



Department of Health & Family Welfare,  
Government of Odisha.

## **REQUEST FOR PROPOSAL**

*For Operation and Management of Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha.*

RFP Reference No: OSH&FWS/01/2024/IPTHHS-II

Date: 30/01/2024

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## DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to participating parties, whether verbally or in documentary form by or on behalf of the Department of Health & Family Welfare (DoHF&W), Govt. of Odisha, or any of their employees or advisors, is in conformity with the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the DoHF&W, GoO or its representatives to any other party and it does not create any legal right in favor of any participant(s). The purpose of this RFP document is to provide interested parties the required information to understand and assess the requirement and prepare a detailed Proposal. This RFP document does not purport to contain all the information each participant may require. This RFP document may not be appropriate for all participants, and it is not possible for the DoHF&W, GoO, their employees, or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain participants may have a better knowledge of the proposed service than others. Each participant should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and obtain independent advice from appropriate sources. DoHF&W, GoO, its employees, and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the RFP document. DoHF&W, GoO may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**NOTICE INVITING PROPOSAL**  
**Mission Director, National Health Mission (NHM)**  
**DEPARTMENT OF HEALTH & FAMILY WELFARE, GOVERNMENT OF ODISHA**  
**ANNEX BUILDING, SIHFW, UNIT-8, BHUBANESWAR-751012**  
 Phone : 91-674-2392479/80, E-mail: missiondirector@nic.in

RFP No. OSH&amp;FWS/01/2024/IPTHHS -II

Dated: 30/01/2024

**PROPOSALS ARE INVITED FROM ELIGIBLE PARTIES BY THE UNDERSIGNED FOR SELECTION A SUITABLE AGENCY TO OPERATE AND MANAGE "INTEGRATED PATIENT TRANSPORT AND HEALTH HELPLINE SERVICE (PHASE-II) IN THE STATE UNDER DEPARTMENT OF HEALTH & FAMILY WELFARE, GOVERNMENT OF ODISHA.**

1	Period of Availability of RFP Document	From <b>30/01/2024 to 11/03/2024</b> (Downloadable from website: ( <a href="http://www.nhmodisha.gov.in">www.nhmodisha.gov.in</a> & <a href="http://health.odisha.gov.in">http://health.odisha.gov.in</a> ) Document is available only on above website, no physical availability of document for selling.
2	Date, Time, and Venue of Pre-Proposal Conference	<b>Date: 06/02/2024</b> <b>Time: 11.00 Hrs., Place: NHM Conference Hall</b>
3	Processing Fee	<b>Rs 20,000.00 (Including GST)</b>
4	Earnest Money Deposit (EMD)/Bid-Security	<b>Rs 1,00,00,000.00 (Rupees One Crore Only)</b>
5	Last date for submission of Proposal ( <b>Tentative</b> )	<b>Date: 11/03/2024</b> <b>Time: 5.30 P.M.</b> <b>Address: The Mission Director, National Health Mission (NHM), Annex Building of SHI&amp;FW, Nayapalli, Unit-8, Bhubaneswar-751012 (Odisha)</b> <b>(Proposals shall be received through Speed Post/ Registered post / Courier only)</b>
6	Date, time, and place of opening of Proposal & Presentation. ( <b>Tentative</b> )	a) <b>Technical Proposal (Part A &amp; Part B) opening on 12/03/2024 at 11.00 Hrs.</b> b) <b>Date of Presentation &amp; opening Financial Proposal (Part C) shall be communicated separately to the technically eligible bidders.</b> c) <b>The proposals shall be opened at NHM Conference Hall, Mission Directorate, Annex Building of SIH&amp;FW, Nayapalli, Unit-8, Bhubaneswar, Pin-751012 Odisha</b>

SD/-  
 Mission Director  
 National Health Mission  
 DoH&FW, Govt. of Odisha

## DEFINITIONS

1. **“24x7 RTS”** is a 24x7 Referral Transport Service of Government under National Ambulance Service and managed through a centralized Call Centre. The vehicles take pregnant women and newborn/infant child including NRC children to nearest Government Health Facility for deliveries/treatment. The service can be availed by the beneficiary anywhere in the State free of cost dialing a toll free three-digit telephone number i.e., “108”. Popularly known as “108-Janani Express”
2. **“Agreement”** shall mean the contract between the Government of Odisha represented by the Commissioner-cum-Secretary, Govt. of Odisha, Health & Family Welfare Department (hereinafter referred to as "State Government" which expression shall include its administrators, successors, and assignees) and the winning participant (herein under referred as “Service Provider”) in accordance with the provisions of this RFP.
3. **“Authority”** means the Procuring Authority that has the financial power under Delegation of Financial Power Rules to carry out this procurement.
4. **“Applicant”** refer to the sole or consortium participant who has participated in the procurement process by submitting the response/proposal in accordance with the provisions of this RFP.
5. **“Participating Consortium” or “Consortium”** shall refer to a group of entities that has collectively submitted the response in accordance with the provisions of this RFP.
6. **“Chartered Accountant”** shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.
7. **“Company”** shall mean a body incorporated in India under the Company’s Act 2013 or earlier Act.
8. **“Conflict of Interest”** A participant may be in a Conflict of Interest with one or more participants in the same procurement process under this RFP if they have a relationship with each other, directly or indirectly through a common company / entity, that puts them in a position to have access to information about or influence the proposal/offer of another participant.
9. **“CPI (IW)”** is Consumer Price Index Industrial Workers released by Labour Bureau, Government of India.
10. **“Department”** means Department of Health & Family Welfare, Government of Odisha; the Procuring Department.

