Centralised Accident & Trauma Services (CATS) (An Autonomous Body of Govt. of NCT of Delhi)

Yamuna Pusta, Bela Road, Near Vijay Ghat, New Delhi – 110006 (Tele-Fax No. 01123860071, Email – catsambulance@yahoo.com)

No.I/531/CATS/2014 Dated:

AMENDMENT No. 2

Subject: Amendment to the Expression of Interest for selection of bidder for operation and maintenance of CATS ambulance services and Control Room

The following amendments are being incorporated in the referred Expression of Interest document:

EOI document Page No.	Existing Clause	Amended Clause
Page – 7	Provide daily (operational), monthly (administrative and financial) reports and quarterly (fund utilization) statements to the CATS through the MIS integrated with the call center and data logger systems of the vehicle on a real time basis. Maintain separate financial accounts and records of its operations in Delhi. These accounts shall be duly audited by a Chartered Accountant firm as approved by CATS and furnished to CATS by the end of the first quarter of the succeeding year.	Provide daily, monthly, quarterly and annual reports to the CATS through the MIS integrated with the call center and data logger systems of the vehicle on a real time basis. Maintain separate financial accounts and records of its operations in Delhi. CATS reserve the right to inspect these accounts and records during the currency of contract.
Page - 9	Certificates from the organizations to whom services have been provided in past needs to be submitted along with the proposal.	Certificates from the organizations to whom services have been provided in past needs to be submitted along with the proposal. The person signing these certificates shall be authorised by the organization through a Power of Attorney and a copy of same must be attached with proposal.
Page - 10	The computation of Net Worth shall be based on unconsolidated audit annual accounts of the company. For the purpose of the computation of Net Worth, the last three financial years shall be considered. The Bidder would thus be required to submit annual audited accounts for the last three financial years 2011-12 , 2012 - 13, 2013 -14 (or calendar year, 2011 , 2012 and 2013 or the accounting years as adopted	The computation of Net Worth shall be based on unconsolidated audit annual accounts of the company. For the purpose of the computation of Net Worth, the last two financial years shall be considered. The Bidder would thus be required to submit annual audited accounts for the last two financial years 2012 - 13, 2013 - 14 (or calendar year 2012 and 2013 or the accounting years as adopted by the Company and acceptable as per the laws

by the Company and acceptable as per the laws of the respective Country) while indicating the year which should be considered for evaluation along with a Net Worth Certificate from a Chartered Accountant to demonstrate the fulfilment of the criteria as on last day of the concerned Financial Year. of the respective Country) while indicating the year which should be considered for evaluation along with a Net Worth Certificate from a Chartered Accountant to demonstrate the fulfilment of the criteria as on last day of the concerned Financial Year.

All other terms and conditions of the above Tender Enquiry shall remain unaltered.

Sd/-Director, CATS

Response to the representations/queries received from prospective bidders (Expression of Interest for Short-listing of agencies for Operation and Maintenance of CATS Ambulance Services and Control Room)

Name of Firm	EOI Clause No.	Existing Clause	Query	Response to query
Ziqitza Health Care Ltd.	Page - 4 (Background)	Presently, CATS has a fleet of 152 ambulances which are located all over Delhi at strategic location points to provide ambulatory support in the shortest possible time.	No. of Ambulances - Is it 152 or 155	Presently operational fleet is 152. Recently, three ambulances have been received from other Delhi Government Department to CATS. Accordingly, total number of ambulances including these three ambulances is 155. 110 ambulances are being procured and will be available by May 2015, the ambulances in Delhi Government hospitals will also be added. Final number of ambulances with all necessary details will be shared with shortlisted bidders at RFP stage.
Ziqitza Health Care Ltd.	Page - 5 (Control Room)	CATS at present has 24 x 7 x 365 Centralised Control Room accessible through toll free number "102" at CATS (HQ) Building at Bela Road, Yamuna Pusta, Near Vijay Ghat, Delhi – 110006	Toll free No 102, is it toll free for both user and the service provider	Presently, "102" is toll free for both i.e. For users and the service providers
Ziqitza Health Care Ltd.	Page - 5 (Control Room)	All ambulances will be equipped with GPS technology for real time monitoring	Make, Model, Specification of GPS	The details will be shared at RFP stage. The system Integrator to be selected shortly will provide the details.
Ziqitza Health Care Ltd.	Page - 5 (Control Room)	Application based real time call transfer to ambulances at MDTs	What is application based real time call transfer to ambulances at MDT's	In Modern CATS Control Room, Control Room will assign the call to the identified ambulances through software application and also transfer the caller information collected by Control Room to the ambulances at MDT devices on real time basis. System Integrator will develop the application.

