104 Janani Express Service Payment Software”. Complete description is as follows:-

Description	Estimated Cost (INR)	Date of upload	Last Date for submission of bids	Project period
Operations and Management of 104 Janani Express Service Payment Software. It is web-based software used for processing of monthly payments of 104 Janani Express Service. The portal needs to be designed, developed, maintained, managed and in place for processing monthly payments and it's monitoring for smoothly payment of operations & management of 104 JE services.	2.00 Lakhs	28.05.2021 (Friday)	31.05.2021 02:00 PM (Monday)	12 months

Note:- The rates quoted shall be inclusive of Goods & Service Taxes etc.

The document can be downloaded from website and interested registered service provider having experience in similar projects for online processing of payments, may submit, signed, stamped and sealed documents along with annexure A, B, C, D, E & F in separate envelopes (a) Technical Bid & (b) Financial Bid at the following address: Room No, CSR-302, 3rd Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005. For more information and clarifications, please contact to Dr. Rajendra Kumar Sharma, State Nodal Officer (IT).


(Meghraj Singh Ratnoo)
Additional Mission Director, NHM

Annexure-A

OMJE (Operation & Management of 104 Janani Express) Software

It is web-based software/ application used for the processing of Monthly payments of 104 Janani Express Services. District and State Level users login securely to process and generate the sanction orders. The portal need to be designed, developed, maintained, managed and in place for processing monthly payments and it's monitoring for smooth operations & management of 104 JE services as per the enclosed formats.

Scope of services:

- To maintain and manage the OMJE Software and its all required resources for the period of 12 months from the date of supply order.
- To design, develop, maintain and manage the Payment Module under OMJE Software & its user manual in PPT/PDF within 7 days.
- To provide user-ids (approx. 100 nos.) to the stake holders e.g. State-level, District-level and 104 JE service provider etc.
- To impart training through video conference to the stake holders for data capturing, uploading the scan-copy of payment sheet/ documents, reporting and monitoring purposes.
- To integrate SMS services for OTP based user login & other alert information
- To provide telephonic and email support to the users
- Any other related activity as per the directions of MD, NHM

Note: Bidders are advised to acquaint themselves with the provisions of the law relating to procurement, "The Rajasthan Transparency in Public Procurement Act, 2012" and "The Rajasthan Transparency in Public Procurement Rules", 2013". If there is any discrepancy between the provisions of the Act and the Rules and this Bidding document, the provisions of the said Act and Rules shall prevail.

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Annexure-B

Details of quarterly payment

The quarterly payments will be based on rates finalized for the award of contract to the successful bidder.

SNo.	Milestone	% of payment
1.	End of Quarter-1 st	25%
2.	End of Quarter-2 nd	25%
3.	End of Quarter-3 rd	25%
4.	End of Quarter-4 th	25%

Operational parameters and penalties:

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Go-Live of OJME Software	Within 7 days from date of supply order	@ Rs 500/- penalty/ deductions per day after 7 days.
2.	Submission of desired reports	Within 15 days	@ Rs 100/- penalty/ deductions per day after 15 days.

Note: Payments would be processed after deductions of applicable penalties

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Annexure-C

Brief details of service provider

1. Organization profile:

- a. GST Number:
- b. Name of the firm/ company/ service provider:
- c. Full Postal address:
- d. District:
- e. State:
- f. Pincode:

2. Contact person:

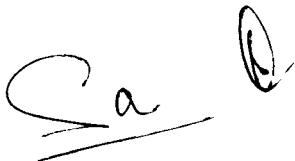
- a. Name:
- b. Designation:
- c. Mobile Number:
- d. Phone Number:
- e. Email:
- f. Aadhar ID (attach photo copy)
- g. PAN Number (attach photo copy)

3. Experience details (experience in similar projects for online processing of payments):

- a. Order No./ Date (attach photo copy along with satisfactory certificate)
- b. Functional URL of Project
- c. Project start date & end date (project duration should be minimum one year)

4. Bank details:

- a. Bank Account Number (attach photo copy)
- b. Bank Name:
- c. Branch Name:
- d. IFSC Code:





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Annexure-D

Financial bid

(To be provided in sealed envelope separately)

Description	Rate (in INR)
Operations and Management of 104 Janani Express Service Payment Software. It is web-based software used for processing of monthly payments of 104 Janani Express Service. The portal need to be designed, developed, maintained, managed and in place for processing monthly payments and it's monitoring for smoothly payment of operations & management of 104 JE services.	_____ (In figures)

	_____ (In words)

Note:- The rates quoted shall be inclusive of Goods & Service Taxes etc. and payment terms as per the Annexure-B.