11. **“Effective Date”** shall mean the date of signing of agreement by both the parties.
12. **“Emergency Medical Ambulance Service (EMAS)”** is a 24 x 7 Emergency Medical Response Service of the Government under National Ambulance Service (NAS) to ensure timely and appropriate medical attention in case of medical emergency. This service is available free of cost to any one in a situation of medical emergency by dialing a toll free three-digit telephone number “108”. Popularly known as “108 Ambulance”.
13. **“IPTHHS”** means Integrated Patient Transport and Health Helpline Service, and which is combination of all four services i.e., EMAS (108), Boat Ambulance, 24x7 RTS (JE) and 104 Health Helpline (including Grievance Redressal). IPTHHS to be operated as an integrated service through one centralized call center situated at Bhubaneswar.
14. **“ERC”** is Emergency Response Centre and may also be called centralized call-centre, which receives the call from public (who requires ambulance/health advisory services). The ERC shall screen all the calls received and shall decide whether the call is for EMAS-108 Ambulance, Referral Transport Service (108-Janani Express) or it is for health advisory and accordingly either dispatch the ambulance/vehicle to attend the user call or forward it to health helpline as per developed dispatch protocol.
15. **“Financially Evaluated Participants”** shall mean the participating entity which has been evaluated for the satisfaction of the financial requirement set forth herein in the RFP.
16. **“Force Majeure conditions”** means any event or circumstance which is beyond the reasonable direct or indirect control and without the fault or negligence of the Agency (i.e., Service Provider) and which results in Agency’s inability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in part and may include rebellion, mutiny, civil unrest, riot, strike, fire, explosion, flood, cyclone, lightening, earthquake, epidemic, act of foreign enemy, war or other forces, ionizing radiation or contamination, Government action, inaction or restrictions or an act of God or other similar causes.
17. **“Foreign Company”** any entity that has incorporated outside India and happens to have a place of business in India either physically through any other agent or via electronic or digital means. Or business activities are conducted by the entity in any other manner.
18. **“Government”** means Government of Odisha represented by the Commissioner-cum-Secretary to Government, Department of Health & Family Welfare of Government of Odisha.
19. **“GPS”** means Global Positioning System device for track and trace of all vehicles under the IPTHS. Every GPS device used under IPTHS should be satellite connected with at least one month data back up with biometric attendance, fixed to vehicles, web application with customized reports and additional feature, if any. Wherever word GPS

is mentioned, it shall have specifications as defined above.

20. **“Health Helpline Service”** is a call centre-based grievance redressal and health advice helpline to identify, classify, register, escalate and track complaints/grievances relating to government health facilities and services in the state for its timely redressal and to provide timely and appropriate health related information and advice to the public through a toll free three-digit telephone number “104”.
21. **“Holding Company”** in relation to one or more other companies, means a company of which such companies are subsidiary companies.
22. **“JSSK”** is Janani Shishu Surksha Karyakram under which Janani Express (JE) vehicles are run and managed in all districts of Odisha. The Janani vehicles take pregnant women and newborn/infant child to nearest government health facility for deliveries/treatment and drop them back to their homes, if required.
23. **“Lead Member of the Consortium” or “Lead Member”**: There shall be only one Lead Member in the participating Consortium and cannot be changed till 1 year of the commencement of the agreement/ effective date and thereafter with the prior approval of the Tender Inviting Authority.
24. **“Letter of Intent” or “LOI”** shall mean the letter to be issued by the designated Authority, to the Successful Participant(s) for Operation and management of IPTHS (Phase-II).
25. **“Limited Liability Partnership” or “LLP”** shall mean a firm governed by Limited Liability Partnership Act 2008.
26. **“Member in a Consortium” or “Member”** shall mean each entity in a Consortium.
27. **“NAS”** represents National Ambulance Service. Both 108-EMAS and 108-JE are coming under NSA.
28. **“Partnership firm”** shall mean a firm registered with the Income Tax and evidenced by a Partnership Deed.
29. **“Project Company”** shall mean the company incorporated by the consortium participant as per the Indian laws exclusively for the project.
30. **“Project Facilities”** means any facility created for dedicated operation and management of the project such as ERC shall be one of such Project Facility.
31. **“Proprietorship firm”** shall mean whose owner is an Individual.
32. **“Proposal”** it shall mean the Technical Proposal and Financial Proposal submitted by the

Participant, in response to this RFP, in accordance with the terms and conditions hereof. This is also called as “Bid”.