Ziqitza Health Care Ltd.	Page - 6 (Scope of work)	ambulances (31 ALS ambulances, 110 BLS and 124 Patient Transport Ambulances). Out of these 265 ambulances, 110 new ambulances will be	What will be the financial implications for the Comprehensive warranty and comprehensive maintenance contract for the vehicles, fabrication and all equipments for the service providers? Does any cost have to be build by the service provider for the above.	The details of comprehensive warranty and comprehensive maintenance contract for 110 new ambulances will be shared with shortlisted bidders at RFP stage. However, for ready reference, a copy of complete tender document for purchase of ambulances has already been made available with the EOI. The CMC/AMC/Warranty of individual ambulances will be shared in the RFP.
Ziqitza Health Care Ltd.	Page - 6 (Scope of work)		Medical Expert - Please provide the qualification	Details will be shared with shortlisted bidders at RFP stage.
1 -	work)	(administrative and financial) reports and quarterly (fund utilization) statements to the CATS through the MIS integrated with the call center and data logger systems of the vehicle on a	Fund utilisation statement/audited financial accounts - Since the contract is being awarded on the basis of bidding (price discovery) and not as a reimbursement model, we request you to dispense with the requirement of the Fund utilisation statement and requirement of an audit.	Please see the amendment.
Ziqitza Health Care Ltd.	Page - 19 (Annexure V - POA)		Please provide the EOI no.	EOI number is F. I/531/CATS/2014

Ziqitza Health Care Ltd.	Page - 26 of Ambulance tender document (Warranty Claims)	RFP should provide for a TAT for warranty claims as all repairs have to be undertaken by the Supplier	Details will be shared with shortlisted bidders at RFP stage.
Ziqitza Health Care Ltd.	Page - 27 of Ambulance tender document (Time for Scheduled maintenance)	How much is the time allowed for this	Kindly refer to the tender document for purchase of Ambulances. Further details will be shared with shortlisted bidders at RFP stage.
Ziqitza Health Care Ltd.	Page - 35 of Ambulance tender document(Compre hensive Warranty)	Average kms clocked in ambulance wise is required	The complete details of all the vehicles that will be available for maintenance and operation will be provided in the RFP. Bidders are encouraged to submit the format in which the details are required for informed decision.
Ziqitza Health Care Ltd.		Please inform the bidders of place of deployment of current CATS ambulances. Please inform the bidders of proposed place of deployment of future 110 ambulances.	Existing CATS ambulances are deployed all over Delhi at strategic locations and accident prone areas. Ambulances will be required to be deployed as per the requirement of CATS.
Ziqitza Health Care Ltd.		As the 21 ALS and 10 BLS ambulances were purchased in year 2010, please include provision of joint inspection by the successful bidder / prospective bidder along with CATS to ascertain the running condition, so that any repair and maintenance expenses can be determined before the bidding process / or if required the ambulances are to be replaced (beyond 3 lakh kms running or 5 yeras from date of purchase, whichever is earlier)	The joint inspection of all CATS ambulances with all shortlisted bidders will be made at RFP stage. At present all CATS ambulances are in working conditions and not travelled more than one lac kilometers.
Ziqitza Health Care Ltd.		Advertisement / publicity (IEC), activity to be done by whom? CATS or the agency - Pls clarify	The cost of IEC shall be included in the bid and successful bidder shall do the advertisement/ publicity (IEC) activities after getting approval from CATS.