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Annexure-E

Tentative process flow of the proposed OJME system

1. OTP based user-login for secured authentication/ authorization.
2. Online submission of invoice information (district-wise) by the service provider.
3. Processing and uploading of state level penalties.
4. Processing of uploading of district level penalties.
5. Generation of sanction order and uploading the payment sheet/ documents
6. Monitoring through relevant reports.

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Annexure- F
Additional Information

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Additional Information

annexure - F.

6.7 Investment and ownership

All movable and immovable assets created in the project will be the property of RSHS (NHM), Government of Rajasthan. Account of such assets shall be maintained properly. The assets will have to be handed over to the Government on completion/termination of the agreement in proper working condition. Service Provider shall ensure to send the detailed information on monthly basis of the assets procured in that particular month.

7 Operational Parameters and Penalty Clauses

104 Janani Express:-

The Service Provider shall ensure that all call/request/case intimated at the call center from any area of the Rajasthan should be catered to and also in the given response time as mentioned in clause - 7

- (a) Total fleet of 104 -JE shall be operational all the time, In any condition no ambulance shall be off-road at any point of time. It shall be the duty of Service provider to keep the reserve ambulances to replace the off-road ambulances time being as to adhere the norms / provision as Mentioned in RFP.
- (b) In case this level of services is not achieved/104 -JE reported off-road /non-functional then a proportionate deduction towards non-running of ambulances shall be affected from the claims. 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 penalty will be determined by a committee consisting of Mission Director, National Health Mission, Director (RCH), Project Director (NHM) and Director (Finance, NHM).
- (c) 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 Performance Security also.
- (d) If the Service Provider feels aggrieved with any of the decision/decisions of the above committee, it may proceed further with the issue as per the clause 10.6 for Settlement of disputes and Arbitration.
- (e) If an ambulance is condemned after following due procedures as per rules (GF & AR) or total loss because of an accident then the service provider has to provide Ambulance on rates agreed as per agreement on turnkey basis.

Insurance & Fitness of the Ambulances for whole of the contract period:-

The Service Provider selected through this bidding process shall ensure to transfer the old insurance & Fitness certificates from previous service provider's name to its name.

S.No	Description of Penalty	Amount of penalty to be imposed
1	Permissible Response Time as per clause 9.4 : (104 Janani Express) Semi Urban- 25 min , Rural- 35	If an ambulance gets delayed from the prescribed response time then the penalty would be Rs. 50/- per minute after the prescribed response time. The seconds in delayed response time would be rounded off to minutes as following manner:

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	<p>min. and in dessert areas- Bikaner, Barmer and Jaisalmer other than Semi-Urban Areas- 45 Minutes.</p> <p>Note:- Ambulance Response time will be calculated from the time ambulance driver receives the booking details through driver app or sms or call to the time ambulance reach Incident location.</p>	<p>Upto 29 seconds, it would be added as 0 minute in delayed response time.</p> <p>Upto and more than 30 second delay, it would be added as 1 minutes in delayed response time.</p> <p>For eg, If ambulance is delayed by 1 minute 29 seconds from the prescribed response time then the penalty for this case would be Rs. 50. If ambulance is delayed by 1 minute 30 seconds or one minute 31 seconds then the prescribed response time then the penalty for this case would be Rs. 100/- .However subject to maximum of Rs.3000/-</p> <p>Note:- Driver mobile App installed in mobile phones mandatory to capture the movement from base location, to patient location, to hospital location and back to base location.</p> <p>A mobile application is mandatory for ambulance drivers (104 –JE) for log their trip details, so that trip time (Response time) calculations can be accurate. This data shall also integrate with data base and available on MIS report. In case, if it is not done so then trip shall not be counted as a complete/valid trip. No manual entry shall be encouraged in any condition.</p> <p>Note: - Cumulative delay of 60 minutes per 104-JE per month is allowed only in Drop back cases of post-Sterilization & Delivery. If delay in Response Time exceeds than as mentioned in clause 9.4 and allowed relaxation of 60 minutes per ambulance per Month is also exhausted then a penalty of Rs. 50 will be deducted on case to case basis for delay of every 1 minute thereafter.</p>							
2	Permissible time for driver to start moving the 104-Janani express.	<p>Ambulance start time within permissible limit =2 Minutes)</p> <ol style="list-style-type: none"> 1. More than 90% cases = No Penalty 2. 80 to 90 % cases = Rs. 100 /case 3. Less than 80 % cases = Rs. 200 / case 							
3	<p>In case a valid call / Request placed through app is not serviced as per RFP requirement then Call verification penalty will be applicable. All Calls received at the call center shall be scrutinized and checked by Third party auditor.</p> <p>Verified calls shall be again verified by Level -2 team Control room Audit operators hired by TPA (Third party auditor) for monitoring of various parameters</p>	<p>Call verification penalty will be calculated & imposed on monthly basis for each and every unserved call reported through Third party audit (Audit of call center data & re- verification @ control room) as below:-</p> <table border="1" data-bbox="666 1624 1483 1912"> <thead> <tr> <th data-bbox="666 1624 760 1702">Sr. No.</th> <th data-bbox="760 1624 1089 1702">SLA</th> <th data-bbox="1089 1624 1483 1702">Penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="666 1702 760 1912"></td> <td data-bbox="760 1702 1089 1912">The prime requirement of this RFP is that all valid calls received at the call center should be provided with the required service as per RFP provisions. If it is found in</td> <td data-bbox="1089 1702 1483 1912">Penalty @ Rs. 2000/- per 104 JE(Home to Hospital, Hospital to Hospital) &Rs. 1000/-per 104 JE(Hospital to Home) related unserved valid calls Reported through</td> </tr> </tbody> </table>		Sr. No.	SLA	Penalty		The prime requirement of this RFP is that all valid calls received at the call center should be provided with the required service as per RFP provisions. If it is found in	Penalty @ Rs. 2000/- per 104 JE(Home to Hospital, Hospital to Hospital) &Rs. 1000/-per 104 JE(Hospital to Home) related unserved valid calls Reported through
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	<p>including Call verification, Response time ,GPS, Vehicle Maintenance ,Call response, Ambulance booking time, at Swasthya Bhawan State Head Quarters on random sampling of minimum 10% of total valid calls , 01 % Invalid- (Prank ,Nuisance etc.) & Others (Missed call ,Disconnected calls etc.) Received at call center on daily basis.</p> <p>If it is found that the required services are denied/not provided to the call or the call is not successfully closed due to the fault of service provider running 104-JE then penalty will be imposed for each and every Unserviced call.</p> <p>It is responsibility of Service provider running 104 -JE to coordinate with integrated call center to ensure service to beneficiaries with in Response time as mentioned in RFP.</p> <p>Formula for 11 % call auditing @ TPA control room shall be finalized by NHM as per call Logs.</p>	<p>the verification that any valid call is not provided with the required service or is denied from the service then penalty shall be imposed as mentioned in penalty column.</p>	<p>TPA (Third party auditor).</p> <p>Number of unserviced calls shall be reported through TPA (Third party auditor).</p>
4	<p>Any shortfall/ default found on inspection by RSHS (NHM)/ authorized District representatives. (104 Janani Express) On the basis of inspection conducted by NHM as defined in RFP.</p>	<p>Categories of shortfalls:- Would be applicable as per Annexure 22 .Penalty would be imposed for each default mentioned, 104 Janani Express .</p>	<p>Penalty of Rs 500/- for first time for every category of shortfall and subsequently would be doubled on each inspection for the shortfall already reported and as mentioned earlier in new case Penalty of Rs 500/- for first time for every category of shortfall (Individually for every category of shortfall)</p>
5	<p>Submission of information desired by NHM, GoR in stipulated time frame.</p>	<p>Penalty of Rs 1000/- will be imposed per day per information, once the stipulated time is lapsed specifically mentioned in letters and email. Same penalty shall be imposed for incorrect /incomplete information.</p>	
6	<p>If the ambulances/ vehicles are not maintained as per the vehicle manufacturer maintenance schedule penalty @ Rs. 1000/- for default in per category as per R-10 of Ann. 14 (it is inspection based) shall be deducted from the claims of the service provider.</p>		