33. **“Participants”** it shall mean the parties participating in the selection process in response to the RFP by submitting their proposals. It could be Registered Society or trust, Proprietorship firm, Partnership firm (Registered), LLP or Consortium firms submitting the proposal. They are also called as “Bidders”.
34. **“Procuring Authority”** means The Secretary to Government, Department of Health and Family Welfare, Odisha. Called the Authority.
35. **“PIA”** means Proposal Inviting Authority who is Mission Director, National Health Mission, Odisha.
36. **“Registered Society”** shall mean a Society registered under the Society Act 1860 or any other state act as well as registered under the section 12A of Income Tax Act, 1961.
37. **“RFP”** shall mean this Request for Proposal along with all formats and RFP Project Documents attached hereto and shall include any modifications, amendments alterations or clarifications thereto.
38. **“Subsidiary Company” or “Subsidiary”** in relation to any other company (that is to say the holding company), means a company in which the holding company –
  - (i) Controls the composition of Board of Directors: or
  - (ii) Exercise or controls more than one-half of the total share capital.
39. **“Selected Participant(s) or Successful Participant(s) or Service Provider”** shall mean the participant(s) selected by the procuring Authority, pursuant to this RFP to set up the project and operate a professionally managed “Integrated Ambulance and health help line service” as per the terms of the RFP Project Documents, and to whom a Letter of Intent has been issued.
40. **“OSHFWS”** means Odisha State Health & Family Welfare Society, represented by Mission Director, National Health Mission, Bhubaneswar.
41. **“Statutory Auditor”** shall mean the auditor appointed under the provisions of the Companies Act, 2013 or under the provisions of any other applicable governing law.
42. **“TIA”** means Tender Inviting Authority who is Mission Director, National Health Mission, Odisha.

# 1. INSTRUCTIONS TO PARTICIPANTS

## 1.1 Scope of Proposal

- 1.1.1 Detailed description of the objectives, scope of services, deliverables and other requirements relating to integration, operation, and maintenance of 108 Emergency Medical Ambulance Service (including Boat Ambulance), 24x7 Referral Transport Service (i.e.,108-Janani Express (JE) under JSSK) and Health Helpline Services (including Grievance Redressal) are specified in this RFP along with the manner in which the proposals are to be prepared and submitted by participating Firms. Eligibility criteria, evaluation and selection method and other terms and conditions are also given for the understanding of all intended participants.
- 1.1.2 The Service Provider shall be selected based on the evaluation of the proposals submitted (by the participants) by the evaluation committee duly appointed by the Authority, in the manner as specified in this RFP. Participants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the selection process will be given and the decisions of the Department shall be final and binding.
- 1.1.3 The participating firms (i.e., applicants) shall submit its Proposal in the form and manner specified in this RFP. The Financial Proposal (Part C) should be submitted in the format as specified in **Annexure-3 and Annexure-4** for acknowledgement of RFP terms and schedule of price respectively. Upon selection, the winning participant shall be required to enter into an Agreement with the Department in the form as specified at **Annexure 5**.

## 1.2 Eligibility Criteria

- 1.2.1 The participant can either be a single entity, a joint venture company or consortium of entities formed for this purpose with a valid memorandum of understanding (MoU) duly executed. The participant(s) can either be a Partnership Firm, LLP, Company, Society, or a Trust fulfilling following conditions for being eligible to apply.
- 1.2.2 Should have minimum **five years** of experience as on the last date of bid submission in successful operation and management of at least a fleet of **700 Ambulances**<sup>1</sup> including at least 500 (five hundred) EMAS (i.e., ALS/BLS), with computer telephony integration and ability to log calls with GIS based GPRS integrated vehicle monitoring system.
- 1.2.3 Bidder should have experience of running at least one 50 (fifty) seater call centre in a single location exclusively for operation and management of ambulance service for at least 1 year.

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<sup>1</sup> Ambulances shall EMAS (ALS/BLS), Janani Express and exclude MMU/MHU.

- 1.2.4 Should have at least average annual turnover of Rs. 300.00 crores during last five completed financial years (i.e., 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) or Rs. 200.00 crores of average annual turnover in the similar line of activities (i.e., Ambulance and Health Helpline Service) during last five completed financial years (i.e., 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23). Bidder must submit audited Statement of Accounts and Turnover Certificate duly certified by Chartered Accountant. If the Statement of Account of a bidder for the FY 2022-23 is not audited as on the date of submission of Bid, then the bidder is allowed to submit **provisional** Statement of Accounts for the financial year 2022-23 duly certified by the Auditor/Chartered Accountant for the purpose of turnover.
- 1.2.5 The participating entity (i) should not be insolvent, in receivership, bankrupt or being wound up (ii) not having its affairs administered by a court or a judicial officer (iii) not having its business activities suspended and (iv) must not be subject of legal proceedings for any of the foregoing reason.
- 1.2.6 The participating entity and their directors, partners and officers should not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of **three years** preceding the commencement of the procurement process.
- 1.2.7 The participating entity should not have been blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India and which is for the time being in force.

**Explanation:**

*(i) In case of a consortium participant/applicant, following provisions shall be applicable:*

- a) *There should be a formal agreement between the consortium members accepting several and joint responsibility for implementation of the project, reference of the Lead member and percentage of holding of each member in the consortium should be specifically mentioned.*
- b) *The maximum permissible members in the consortium are 3 (three) with minimum share of 25% for each partner in the consortium.*
- c) *For minimum eligibility criteria with respect to turnover (i.e., 1.2.4), the turnover of the lead member only shall only be taken into consideration.*
- d) *The lead member of the consortium shall be an entity registered/ incorporated in India (as on the date of submission of proposal) and shall have highest share in the consortium. A foreign company (a company not registered in India) can*

*participate as lead member only through its 100% subsidiary company registered in India.*

*(ii) The eligibility criteria with respect to insolvency, debarment, blacklisting and legal proceedings in Para 1.2.5, 1.2.6 and 1.2.7 above shall be applicable for all the members of consortium participant.*

*(iii) Each participating entity is required to furnish adequate documentary evidence in support of its compliance to eligibility criteria along with the proposal.*

### 1.3 Signing and Submission of Proposal

1.3.1 The proposal shall be submitted in three parts -

- (i) Part A – Key Submissions,
- (ii) Part B – Technical Proposal
- (iii) Part C- Financial Proposal

1.3.2 The Proposal shall be typed or written in indelible ink and shall be signed by the authorized representative of the applicant. In case the applicant is a consortium of two or more firms the proposal shall be signed by the duly authorized signatory of the lead member of the consortium and shall be legally binding on all the members of the Consortium. The proposals shall contain the information required for each of the member of the Consortium.