Ziqitza Health	Please clearly specify that shift timings will be Presently, CATS ambulance staff is working in 12 hours
Care Ltd.	12 hours as is operational at present shifts followed by 24 hours off.
Ziqitza Health Care Ltd.	Please specify minimum qualification of control room staff and whether the present control rooms staff at Bela Road control rooms needs to be accommodated by the agency
Ziqitza Health Care Ltd.	The 197 regular ambulance staff who are to be deployed in 21 old + 31 new ambulances. But it may take some time to roll out the new lot of ambulances. Till then all of them will continue to work in old ALS + BLS ambulances - Pls confirm The 197 regular ambulance staff will be deployed at 31 ALS ambulances (21 Old and 10 new). The delivery of new ambulances will be completed by 31st May 2015. The selection of agency for operation and maintenance of CATS ambulance services and control room will be deployed at 31 and a control room will be deployed only after final delivery of new ambulances.
Ziqitza Health Care Ltd.	Whether the existing paramedics (including regular staff) would also have to be re-trained by the agency Yes, all ambulance paramedics (existing and new) shall be trained as per the National Occupational Standards notified by the National Skill Development Corporation and precribed by the CATS in the EOI. Further details will be shared at RFP stage.
Ziqitza Health Care Ltd.	Whether existing drivers would also have to changed Existing drivers shall continue to work with CATS on contract basis and additional manpower required for operation of all CATS ambulances (excluding 31 ALS) shall be engaged by the selected bidder.
Ziqitza Health Care Ltd.	Please specify if the contract period is from date of signing of date of signing of agreement or date of launch of first ambulance. The contract period will start from date of signing of agreement with successful bidder.
Ziqitza Health Care Ltd.	Does the Networth Statement and Financial Capability have to be certified by the "Auditor" or by any Chartered Accountant" Yes. Net Worth Statement and Financial Capabilities have to be certified by Auditor or any chartered accountant.
Ziqitza Health Care Ltd.	Request to make it three months from date of signing of agreement for funcational 152 ambulances. For new ambulances, to be made 3 months from date of handover to the agency.

Ziqitza Health Care Ltd.		Request for demo of CAD software to the agency	Presently, project for Setting up of Modern Control Room is at bidding stage. Demo of complete solution will be made at RFP stage with all shortlisted bidders or at later stage with successful bidder as per the feasibility.
Ziqitza Health Care Ltd.		Brand and model of equipments to be shared with the agency	Presently, project for Setting up of Modern Control Room is at bidding stage. Details will be shared at RFP stage with all shortlisted bidders or at later stage with successful bidder as per the feasibility.
Ziqitza Health Care Ltd.		Make and model of all ambulances to be shared with the agency	Make and model of Existing Fleet is: (a) PTA - Maruti EECO (b) BLS - Force Traveller Ambulance (c) ALS - Force Traveller Ambulance and new ambulances will be built on Tata Winger High Roof Ambulance vehicle. Complete details will be shared at RFP stage.
Ziqitza Health Care Ltd.		Cost of ambulances, equipment, fabrication and IT equipments to be shared with the agency, as insurance is to be done by them and hence has cost implications	Yes will be shared at RFP stage.
Ziqitza Health Care Ltd.		What will happen in case of complete destruction of vehicle during the contract by way of accident or force majoure - who will replace - CATS or the agency	During agreement period, the selected bidder shall be responsible for any damange including complete destruction of vehicle. Selected bidder shall also replace damaged equipment or vehicle as per provisions of the agreement to be signed with successful bidder.
Ziqitza Health Care Ltd.		No. of personnel - Please clarify in detail	The bidder have to calculate the total number of manpower required for complete project. The minimum number of manpower required in each ambulance and control room will be spelt out in RFP document.
Ziqitza Health Care Ltd.	Page - 26 (Clause 12.2)	Warranty clause - Please clarify in detail	More details regarding warranty clause are available in amendment to the tender document for purchase of ambulance and provided with EOI document as annexure.