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	If Off road without permission of concerned (competent) Authority then Payment will be deducted of the monthly bid price/ Ambulance/ day proportionately for the number of days the ambulance has remained off road as per Repair Maintenance Schedule-Annexure -23.
7	If any GPS unit is frequently non-functional then replacement/repair of such GPS units should be ensured within 1 day, otherwise penalty will be imposed at the rate of Rs 1000/- per day per GPS unit from 1 st day onwards(For 104 Janani Express) . GPS penalty will be calculated on the basis of GPS monitoring done at state level and same will be informed to respective districts for the deduction of calculated amount from the claims of service provider. GPS penalty will not be deducted for off-road vehicles shown in daily report of the Service Provider.
8	4 Trips per day per 104 JE (Average 4 trips per day/per 104 JE will be mandatory). Proportionate trip penalty/ deduction would be imposed if average trip is less than 4 in a month for whole fleet of 104-JE.

8 . Financing of the Program:

Financing of the project shall be on reimbursement basis in accordance with the provisions of the agreement. Claims/reimbursements are envisaged on monthly basis on submission of statements of invoices by the service provider. **No advance financing/payment shall be done under any circumstances.**

8.1 Sanctions and Transfer of funds to the service provider: Transfer of funds shall be done from District Level to the Service Provider.

Payments to the Service Provider shall be made on Monthly basis and based on the system generated reports from state and verification reports from districts.

The Service Provider shall submit invoices/bills along with documents as indicated at Ann. 18 monthly at district headquarters. The Service provider will first submit the invoices in scanned copy online and hard copy of the same within 24 hours to the respective District CMHO.

A monthly report will be generated and will be sent to all districts. For this purpose the level-1 & 2 team (deputed under the supervision of NHM State Head quarters)of third party auditor shall analyze the reports generated on daily basis. The Level-2 team of TPA will reverify minimum 11% call recordings of total valid calls eg.10% of total valid calls , 01 % Invalid- (Prank ,Nuisance etc.) & others (Missed call, Disconnected calls etc.) received at the call center on daily basis and a provisional daily payable amount shall be calculated after accounting for the penal provisions as mentioned in the RFP clause 7. Such daily generated amount will be prepared after accounting for the penal provisions except point number 4,5, 6 and 8 of the penalty table mentioned in penalty clause 7.

The districts will report the State HQ about penalty and /or proposed deduction to be affected from the claims of the Service Provider within 5 working days w.r.t point number 4,5 and 6 of the penalty table mentioned in penalty clause 7. After taking into account the penalties and/or proportionate deductions reported by IT team at NHM HQ, the genuineness and calculations of claims raised in the invoices by the Service Provider and penalties/ deductions (if any) on the basis of verification report of districts as per the provision of the RFP the district CMHO will issue the sanction and transfer the funds to the Service Provider.

Level 1 team of third party auditor shall audit all the calls /requests received at integrated call center. Thus based on audit of various parameters (Audit of all reports by level 1 team of TPA & re-verification of 11 % of calls by level 2 team of TPA) as mentioned in clause 7, Penalty / deduction shall be made from invoices submitted to districts CMHOs.

