

EXPRESSION OF INTEREST (EOI) FOR UNDERTAKING COMPREHENSIVE EVALUATION OF 'MRITYUNJOY-108' EMERGENCY RESPONSE SERVICE

1. Background:

In the changing life styles, an integration of multiple services to provide quick and comprehensive emergency response is required. Further, with increase in the number of road traffic accidents, high rate of birth related emergencies, bomb blast and other calamities demand a centralized emergency management system. Although there are referral transport available in the health facilities their services always do not address all the medical emergencies and cater to very few of the rural population. Looking at the demand for comprehensive emergency system Govt. of Assam has entered into a MoU with the EMRI, Hyderabad on 8th July, 2008. The **108 Mrityunjoy Emergency Response Services** was **formally inaugurated on 6th November, 2008** at Guwahati. The objective of the partnership is to improve access of the general public to services like Medical, Police and Fire. There are in total **380** ambulances and 5 boat ambulance covering **all 27 districts**.

The **108 Mrityunjoy Emergency Response Services is 24 x 7 functional** with dedicated team members. Dialing '108' the toll free emergency number, the emergency call lands at Emergency Response Centre (ERC). From there the call is processed depending on the emergency and location of the caller and is dispatched to the Ambulance located nearest to the site of emergency.

Each Ambulance is manned by a 'Pilot' and an 'Emergency Medical Technician' (EMT) who is a trained para-medic capable of providing pre- hospital care while transporting the patient to the hospital.

PARTNERSHIP AND ALLIANCES:

EMRI role is to provide technological, leadership, administrative and managerial support as the Private Partner in an open and transparent manner to produce mutually agreed outcomes. The Application Software for the project was also brought by EMRI. This 108 provides the emergency health transportation services to all members of the public.

EMRI is responsible to operate the ambulances and ensure that ambulance services are available on a 24 hours per day and 365 days a year basis to all the people in Assam, through the segment-wise operational headquarters established by Government of Assam where the ambulances will be located. Thus it provides the emergency health transportation services to all members of the public.

Recruit, position, and train required human resources, including pilots (drivers), and medically trained persons (Emergency Medical Technicians) who will be present in every trip made by the ambulances while transporting an emergency case to a hospital are also performed by EMRI.

Govt. of Assam is responsible to provide the Ambulances duly insured and equipped as mutually agreed upon to provide emergency health transportation to the needy person requiring transportation and pre-hospital care.

Govt. of Assam also ensures the availability of medical and paramedical staff, equipment, medical supplies, and drugs for effective handling of emergencies when the patient reaches at Govt. or other health institution by a “Mrityunjoy” 108 ambulance.

2. INVITATION FOR “EXPRESSION OF INTEREST”

NHM Assam invites “Expressions of Interest” from reputed agency/consultancies for comprehensive evaluation of “Mrityunjoy” -108 Emergency Response Services on the basis of following aspect since 2008.

- Quality of the Services.
- Data Verification.
- Emergency Response efficiency.
- Impact assessment of the services.
- Comparison of the effective service delivery over the years.

3. PROJECT TIME FRAME:

The study is to be completed within a period of **two months** only.

4. ELIGIBILITY CRITERIA:

Interested agencies must have the following minimum credentials to qualify for the proposed task

- a) Agency should have a minimum average annual turnover of **Rs 30 Lakhs** in past three financial year ie 2013-14, 2014-15, 2015-16 or 2012-13, 2013-14, 2014-15.
- b) Minimum 3 yrs of experience of working in the public health sector.
- c) At least two such types of assessments /evaluation projects should be successfully completed in Government sector in public health.
- d) Agencies/NGO/Firm which has been black listed either by NHM or by any State Government or Central Government organization should not participate during the periods of blacklisting.

5. SUBMISSION OF TESTIMONIALS:

Interested agencies wishing to undertake the above task on behalf of State Health Society, Assam, may submit, the EOI-

The EOI should include the following:-

- i. Organization details (background) / Experience of the firm in number of years for similar type of work.
- ii. Annual turnover of past 3 financial year in the format at **Annexure-A.**
- iii. List of key professionals employed with their qualification & experiences.
- iv. At least two number of order copy should be enclosed for such type of project.

- v. Detail Project proposal.

6. SUBMISSION OF BID DOCUMENTS :

- i. **TECHNO-COMMERCIAL BID** - Interested parties should submit the complete Expression of Interest document, and ink signed at the bottom of each page, in token of having accepted the terms and conditions. These documents as well as additional information and the documents called for in EOI document should be sealed in an envelope superscripted: **Technical document for evaluation of “Mritunjoye-108” service.**
- ii. **PRICE BID:** Price Quotation for project (both in figures and words), in lump sum strictly as per **Annexure-B**, may be put in second envelop duly sealed and superscripted: **“PRICE QUOTATION FOR EVALUATION OF “MRITUNJOYE-108” SERVICE”**

Both these envelopes, may then be put in another bigger separate cover. This third cover may also be sealed and bear superscription:

EOI FOR COMPREHENSIVE EVALUATION OF “MRITYUNJOY-108” SERVICE

7. EVALUATION / SELECTION PROCEDURE

EVALUATION/SELECTION SHALL BE CARRIED OUT IN THE FOLLOWING STAGES:-

- i. Agencies with sound financial background and reliable track record will be short-listed based on the responses against the notice inviting “Expressions of Interest”.
- ii. Requests received against the EOI shall be processed in two parts. All information and documents furnished in response to this invitation shall be deemed to be a technical offer. In the event prices are indicated by the party in the Technical document, the EOI shall stand rejected. Details furnished in the Technical Offer shall be assessed/ evaluated. Price quotation of only those bidders/Parties shall be opened on a later date whose Technical Offers are found acceptable and suitable by the committee.
- iii. The final short listed agency’s price bids will be opened and the lowest bidder will be considered for award of order.

8. LAST DATE OF SUBMISSION: 2 PM OF 01 /09/2016.

EOI should be submitted to the **Mission Director NHM, Assam, Saikia Commercial Complex, Shri-Nagar Path, Christanbasti, GS Road, Guwahati-781005** along with **EMD of RS 50000/-** in the form of a Demand Draft drawn in favor of **State Health Society, Assam** payable at Guwahati.

Annexure-A**ANNUAL TURNOVER STATEMENT OF THE BIDDER**

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

<u>Sl No</u>	<u>Financial Year</u>	<u>Turnover in Lakhs</u>
<u>1</u>		
<u>2</u>		
<u>3</u>		
<u>Total</u>		

Seal & Signature of Chartered
Accountant/Auditor

Annexure -B
(Price Quotations)

- a) Name of the organization:
b) Address(office & residence):

Sl. No	Brief Description	Total amount quoted including all tax (In Rs)
1	Comprehensive Evaluation of Mrityunjoy -108 service	

Signatures:

Name:

Designation:

Note:

- a. Quote should be covering all taxes and duties.
- c. Rates should be quoted in figures and words without any errors, overwriting or corrections and should include all applicable taxes etc. In case of any discrepancy between the amount mentioned in number and words, the amount mentioned in words shall prevail.