Falck India	Page - 7 (Section 3, Point k)	Please confirm it the operator would be allowed to do an assessement of the eflect of vehicles (maintenance state) be submitting the bid.	xisting all shortlisted bidders will be made at RFP stage. At
Falck India	Page - 8 (Section 5, Point (ii)	As a smaller local entity in a global gro Indian entity does not fulfill the criteria Number of Ambulances (Annexure III), worth (Annexure - IV), Annual turnove (Annexure - IV). Would it be possible to an EoI from the Indian entity, that is be the Group level credentials as to eh ab three points since gloablly Falck is one larget ambulance operations company works in partnerships with various Gov across the globe?	the EOI (Clause 5). The bidders have to meet out the criteria mentioned in the EOI. As specified in the EOI, a foreign company can also participate on standalone basis or a member of consortium at EOI stage itself. But before signing the agreement it will have to form an Indian Company registered under the Company Act, 1956.
Falck India	Page 8 (Section 5, last paragraph)	We are considering several different consortium partners (there partners median be in place by EoI submission date). The partners will only bring in administrative experience, and not technical strength confirm, if it is possible to submit the consortium details at the bid stage beit technical and financial partner for this	nese ve a. Please
Falck India	Page 24 (Point 22, IT -Returns)	Foreign companies do not file IT return However, our Annual Accounts contain information about taxes paid, and the are signed by the auditor. Would this b aceptable?	ns accounts

GVK EMRI	Page - 4 (Section 2)	all over Delhi.	1. Make and model wise count in the table adding up to 155; please let us know the firm count, whether it is 152 or 155. 2. Please provide detailed condition of these ambulances like kilometer travelled and road worthiness. 3. May the bidder know the ambulance replacement guidelines? 4. The clear specification of ambulance may be given like Force Traveler 3350/3050 or TATA winger 3200/3488, with A/C or not, power steering or not etc. Request to keep a provision to 10% ambulances as back up ambulances to support regular preventive maintenance, accidents, etc; this will also ensure continuity of service to the beneficiaries.	Presently operational fleet is 152. Recently, three ambulances have been received from other Delhi Government Department to CATS. Accordingly, total number of ambulances including these three ambulances is 155. Final number of ambulances with all necessary details will be shared with shortlisted bidders at RFP stage. Details regarding condition of ambulances, kilometer travelled, make and model, AC, Power Sterring, etc. will be shared at RFP stage. A joint inspection will also be carried out at RFP stage.
GVK EMRI	Page - 5 (Section 2B)	Manpower: Presently 197 AAO/AO are working in CATS, shall be deployed at 31 ALS. CATS shall be adminstrative controlling authority.		CATS shall be the administrative authority for regular AAO/AO and will be deployed at CATS ambulances. Other details will be shared with shortlisted bidders at RFP stage.