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12	<p>For Ambulance Drivers: A mobile application for ambulance drivers shall be mandatory to log their trip details, so that trip time (Response time) calculations can be accurate. This data will be integrated with data base and available on MIS report. In case it is not done proportionate deduction shall be imposed for the day when it was reported nonfunctional from the claims of Service Provider. No manual entry shall be allowed in any condition. Driver is required to prepare BTR in electronic format only, using mobile app. An automated call / SMS will be sent to the destination hospital by the EMT app as soon as EMT staff enters the nature of emergency in the app by tap of a button.</p>	<p>For Ambulance Drivers: A mobile application for ambulance drivers shall be mandatory to log their trip details, so that trip time (Response time) calculations can be accurate. This data will be integrated with data base and available on MIS report. No manual entry shall be allowed in any condition. Driver is required to prepare BTR in electronic & Physical format, using mobile app. An automated call / SMS will be sent to the destination hospital by the pilot through Driver Mobile app in coordination with Call Centre as soon as the information is entered in the app.</p>				
13	<p>Turnkey Ambulance prototype approval:- NA</p>	<p>Clause 6.4 (Page No.21) New Addition 33. Turnkey Ambulance prototype approval:-The Service Provider shall take prior approval of Prototype of Turnkey Ambulances that includes Branding, Stickers etc. by MD, NHM before deploying the vehicles /Ambulances.</p>				
14	<p>Clause7 Operational Parameters and Penalty (Page no-(Point no.2)</p> <table border="1" data-bbox="279 970 777 1363"> <tr> <td data-bbox="279 970 498 1363">Permissible time for driver to start moving the 104-Janani express</td> <td data-bbox="498 970 777 1363"> <p>Ambulance start time within permissible limit =2 Minutes)</p> <ol style="list-style-type: none"> 1. More than 90% cases = No Penalty 2. 80 to 90 % cases = Rs. 100 /case 3. Less than 80 % cases = Rs. 200 / case </td> </tr> </table>	Permissible time for driver to start moving the 104-Janani express	<p>Ambulance start time within permissible limit =2 Minutes)</p> <ol style="list-style-type: none"> 1. More than 90% cases = No Penalty 2. 80 to 90 % cases = Rs. 100 /case 3. Less than 80 % cases = Rs. 200 / case 	<p>Clause7 Operational Parameters and Penalty (Page no-(Point no.2)</p> <table border="1" data-bbox="777 970 1213 1453"> <tr> <td data-bbox="777 970 879 1453">Permissible time for driver to start moving the 104-Janani express</td> <td data-bbox="879 970 1213 1453"> <p>Ambulance start time within permissible limit =2 Minutes)</p> <ol style="list-style-type: none"> 1. More than 90% cases start time (within 2 minutes) = No Penalty 2. Starts time(within 2minutes) trends between 80 to 90 % cases = Rs. 100 /case/ defaults 3. Starts time (within2 minutes) is reported Less than 80 % cases = Rs. 200 / case/defaults </td> </tr> </table>	Permissible time for driver to start moving the 104-Janani express	<p>Ambulance start time within permissible limit =2 Minutes)</p> <ol style="list-style-type: none"> 1. More than 90% cases start time (within 2 minutes) = No Penalty 2. Starts time(within 2minutes) trends between 80 to 90 % cases = Rs. 100 /case/ defaults 3. Starts time (within2 minutes) is reported Less than 80 % cases = Rs. 200 / case/defaults
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15	<p>1. Semi Urban Areas</p>	<p>1. Where ever in RFP, "Semi Urban Areas" is mentioned, Shall now be replaced as "Urban Areas".</p>				
16	<p>Clause 7 (Page No. 23 , Point No. 3, Column no. 2- Description of Penalty) In case a valid call / Request placed through app is not serviced as per RFP requirement then Call verification penalty will be applicable. All Calls received at the call center shall be scrutinized and checked by Third party auditor.</p>	<p>Clause 7 (Page No. 23 , Point No. 3, Column no. 2- Description of Penalty) In case a valid call / Request placed through app at call center is not serviced as per RFP requirement then Call verification penalty shall be applicable. All Calls/requests received at the call center shall be scrutinized and checked by</p>				

