

Proceedings of the Pre-bid Conference held on 17.8.2015 at 11.00 am in Committee Room of PHSC regarding operationalization of Emergency Medical Response Services (Dial 108) in the State.

Two companies i.e. GVK EMRI Hyderabad and Ziqitza Healthcare Limited, Mumbai participated in the Pre-bid Conference. A list of the participants is enclosed as **Annexure**.

2. During the meeting, following deliberations took place in reference to clarifications / suggestions made by prospective bidders.

SN	QUERIES / CLARIFICATION	CLARIFICATION GIVEN
1	<p>GVK EMRI suggested adoption of Quality cum Cost Based (QCCB) criteria for evaluation of proposals.</p> <p>GVK EMRI and ZHL suggested that criteria should be amended and experience of maintenance of inbound centralized Call Centre of 50 seats should be added.</p>	<p>The committee considered the following issues.</p> <ul style="list-style-type: none"> a) Project involved higher financial involvement as substantial Government assets have to be handed over to operator. b) Services being public sensitive which have to be implemented with utmost care and importance and require special expertise. c) Size of the project as one single operator has to be selected for whole of the State. <p>So the committee has decided to amend the eligibility condition in public interest as under;</p> <p>"The agency having experience of 2 years in management of atleast 200 ambulances and 50 seaters inbound centralized Call Centre in any State will be eligible to participate in the tendering process".</p>
2	<p>ZHL sought the clarification, whether 5% increase will be allowed. Moreover, whether it will be on original bid price or on compounding basis.</p> <p>It was pointed out by GVK that in the bidding document, it is not written that quoted cost should be per month per ambulance.</p>	<p>5% increase in the quoted operational expenses will be allowed on compounding basis.</p> <p>It was clarified that the cost to be quoted should be per month per ambulance.</p>

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3	Both the companies suggested for Financial Solvency Certificate for the FY 2013-14 instead of 2014-15 as their accounts are not finalized.	It was decided that company can submit Solvency Certificate from CA/Bank supported by audited Balance Sheet of the FY 2012-13 and 2013-14.
4	Period of partnership of five years, whether from the date of start of operation or from the date of MoU.	It was clarified that it will be from the date of MoU.
5	Both the companies objected for maintenance of separate financial accounts and power to the Government for special audit as we are not going for any purchase, any capital items moreover, the companies will be paid tendered amount.	The condition be treated as deleted.
6	<p>Both the companies objected for less %age (5%) off road ambulances specified in the tender. GVK suggested for 12% and ZHL suggested for 15%. GVK further suggested that 10% back up ambulances should be provided for uninterrupted operations.</p> <p>GVK suggested for that they should be given ambulances in good running condition.</p>	<p>%age of off road ambulances will be 10% of the fleet.</p> <p>It was informed that a list of all ambulances along with their position and number of kms covered will be provided along with information of the ambulances, which have met major accident in the past. The company will be allowed to inspect ambulances and the ambulances will be handed over to the new company on as is where is basis.</p>
7	<p>Both the companies sought clarifications regarding norms for condemnation of ambulance. Replacement of old medical equipment.</p> <p>Payment by Government of actual cost minus claim amount of insurance and providing new ambulances in case of total loss.</p> <p>General maintenance schedule for 1-2 days is quite less. It should be 1-7 days. GVK suggested that there should not be any condition, if we allow them %age of off road ambulances.</p>	<p>The norms for condemnation of ambulance should be taken as 10 years from the date of first start of operation.</p> <p>The operating company will be responsible for any shortfall and in case of total damage the company has to replace the ambulance.</p>

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8	<p>Both the companies objected to payment of 60% of monthly operational expenses in case of off road ambulances.</p> <p>GVK EMRI suggested that 85% should be paid and ZHL suggested for 70% should be paid.</p>	<p>70% of the monthly operational expenses will be paid in case of off road ambulances for general maintenance and off road due to any other reason with the prior approval.</p>
9	<p>Both the companies objected for removal of condition regarding deduction on pro-rata basis in case of strike keeping in view that we will be paying less %age of off road ambulances. The point was that employees will use this as a tool or bullying the company.</p>	<p>The condition be treated as deleted.</p>
10	<p>Both the companies objected to patient drop home post delivery (JSSK).</p>	<p>JSSK drop back home post delivery will not be required.</p>
11	<p>GVK EMRI being a new bidder asked for following information;</p> <ul style="list-style-type: none"> i) Technical specifications of the Hardware & Software at Call Centre. ii) AMC status. iii) Inventory details of ambulances iv) List of existing manpower. v) Details of NHAI ambulances. vi) GVK suggested that electricity should be paid by the Government. 	<p>It was informed that requisite details will be provided except for list of existing manpower.</p> <p>It was also clarified that there will not be any rent for the accommodation of the Call Centre but electricity and water charges have to be borne by the operator.</p>
12	<p>GVK EMRI suggested for payment on specific trainings as per mutual agreement.</p>	<p>It was clarified that basic trainings to doctors and paramedics to be hired by operator and first aid training to school children, police personnel, will be the part of cost.</p> <p>Any advance training will be paid.</p>
13	<p>Both the companies asked for list of shortfall / default for which penalties has to be imposed.</p>	<p>It was agreed that a list will be provided.</p>
14	<p>Both the companies objected to taking over existing staff on priority.</p>	<p>The condition be treated as deleted.</p>

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15	A defined date for payment should be given. GVK & ZHL suggested seven days. ZHL asked for interest on delayed payment.	Payment will be made within 15 days.
16	Clarification regarding IEC was sought by both the companies.	It was clarified that IEC relating to training to school children in camps will be the part of the operational cost, but the IEC through hoardings, electronic media, and press publication will be borne by the State Government.
17	GVK asked for extension in bid submission date.	It has been decided that the bid submission date will be 21.9.2015 up to 12.00 noon and the technical bid opening date will be also on 21.9.2015 at 3.00 pm. The venue will remain as already notified in the tender.

3. It was informed that necessary modifications in the RFP will be made and the RFP will be uploaded again.

LIST OF PARTICIPANTS

- 1 **Mr. Barjinder Singh Brar**
Chairman PHSC
- 2 **Mr. Hussan Lal, IAS,**
Managing Director PHSC
- 3 **Mr. Bahadur Singh**
Asstt. Director, Representative of the Principal Secretary to
GoP, Department of Finance
- 4 **Mrs. Rajani Bala**
Deputy Director, Representative of the Principal Secretary to
GoP, Department of Planning
- 5 **Dr. Bhagmal**
Director Health & Family Welfare, Punjab
- 6 **Dr. H.S. Bali**
Director Health Services (Family Welfare), Punjab
- 7 **Dr. Sashi Kant**
Director National Health Mission, Punjab
- 8 **Mr. Vipin Sharma**
Director (P&F) PHSC

On Behalf of Zigitza Healthcare Limited, Mumbai.

- 1 **Mr. Ravi Krishna**
Director
- 2 **Mr. Jitendra Sharma**
Regional Health
- 3 **Mr. Anish K.**
Legal Officer
- 4 **Mr. Sunil Gandhi**

On Behalf of GVK EMRI Hyderabad

- 1 **Mr. Chandan Datta**
- 2 **Mr. Ashok Dasson**