GVK EMRI	Page - 5 (Section 2B)	Presently 240 ambulance paramedics and 378 drivers are working in CATS on contract basis	How their duty timing frozen (12 hrs or 8 hr). 4. May we get such employee's contract paper? Request CATS to allow bidders to choose	Initially, equal number of ambulance drivers and ambulance paramedics were recruited by CATS. Later on some ambulance paramedics have left the job or not continued their contract with CATS. Presently working staff is trained. For updation of their skills, the selected bidder shall train them as per the standards notified by the CATS. The existing regular and contractual staff shall continue with CATS. Howerver, for operational efficiency, they will be under control of selected bidder. Other details will be shared with shortlisted bidders at RFP stage.
GVK EMRI	Page - 6 (Section - 3c)	Out of these 265 ambulances, 110 new ambulances will be under 3 yeras comprehensive warranty on vehicle and fabrication & all equipment followed by 5 years comprehensive maintenance contract for fabrication and all equipments	Does comprehensive warranty and maintenance means whether the regular and preventive maintenance of the vehicles and equipments will be taken up by the manufacturers. That is repair and maintenance will be taken up by the Original manufacturers. Please clarify.	Complete details will be shared with shortlisted bidders at RFP stage. A copy of Tender document for purchase of ambulances has already been provided with EOI.
GVK EMRI	Page - 6 (Section - 3e)	Each ambulance shall be manned by One Ambulance Paramedic and One Amulance Driver in each shift (except ALS ambulances, which will be manned by CATS regular staff)	Who will be responsible for training and performance monitoring of these Staff? Request to hand over these staffs to bidders, so that ALS and BLS ambulances & team can work with better synergy for effective service delivery	The selected bidder shall be responsible for performance monitoring of all staff including existing regular and contractual staff. The performance appraisal report of all staff shall be shared with CATS.
GVK EMRI	Page - 6 (Section - 3g)	This primary control room will be operational by June 2015 and the selected bidder through EOI and RFP shall incoordination with the System Integrator understand the various modules as well as train the manpower proposed to be deployed for manning the Control Room.	Request CATS to facilitate for a training manual created by System Integrator and handed over successful bidder which may be referred as standard training module for the operation of control room	Yes, will be facilitated.

GVK EMRI	Page - 7 (Section - 3i)	Bidder shall replace at its cost all the missing tools or equipments from the ambulance with tools and equipment of same specification from the supplier of the ambulance equipments and tools The service of ambulances shall be started	Request that missing tools before to be replaced by the Government and then handed over to successful bidder The service of ambulances shall be started in 2	All ambulances will be provided with standard tool kits/equipments at the starting of the contract.
GVK EIVIKI	Page - 4 (Section - 4b)	in 2 months of signing of the agreement	months of handover of all assets in good working condition	No change in existing condition. Handing over of all assets will be done in time bound manner after signing of agreement.
GVK EMRI	Page - 10 (Section - 6iv)	three financial years shall be considered. The Bidder would thus be required to submit annual audited accounts for the last three financial years 2011-12, 2012 - 13, 2013 -14 (or calendar year, 2011, 2012 and 2013 or the accounting years as adopted by the Company and acceptable as per the laws of the respective Country) while indicating the year which should be considered for evaluation along with a Net Worth Certificate from a Chartered	Annexure - IV in page 18 requires the data to be furnished for financial year 2012-13 and 2013-14 only and also a foot note no.4 says the audited accounts to be attached for 2 financial years. If the bidder has net worth more than 20 (Twenty) Crores in one financial year 2013-14 will he satisfy eligibility criteria? Since page 10 of EOI states that bidder can indicate the year	Please see the amendment. It is also clarified that data for financial year 2012-13 and 2013-14 are required. Further, as per eligibility criteria mentioned at Section 6 (Page - 9), the bidder should have (a) net worth more than Rs. 20 (twenty) crores and (b) demonstrate annual turnover/gross receipts in this segment of at least Rs. 10 (ten) crores in each of the last two years.
GVK EMRI	Page - 26 (Section 12.2)	The Comprehensive warranty of vehicle shall remain valid for a period of 3 (three) years or 1,50,000 km	Please provide a copy of CMC agreement to bidders to understand scope of vendor. Request to arrange for same type of CMC for existing 155 ambulances with concern vendors.	The agreement with selected bidder (for 110 new ambulances) is yet to be signed. A copy of agreement will be provided to the successful bidder.