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<p>Verified calls shall be again verified by Level - 2 team Control room Audit operators hired by TPA (Third party auditor) for monitoring of various parameters including Call verification, Response time ,GPS, Vehicle Maintenance ,Call response, Ambulance booking time, at SwasthyaBhawan State Head Quarters on random sampling of minimum 10% of total valid calls , 01 %Invalid- (Prank ,Nuisance etc.) & Others (Missed call ,Disconnected calls etc.) Received at call center on daily basis.</p> <p>If it is found that the required services are denied/not provided to the call or the call is not successfully closed due to the fault of service provider running 104-JE then penalty will be imposed for each and every Unserviced call.</p> <p>It is responsibility of Service provider running 104 -JE to coordinate with integrated call center to ensure service to beneficiaries with in Response time as mentioned in RFP.</p> <p>Formula for 11 % call auditing @ TPA control room shall be finalized by NHM as per call Logs.</p>	<p>Third party auditor (Level 1 team).</p> <p>Verified calls shall be again verified by Level -2 team Control room Audit operators hired by TPA (Third party auditor) for monitoring of various parameters including Call verification, Response time ,GPS, Vehicle Maintenance ,Call response, Start moving time, at SwasthyaBhawan State Head Quarter on the basis of random sampling of minimum 10% of total valid calls , 01 %Invalid- (Prank ,Nuisance etc.) & Others (Missed call ,Disconnected calls etc.) Received at call center on daily basis.</p> <p>If it is found that the required services are denied/not provided to the call or the call is not successfully closed due to the fault of service provider running 104-JE, then penalty shall be imposed for each and every Unserviced call.</p> <p>It is responsibility of Service provider running 104 -JE to coordinate with integrated call center to ensure service to beneficiaries with in Response time as mentioned in RFP.</p> <p>Formula for 11 % call auditing @ TPA control room shall be finalized by NHM as per calls/request Logs.</p> <p>100 % calls/requests audit shall be made by Third Party Auditor(level 1 team) at call center& re verification of 11 % calls(Level 2 team) @ control room .</p> <p>If mismatch is found @ level 2 TPA audit in various parameters (Call Verification ,Response Time, Start moving time,GPS, Inspection, Vehicle Maintenance/ off-road report) then penalty shall be imposed in extrapolated manner on total calls.Thus penalty shall be applicable each & every defaults found @ level 1 TPA audit & re verification of these reports at level 2 TPA team.</p> <p>Based on level 2 team audit at control room ,if false reporting /mismatch exceeds in reports at any level(104 JE Service provider /Call center or TPA(Third party auditor) then notice shall be served to concerned.</p>
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		Two consecutive warnings may lead to forfeiture of Performance Security and if the services/reporting do not improve thereafter, NHM Rajasthan may consider pre mature termination of the Contract.												
17	Clause 6.2.7 (Page No.18) 104 -JE fleet -581 vehicleswise Kilometer reading is enclosed at (Annexure 21) for reference of bidders.	Clause 6.2.7 (Page No.19) 104 JE (550)& BASE ambulance (50) which shall be part of 104-JE fleet. Final list of 600 vehicles wise Kilometer reading is enclosed at (Revised Annexure 21) for reference of bidders.												
18	Clause 6.1 - Procurements(page no. 17) <ul style="list-style-type: none"> The Service provider has to purchase/hire/lease and provide additional New/Fresh 104 JE vehicles in similar lines of existing fleet on turnkey basis as and when directed by MD,NHM as per rates approved in agreement for turnkey vehicles. 	Clause 6.1 - Procurements(page no. 17) <ul style="list-style-type: none"> The Service provider has to purchase and provide additional New/Fresh 104 JE vehicles in similar lines (As per Vehicles Specifications mentioned at Annexure 28) of existing fleet (Air conditioner enabled) on turnkey basis as mentioned below. <table border="1"> <thead> <tr> <th>S. no</th> <th>Time period started from date of signing of agreement</th> <th>Number of Ambulanc c / Vehicles have to be operational</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Within 60 Days</td> <td>50</td> </tr> <tr> <td>2.</td> <td>Within 90 Days</td> <td>50</td> </tr> <tr> <td>3.</td> <td>Within 120 Days</td> <td>50</td> </tr> </tbody> </table> <p>IF ambulances on turnkey basis are not operational within stipulated time, then the amount for the rates agreed for turnkey basis shall be deducted per fault from the total invoice amount raised by service provider for respective district.</p> <ul style="list-style-type: none"> Above mentioned Turnkey Ambulances shall be registered in the name of NHM/GoR from the date of commissioning. The ownership of Turnkey ambulances/ vehicles (Except Reserve Ambulance) provided during contract period shall 	S. no	Time period started from date of signing of agreement	Number of Ambulanc c / Vehicles have to be operational	1.	Within 60 Days	50	2.	Within 90 Days	50	3.	Within 120 Days	50
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2.	Within 90 Days	50												
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