- (i) Power of Attorney for signing of proposal: The participating entity should submit a Power of Attorney as per the format at **Annexure-8** authorizing the signatory of the proposal to commit on its behalf.
- (ii) Power of Attorney for Lead Members of Consortium: In case the participant is a Consortium, the members thereof should furnish a Power of Attorney in favor of the Lead Member in the format at **Annexure-9**

1.3.3 Any interlineations, erasures or overwriting shall be valid only if the same is found initialed or signed by the authorized signatory to the bid, prior to opening of the same. **However, no interlineations, erasures or overwriting are allowed in the Financial Proposal.**

1.3.4 The proposal shall be prepared in the manner as detailed in following paras. The bidder shall ensure that the pages are serially numbered with indexing and duly signed by the bidder or the authorized signatory. The proposal should be received through courier, speed post or registered post. Proposals received after the due date and time of submission shall be liable for rejection.

## 1.4 Preparation of Proposal

1.4.1 The Key- Submissions (Part A), Technical Proposal (Part B) and Financial Proposal (Part C) must be inserted in separate sealed envelopes, along with applicant's name and address in the left-hand corner of the envelope and super scribed in the following manner.

- (i) **Part-A** – Key-Submissions for “**Operation and Management of Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha**”.
- (ii) **Part-B**- Technical Proposal for “**Operation and Management of Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha**”.
- (iii) **Part-C** - Financial Proposal for “**Operation and Management of Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha**”.

1.4.2 All three envelopes i.e., envelope for Part-A, Part-B and Part-C must be packed in a separate sealed outer cover and clearly super scribed with the following:

- (i) Proposal for “**OPERATION AND MANAGEMENT OF INTEGRATED PATIENT TRANSPORT AND HEALTH HELPLINE SERVICE (PHASE-II) IN ODISHA**”.
- (ii) The Name and Address of the entity submitting the proposal shall be mentioned in the left-hand corner of the outer envelope.

1.4.3 The inner and outer envelopes shall be addressed to **Mission Director** at the following address:

**National Health Mission (NHM)  
Annex Building, SIH&FW, Unit-8, Bhubaneswar-751012, Odisha**

*If the outer envelope is not sealed and marked as mentioned above, then Authority (TIA) will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.*

### 1.4.4 Content of the Proposal

#### 1.4.4.1 PART-A (Key-Submission)

This part of the proposal i.e., Part A (Key-Submissions) shall contain following documents.

- 1) Covering Letter cum Project Undertakings as per **Annexure-7**
- 2) A non-refundable amount of **Rs. 20,000.00** in shape of demand draft or pay order from any scheduled commercial bank drawn in favor of Mission Director, NHM, payable at Bhubaneswar towards non-refundable **Processing Fee**.
- 3) Documentary evidence with respect to the eligibility criteria given under Para 1.2

of this RFP.

- 4) Documentary evidence with respect to similar work experience (as per para 1.2.2) shall include self-attested copies of the work orders or the contracts along with “Letter of Satisfaction” from the Clients clearly indicating the number of ambulances successfully operated, size of call centre for ambulance operation and duration of operation, etc. Documentary evidence with respect to turnover shall include audited statement of accounts, turnover certificate (as per **Annexure-19**).
- 5) Declaration (as per **Annexure-10**) with respect to debarment, blacklisting and conflict of interest.
- 6) Self-attested photocopies of Permanent Account Number (PAN), GST Registration Certificate and Income Tax Return and Acknowledgement copy for last 2 years.
- 7) Earnest Money Deposit (EMD) amount of **Rs.1.00,00,000/-** (Rupees One Crore only) in shape of Demand Draft/ Bankers Cheque/Fixed Deposit Receipt/ Bank Guarantee issued from any scheduled commercial bank operating in India drawn in favor of **Mission Director, NHM, Odisha Payable at Bhubaneswar**. The validity of EMD in form of BG shall be for not less than 180 days from the date of Bid opening (i.e., *BG should remain valid at least up to 12 /09/2024*)

#### **1.4.4.2 PART-B (Technical Proposal)**

The Bidders are requested to submit a detailed technical proposal with respect to the operation, and management of Emergency Medical Ambulance Services (popularly known as 108 Ambulance), Boat Ambulances, 24x7 Referral Transport Service (popularly known as 108 Janani Express) and Health Advice Helpline (popularly known as 104 Health Helpline). The Technical Proposal shall contain following documents:

- 1) Duly filled up Organisation Profile, Application Form (as per **Annexure 1 & 2**)
- 2) Proposed organizational structure and Curriculum Vitae (CV) of key personnel’s to be involved in the implementation and operation of the project. Format for CV is given in **Annexure -17**.
- 3) Details of manpower (positions and reporting structure) to be engaged at each level (i.e., field operation, call centre operation and project management) and their role and responsibility.
- 4) Approach, Methodology and Manpower Planning for operation, and

management of all existing services with proposed modification/value addition ***through a single integrated call center*** situated in Bhubaneswar.

