



F.23/NHM/ISC/IAP/AIAP Tender/2019-20/ 500

Date: 19-12-19

**Clarification/Corrigendum/ Addendum**

In reference to the NIB No.MHS1920A1584 ( 470 dated 05.12.2019) the various representations/ clarifications/ queries received from the firms and issues raised by the Bidders in Pre-Bid meeting dated 12.12.2019 are examined by the competent authorities and technical committee. The following Corrigendum / Addendum is issued for inclusion in bid document as below:-

S.No	Present Clause	Amended Clause
1	<p><b>Permissible Response Time as per clause 3.18 : (for 108 ambulance and 104 Janani Express)</b></p> <p>Urban- 20 min and in Rural- 30 min: and in dessert areas- Bikaner, Barmer and Jaisalmer other than Urban Areas- 40 Minutes :-</p> <p>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:</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/-.</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 for ambulance drivers(108 Ambulance, 104 –JE &amp;) for log their trip details, so that trip time (<b>Response time</b>) calculations can be accurate. This data also integrate with data base and available on MIS report. In case, if it is not done so, then proportionate deduction shall be</p>	<p><b>Permissible Response Time as per clause 3.18 : (for 108 ambulance and 104 Janani Express)</b></p> <p>Urban- 20 min and in Rural- 30 min. and in dessert areas- Bikaner, Barmer and Jaisalmer other than Urban Areas- 40 Minutes :-</p> <p>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:</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/-.</p> <p>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 for ambulance drivers(108 Ambulance, 104 –JE &amp;) for log their trip details, so that trip time (<b>Response time</b>) calculations can be accurate. This data also integrate with data base and available on MIS report. In case, if it is not done so, then proportionate deduction shall be</p>

	<p>imposed for the day when it was reported non functional from the claims of Service Provider. No manual entry shall be encouraged in any condition.</p>	<p>imposed for the day when it was reported non functional from the claims of Service Provider. No manual entry shall be encouraged in any condition.</p> <p><u>Note</u> :-Cumulative delay of 60 minutes per 104-JE per month is allowed only in Drop back cases (Hospital to Home) of post-Sterilization &amp; post Delivery. If delay in Response Time exceeds than as mentioned in clause 3.18 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	<p><b><u>Annexure 20 :- (point no. 8 )</u></b> Vehicles to be run on Turnkey Basis (108Ambulances) ,Whole fleet of Ambulances to be operational within 120 days from date of signing of agreement. if not, then Penalty shall be imposed:-</p> <table border="1" data-bbox="252 896 784 1312"> <thead> <tr> <th>S . N o .</th> <th>Time Period started from date of signing of Agreement</th> <th>No. Of Ambulances have to be operational</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>45 days</td> <td>30</td> </tr> <tr> <td>2</td> <td>60 days</td> <td>40</td> </tr> <tr> <td>3</td> <td>90 days</td> <td>60</td> </tr> <tr> <td>4</td> <td>120 days</td> <td>74</td> </tr> </tbody> </table> <p>as per mentioned in point no.9 of Clause 3.13 (Operational Parameter and Penalty Clauses)</p>	S . N o .	Time Period started from date of signing of Agreement	No. Of Ambulances have to be operational	1	45 days	30	2	60 days	40	3	90 days	60	4	120 days	74	<p><b><u>Annexure 20 :- (point no. 8 )</u></b> Vehicles to be run on Turnkey Basis (108Ambulances) ,Whole fleet of Ambulances to be operational within 150 days from date of signing of agreement. if not, then Penalty shall be imposed:-</p> <table border="1" data-bbox="881 896 1412 1312"> <thead> <tr> <th>S . N o .</th> <th>Time Period started from date of signing of Agreement</th> <th>No. Of Ambulances have to be operational</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>60 days</td> <td>30</td> </tr> <tr> <td>2</td> <td>90 days</td> <td>40</td> </tr> <tr> <td>3</td> <td>120 days</td> <td>60</td> </tr> <tr> <td>4</td> <td>150 days</td> <td>74</td> </tr> </tbody> </table> <p>as per mentioned in point no.9 of Clause 3.13 (Operational Parameter and Penalty Clauses)</p> <p><b>Note: Ambulances provided on turnkey basis shall not replaced once deployed to fleet during the tenure of contract (except Major Accidents or Total loss).</b></p>	S . N o .	Time Period started from date of signing of Agreement	No. Of Ambulances have to be operational	1	60 days	30	2	90 days	40	3	120 days	60	4	150 days	74
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3	<p><b><u>3.13Operational Parameter and PenaltyClauses (point no .6 )</u></b> :-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-16 of Ann. 14 (it is inspection based) shall be deducted from the claims of the service provider. If Off road without permission of concerned Authority then Payment will be deducted of the monthly bid price/ Ambulance/ day</p>	<p><b><u>3.13Operational Parameter and PenaltyClauses(point no .6):-</u></b> 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-15 of Ann. 14 (it is inspection based) shall be deducted from the claims of the service provider. If Off road without permission of concerned Authority then Payment will be deducted of the</p>																														

	proportionately for the number of days the ambulance has remained off road as per Repair Maintenance Schedule-Annexure -27.	monthly bid price/ Ambulance/ day proportionately for the number of days the ambulance has remained off road as per Repair Maintenance Schedule-Annexure -27.
4	<p><b>Clause 2.3.1.2:-</b> The bidder must be operating an inbound and outbound call centre with a minimum of 50 seats in last 5 years (as on the date of submission of proposal/bid). The experience of running in-house call center/help desk for bidder's own operations or their partner/associate's operation will not be counted and only experience of running a Call center for third party clients will be considered. (Copy of Work orders and Certificates of Satisfactory services issued from various central/State Government /Corporations/Boards /other Autonomous &amp; Statutory bodies to whom services have been provided in past needs to be submitted along with the proposal mandatorily).</p>	<p><b>Clause 2.3.1.2:-</b> The bidder must be operating an inbound and outbound call centre with a minimum of 50 seats in last 03 years (as on the date of submission of proposal/bid). The experience of running in-house call center/help desk for bidder's own operations or their partner/associate's operation will not be counted and only experience of running a Call center for third party clients will be considered. (Copy of Work orders and Certificates of Satisfactory services issued from various central/State Government /Corporations/Boards /other Autonomous &amp; Statutory bodies to whom services have been provided in past needs to be submitted along with the proposal mandatorily).</p>

Please note that all Clarification/Corrigendum/ Addendum in bid conditions is the integral part of the bid document. This Corrigendum/ Addendum should be signed and annexed with bid document.

All other terms & conditions remains the same.

  
**(Naresh Kumar Thakral)**  
**Mission Director, NHM**