GVK EMRI	Page - 27 (Section 12.10)	Uptime Warranty: During the warranty period, bidder shall maintain 95% uptime of the ambulance calculated on annual basis.	As 95% SLA has been fixed for uptime of vehicle, who will montor/keep record of ambulance uptime? Bidder or CATS team or vehicle supplier.	It will be provided at the RFP stage.
GVK EMRI	Page - 5 (Amendment)	378 Ambulance Drivers are working in CATS on contract basis. CATS shall have administrative controlling authority for existing contractual ambulance paramedics and ambulance drivers as per the contract with CATS and also meet all expenses on account of their monthly	1. Please elaborate Administrative control. Does it mean roistering, leave sanction, reward & recognition to be done by CATS. 2. What about supervisory team?. 3. What manpower cost to be factored into bidders operational cost projection? As quality of service delivery will entirely depended on human resource, their motivation factor, and indirectly linked to administrative control on this team, the arrangement of dual control may be avoided.	Administrative control means maintaining personal records, transfer posting, payment of salary, allowances, facilities, etc including disciplinary proceedings as per the applicable rules. The selected bidder will report about the performance and conduct of all CATS staff under its operational control. For operational efficiency (service delivery) all staff will be under operational control of selected bidder. The cost of existing regular staff and contractual staff will be borne by CATS. The additional staff required for operation of all ambulances including supervisors shall be engaged by the selected bidder.
MGM Associates	Page - 6 (Section - 3c)		Out of the old ambulances is there a CMC price available from the respective suppliers, if no then is it possible to obtain the same because for supplies more than five years old it would be extremely difficult to obtain an estimate for the maintenance because these vehicles may need complete overhauling or even replacement. Does the three years comprehensive warranty also includes the regular maintenance of the ambulances, if no, then kindly clarify what are excluded. For the next five years, since the contract is available for CMC so it is understood that the maintenance of the ambulance is included in this price. Kindly confirm.	The existing 31 ambulances (21ALS and 10BLS) are under CMC which is valid upto September 2015. Upon joint inspection, the shortcomings noticed on part of fabrication and equipment part shall be rectified by the supplier under the existing CMC. Thereafter, the successful bidder shall be responsible for repair and maintenance of these ambulances.

	Page - 6 (Section - 3f)	IS there are any minimum qualification and relevant experience to comply with the qualified and trained requirement of the staff.	Yes. Details will be shared at RFP stage with all shortlisted bidders.
	Page - 6 (Section - 3h)	Minimum qualification experience of the medical expert?	Details will be shared at RFP stage with all shortlisted bidders.
	Page - 6 (Section - 3k)		Details will be shared at RFP stage with all shortlisted bidders.
MGM Associates	Page - 6 (Section - 3m)	Maintenance (routine and preventive), Minor & Major repairs and not included in the warranty and the CMC?	Details will be shared at RFP stage with all shortlisted bidders.
MGM Associates	Page - 9	Kindly clarify if authenticity of these "certificates from the organizations" would be verified particularly for the foreign bidders? In such cases a power attorney of the person signing the certificate from the organization may be insisted as the Indian Embassy in the respective country may not be in a position to certify the authenticity of such certificates. As in the past in other state tenders of similar types the organizations have denied certificates issued on their letter head as not official documents. Because mere production of a declaration of infirmity official documents. Because mere production of infirmity on an official letter head can't be termed as a certificate in the true sense.	Please see the amendment.

MGM Associates	The affidavit may also include non-furnishing of any false and forged documents to any government institutions in India in the context of similar works in the past. These aspects have already been covered in the EOI at Page-6 and Page - 14.
Lokmanya Group of Hospitals	Kindly extend the date of EOI submission by at least 10 days, since our consortium partner, being a foreign company, needs this time to get all the financial statements ready, computing the net worth and getting them authenticated by CA in their country. Some papers needs to be apostiled by the Indian Embassy in London, which is also a time consuming process.
Lokmanya Group of Hospitals	In case of consortium, please consider the combined net worth of the consortium members needs to be computed, to fulfill the INR 20 crores net worth criteria.
Lokmanya Group of Hospitals	Both the parties together are fulfilling the Qualification requirements, in such case kindly allow any one party be the lead member for smooth operations in the future. No change in existing conditions. No change in existing conditions.