- 5) Detailed implementation plans to operate above services through one centralized integrated call center under a single contract.
- 6) Detailed plan and strategy for performance monitoring and evaluation, quality assurance and internal control.
- 7) Power of Attorney authorizing the signatory for signing the proposal on behalf of the Proposer/Bidder as per **Annexure-8**.
- 8) In case of consortium, copy of consortium agreement or MoU clearly indicating the share of each member in the consortium and Power of attorney for signing of application by the lead member as per **Annexure-9**.
- 9) Letter of Exclusivity (in case of application by Consortium) as per **Annexure-11**.
- 10) Letter of Declaration (Anti Collusion Certificate) mentioning that the applicant/consortium will not collude with the other applicants as per **Annexure-12**.
- 11) Affidavit certifying that none of the Entity / Promoter(s)/ Directors/ Partner(s)/ member of the consortium are currently Blacklisted as per **Annexure-10**.
- 12) A copy of the RFP document sealed and signed in all pages by the participant accepting all its terms and conditions.
- 13) Any other details the participant may like to include in the proposal.

#### **1.4.4.3 PART-C (Financial Proposal)**

- 1) The applicant must submit the Financial Proposal using Form specified in **Annexure 3 & 4** with proper signature and seal of the applicant or duly authorized signatory.
- 2) In case of **EMAS (ALS & BLS)**, the Agency (Service Provider) shall be paid on per kilometer rate (i.e., per ambulance per kilometer basis) as quoted in the Financial Proposal towards operational expenditure of ALS and BLS, respectively, for the actual period of services rendered.
- 3) Similarly, in case of 24x7 RTS (108 JE), Service Provider shall be paid on kilometer run basis for the actual period of services renders at the rate as quoted in the Financial Proposal for operation and maintenance of each referral Ambulance.
- 4) In case of Health Helpline (104) Service the Service Provider shall be paid on seat per shift per month basis. *(Example: if the Service Provider dedicates 15 seats in a single shift in the centralized call center for Health Helpline Services to*

*attend grievance redressal and health advice function, then the payment shall be for 15 units at the contracted rate.)*

- 5) In case of **Boat Ambulance**, the service provider shall be paid on per month rate as offered in the financial proposal towards operation and maintenance of each boat ambulances.
- 6) Payment shall be made only against actual operation (distance covered to render service).
- 7) The price (contract price) shall remain firm for initial 12 months of successful operation for all four Services including EMAS-108, 24x7 RTS (108-JE), Boat Ambulance & Health Helpline Service. **However, in case of 24x7 RTS(JE), 95% deployment of vehicles shall be considered as full implementation for the purpose of price increment.** Thereafter, the price increment shall be allowed for the first time on 13<sup>th</sup> month, from the date of taking over of the complete operation (all four services) and thereafter on annual basis on 25<sup>th</sup>, 37<sup>th</sup> and finally on 49<sup>th</sup> month. The changes in annual CPI in preceding 12 (twelve) months from the month of revision shall be taken into consideration for calculation of annual price increment percentage<sup>2</sup>. Price increment shall be applicable on prospective basis only.
- 8) In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.
- 9) The same person signing the RFP shall sign the financial proposal also.
- 10) No interlineation or overwriting is allowed in the financial proposals.

**Note:**

*Billing shall be for the period the ambulance remains operational to attend the emergency call. No payment shall be made for the period the ambulance remains off-road or out of operation.*

## 1.5 Number of Proposals

One participating entity is eligible to submit only one proposal in response to this RFP. An entity participation as single entity or as a member of a Consortium shall not be entitled to submit another proposal either as a single entity or as a member of a Consortium of entities. If a single person is holding controlling right in one or more entities, then only one of these entities is entitled to participate.

## 1.6 Change in Composition of the Consortium

Acceptance of any change in composition of the consortium bidder during the currency of the contract would be at the sole discretion of the Authority. However,

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<sup>2</sup> If there is delay or time lag in the publication of the CPI and CPI for immediately preceding month(s) from the month of increment is not available, then CPI of preceding 12 months available as on the month of increment calculation shall be considered.

any change in composition of the consortium during the tendering process shall disqualify the bidder.

### 1.7 Validity of Proposals

The Proposal shall remain valid for **180** days after the date of its opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

### 1.8 Cost of Proposal

The Applicants shall be responsible for all the costs associated with the preparation of their Proposals and their participation in this selection process. Authority will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the selection process.

### 1.9 Acknowledgement by Participants

1.9.1 It shall be deemed that by submitting the Proposal, the Participant has: -

- (i) Made a complete and careful examination of the RFP;
- (ii) Received all relevant information requested from Authority;
- (iii) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters stated in the RFP Document;
- (iv) Satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
- (v) Acknowledged that it does not have a Conflict of Interest; and
- (vi) Agreed to make a presentation before the Procurement Committee duly constituted by the Authority;
- (vii) Agreed to be bound by the undertaking provided by it under and in terms hereof.

1.9.2 The Authority shall not be liable for any omission, mistake, or error on the part of the participating entity in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or this selection process, including any error or mistake therein or in any information or data given by the Authority.

### 1.10 Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly in the forms provided in this RFP. No supporting document or

printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

### **1.11 Proposal Due Date**

Proposal filled in all respect must reach at the address, time and date as specified through Speed / Regd. Post/Courier. If the specified date for the submission of proposal is declared as a holiday at office of the inviting Authority, the Proposals will be received up to the appointed time on the next working day.

### **1.12 Pre-Proposal (Pre-Bid) Conference**

1.12.1 Pre-Proposal Conference of the intended participants shall be convened at NHM Conference Hall, NHM Annex Building, SHIFW, Unit-8, Bhubaneswar- 751012 (Odisha) on the date and time as specified in the Notice Inviting Proposal (NIP), given in the beginning of this RFP.

1.12.2 During Pre-Proposal Conference, the participating entities are free to seek clarifications and make suggestions for consideration of the Authority. The Authority shall endeavor to provide clarifications and such further information as it may, in its sole discretion, shall be considered for facilitating a fair, transparent, and competitive selection process. Prospective bidders are required to submit their queries in writing on or before the date of Pre-proposal Conference in the format as per **Annexure-16**.

1.12.3 Any amendment or clarifications to queries or otherwise, arising out of pre-proposal conference, shall be uploaded on [www.nhmodisha.gov.in](http://www.nhmodisha.gov.in) and <http://health.odisha.gov.in> No public or separate communication shall be sent to participants in this regard.

### **1.13 RFP Opening**

1.13.1 Proposal Inviting Authority (PIA) or the Committee duly constituted by it will open all Proposals, in the presence of Participants or their authorized representatives who choose to attend, at the place, date and time as mentioned In the Notice Inviting Proposal (NIP), given in the beginning of this RFP.

1.13.2 The Participants' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date being declared a holiday at the office of PIA, the RFPs shall be opened at the appointed time and location on the next working day.

## 2. TERMS OF REFERENCE

### 2.1 Background

2.1.1. Among the major attributes, delay in reaching to an appropriate health facility is one of the prime factors contributing to high IMR, MMR and accidental deaths. This normally happens either due to lack of readily available and affordable patient transport facility with onboard facility for pre-hospital care. Currently, under National Ambulance Service (NAS), Emergency Medical Ambulance Service (108-EMAS), 24x7 Referral Transport Service (108-Janani Express) and Boat Ambulance are operational in the State.

2.1.2 The current project that is integration of all four services and known as “Integrated Patient Transport and Health Helpline Service”. There shall be one single toll-free number (i.e., 108) for all three ambulance services. In addition, a Call Centre based Health Helpline service is also operational in the State to provide health related information and advice to public. The Health Helpline Service is availed by dialing a toll-free number (i.e., “104”) by the beneficiaries. All these services are presently operational in the State through an Agency (Service Provider) selected through an open competitive selection method.

2.1.3 The Government of Odisha has already integrated above two categories ambulance services and currently operating the same through a single centralized call center and single toll-free number i.e., “108” for attaining an overall operational efficiency and cost effectiveness. In addition, the Health Helpline Services operational through a toll-free number “104” is also housed in the same Call-Centre facility at Bhubaneswar. All these ambulances (both 108 EMAS and 108 JE) have identical branding/stickering.

2.1.4 The purpose of this RFP is to invite proposal from eligible parties to select most suitable of them to operate and manage all four services including Health Helpline, EMAS (108), Boat Ambulance and 24x7 Referral Transport Service (108-JE) in an integrated manner.

### 2.1.5 About Ongoing Services

#### (a) Emergency Medical Ambulance Service (108)

Emergency Medical Ambulance Services (EMAS), popularly known as 108-ambulance service, was launched in the year 2013 in Odisha. The project is being currently managed by an Agency (private partner) for second term, under a five-year contract, selected through an open competitive process. All capital expenditure (CAPEX) is borne

by the Government of Odisha. Capital Expenditure (CAPEX) includes ambulance, its refurbishment & equipment cost, establishment cost of Call-Centre, hardware and software required to run the services. Operational expenditure (OPEX) is currently being reimbursed on kilometer run basis at the contracted rate (per KM basis). Operational expenditure includes staff salary (incl. of PPF, medical, leaves etc.), staff recruitment and training, fuel cost, tyre puncture/ replacement cost, vehicle maintenance & repair, telephone, travel, software license fee, insurance, etc.

The project is presently operational with **449** Basic Life Support (BLS) Ambulances and **411** Advance Life Support (ALS) Ambulances deployed strategically across the State of Odisha. The entire operation is managed through the centralized call center situated at 7<sup>th</sup> Floor, IDCO Tower, Bhubaneswar. GPS (with biometrics) has been installed in all ambulances.

Detailed technical specifications and all other relevant data about the services could be collected from the office of PIA.

**(b) Boat Ambulances:** Presently **Six Boat Ambulances** are operational in four riverine districts.

**(c) 24x7 Referral Transport Service (RTS):**

This Referral Transport Service and Health Helpline Service as part of the Integrated Patient Transport & Health Helpline Service are being operated and managed by the same Service Provider through the same Centralized Call-Centre situated at 7<sup>th</sup> Floor, IDCO Tower, Bhubaneswar.

As per the current contract the Agency is paid on kilometer-run basis for the RTS at contracted rate like Emergency Medical Ambulance Service

In case of Referral Transport Service, Government bears no other cost, whatsoever, other than the payment towards kilometer run basis. The Agency (Service Provider) manages both CAPEX and OPEX out of the agreed amount. Government does not have any capital investment. Presently 500 such ambulances are operational in all 30 districts of the State. Government may decide to increase number of vehicles as per the requirement.

Detailed technical specifications and all other relevant data about the services could be collected from the office of PIA.

**(d) Centralised Cell-Centre for IPTHHS**

All existing hardware and software (right to use only) and data in backup media shall be handed over to the incoming service provider, as is where is basis. Any additional

hardware such as IP-PABX, furniture, computers, products having inbuilt software, etc., if required additionally for the Call-Centre, shall be provided by the Department as part of CAPEX) and which shall be procured by the Service Provider only after due approval from Government. The existing integrated call centre is of 150 seaters including Health Helpline service.

Present workload of the Centralised call Centre is given as below:

S. No	Particulars	EMAS & RTS	HHS
1	Average number of Incoming Calls per day	11893	572
2.	Average Number of Outgoing Calls per day	5379	7948

**(e) Health Helpline Services:**

Currently the Health Helpline Service is operational in the centralised call-centre with 40 forty) seats detailed as below:

S. No.	Project/Scheme	Number of Seat & Shift
1	<b>BSKY</b>	<b>Total 26 Seats</b> <i>(1 Seat for 3 shifts/day &amp; 25 seats for 1 shift/day)</i>
2	<b>ECD</b>	<b>Total 8 Seats</b> <i>(6 seats:1 shift/day for counselor &amp; 2 Seats: 1 shift/day for doctors)</i>
3	<b>Other Health Helpline Services</b>	<b>Total 6 Seats</b> <i>(4 Seat 3 shift/day for Counselor &amp; 2 Seats 1 shift/day for doctors)</i>

In case of HHS payment shall be made on per seat/shift basis

## 2.2 Details of Services and Coverage

### 2.2.1 Integrated Patient Transport Service (IPTS)

2.2.1.1 Government of Odisha has been running “Emergency Medical Ambulance Service”, “24x7 Referral Transport Service”, “Boat Ambulance Service” under the banner of “National Ambulance Service” vide a single toll-free number “i.e., 108” through a Centralized Call-Centre in Bhubaneswar.

2.2.1.2The coverage<sup>3</sup> of respective services shall be as below.

S. No	Proposed Services	Coverage & Size	
		(Present)	(Proposed)
1	<b>Emergency Medical Ambulance Service. (ALS +BLS)</b>	In all 30 Districts with a total 860 vehicles ALS: 411 BLS: 449	In all 30 Districts with a total of 860 or more Ambulances as per requirement ALS: 411 BLS: 449
2	<b>24x7 Referral Transport Service<sup>4</sup> for JSSK beneficiaries.</b>	In all 30 Districts with a total of 500 vehicles.	In all 30 Districts with a total of 500 or more vehicles as per requirement.
3	<b>Boat Ambulances in selected locations.</b>	Six (6) Boat Ambulances within 4 (four) riverine districts of Odisha. <i>Boat Ambulance is operational from Dawn to Dusk.</i>	Six (6) Boat Ambulances within 4 (four) riverine districts of Odisha. <i>(Kendrapada: 2 / Koraput: 1 / Malkangiri: 2 &amp; Kalahandi:1)</i>  District wise detailed Operation period including the base location is given below :  1. Dist: Kalahandi- (Talnagi Base location & in Operation since : 16th Dec,2020 ) :  2. Dist: Kendrapada – (South Barakoli Ghat Base location & in Operation since 26th Feb,2019 /Guptighat Base location & in Operation since 8th Oct,2020  3. Dist: Koraput- (

<sup>3</sup> It may increase or decrease in future at the sole discretion of the Government.

<sup>4</sup> These vehicles shall be deployed strategically and equitably to ensure most optimal use of the services.

			<p>Baranguda Base location &amp; in Operation since 28<sup>th</sup> Dec,2020)</p> <p>Dist: Malkangiri ( Orapadar Base location &amp; in Operation since 11<sup>th</sup> Dec,2020)</p>
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**2.2.1.3 Health Problems to be addressed by IPTS (Ambulance Service)**

The Service Provider shall run all three patient transport services i.e., EMAS (ALS & BLS), Boat Ambulance and 24x7 RTS (108-Janani Express) in an integrated manner in coordination with Department and other agencies such as Police, Road Transport, Fire Service in the State smooth and efficient manner without any legal and operational complications.

The Patient Transport Services (IPTS) shall (a) provide timely pre-hospital healthcare on transit, transportation to nearest and appropriate health care facility to facilitate timely and appropriate health care, particularly in case of emergency situations relating to pregnant women, neonates, mother of neonates, infants and children in situations of serious ill health and all other health emergencies in the general population that includes natural calamities and other disasters; (b) thereby facilitate to achieve the critical Millennium Development Goals in the health sector by the State including reduction in Infant Mortality Rate, Maternal Mortality Rate, accidental death and overall reduce the vulnerability of the people to ailments/diseases by providing access to the emergency responses and helping in reduction of out of pocket expenditure of the beneficiary.

**2.2.1.4 Key Objectives of IPTS (Ambulance Service)**

- (a) Operate and manage all three Patient Transport Services in the State of Odisha through an integrated, centralized, and state of the art Call-Centre (Control Room) facility with computer telephony integration, computer aided dispatch of ambulances and ability to log calls with GIS based GPRS integrated vehicle monitoring system.
- (b) Facilitate an integrated and round the clock (24x7) comprehensive emergency health care management in the State providing transportation and care from the doorstep of the emergency victim to appropriate empanelled health care facilities/hospitals as declared by the Department from time to time.

- (c) Provide round the clock (24 x 7) transport service to JSSK beneficiaries through Referral Transport Service (108 Janani Express). Transportation facility to be provided with minimum health care to all pregnant woman/mother for delivery and check-up (**during the ANC and PNC period<sup>5</sup>**) and **treatment to infant (up to 1 year) in nearest government health facility**. Pick-up and drop-back service shall be provided to all NRC cases to children up to the age of 6 years, if referred by **ANM/RBSK/VHND/ UHND/CHO**.
- (d) Ensure access to health care for all specially for population living in locations without road connectivity surrounded by water bodies by providing. Boat Ambulances services in such locations.
- (e) Attain operational and financial efficiency by integrating all form of patient transport services and managing them centrally through an integrated Call-Centre by using a single toll-free number “i.e., 108”.
- (f) Provide transport to quality emergency care within the shortest possible time in an emergency. Ensure delivery of quality emergency care across the chain of services with a proper emergency management system. To ensure that the system is efficient and effective as far as possible by providing first class management service quality and monitoring systems to run the patient transport service. The key approach shall be:
- i) To provide ambulatory services with two levels of pre-hospital care – Advance Life Support (ALS) and Basic Life Support (BLS). Provide comprehensive Emergency Medical Services (EMS) to the people of Odisha with enhanced quality of emergency care during transportation through the introduction of models customized for the State.
  - ii) To establish a quality Emergency Medical Services optimized for the State of Odisha.
  - iii) To leverage health services to all stakeholders by a comprehensive range of services extending through pre-hospital emergency medical services and a point of first contact for Police and Fire Departments.
  - iv) To promote a collaborative environment dedicated to the pursuit of knowledge and best practices in the Ambulance Care Services and building a capacity within Department in a systematic approach.

### 2.2.2 Health Helpline Service

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<sup>5</sup> upto 42 days from the delivery

2.2.2.1 Government has been providing the Call Centre based Grievance Redressal and Health Advice Helpline for the convenience of public. This service can be availed by any person in Odisha dialing a toll free three-digit number “104” both in Odia and Hindi language by using phone of any telecom service provider. Any person can have health related advice or register his or her grievance or feedback for the service availed in the public health institutions. The Call-Centre will act as information, advice, and referral center for various health and medical conditions. It will not be a treatment Centre.

#### 2.2.2.2 Services Covered under Health Helpline Service.

##### 1) Grievance Registering (24x7 Service):

- Receive complaints and feedback regarding deficiencies in service provided in government health Institutions and escalate the same to appropriate Authority.
- Registering and tracking of public grievances regarding the deficiencies in health care delivery, welfare schemes and entitlements on 24x7 basis.
- Real-time Grievance Redressal by establishing linkages with the heads of all the health facilities on 24x7 basis.
- Citizen’s view and suggestions with regards to improving the service delivery with respect to quality of care, safety, courtesy, and other aspects will be received and sent to the concerned department for appropriate action.

##### 2) Health Advice (24x7 Service):

- 24x7 health information for guiding the people on health-related matters like first aid, nutrition, disease prevention and common ailment.
- Medical advice including emergency medical advice.
- Information on health care service, health care facilities and diagnostic centres with the help of integrated computerized geographical mapping and database.
- Information about blood bank, blood storage centres and availability of blood.
- *Support to field health staff like ANM and ASHAs for management of emergency conditions and treatment protocol over the phone.*

##### 3) Counselling

- Counselling regarding general well-being as well as people with psychological problems e.g., adolescent health issue, Suicide prevention, Family Welfare, Nutrition HIV/AIDS

- Follow up of sample beneficiaries registered under MCTS for availing desired services in time. Special call will be made to High-Risk Pregnant Women on monthly basis & to those defaulters of services as per need.

#### 4) Health Information

- Information on health programs and health related welfare schemes related schemes implemented in Odisha. (e.g., JSY, JSSK, RMNCHA+, BSKY, ECD, etc.)
- Early Childhood Development (ECD) initiative will try to complement reach out to every pregnant mother and parents of every child upto the age of two years through ECD call centre. This ECD call centre would focus on first 1000 days of the child which consists of 270 days during pregnancy and first 730 days or two years after birth.
- Under BSKY Scheme eligible beneficiaries can avail of cashless treatment at empaneled hospitals for medical conditions including hospitalization, surgery and pre and post hospitalization expenses.
- BSKY inbound calls through 104 Health Helpline usually deals relating to common queries of the beneficiaries such as (i) What are the BSKY facilities? and How to avail that (ii) BSKY empanelled hospital lists, etc. Similarly, BSKY outbound calls through health Helpline are intended to obtain feedback from the patient/beneficiaries on the quality of services that has been provided to then under BSKY.
- Health Related information during epidemic and disasters

#### 2.2.2.3 Other Responsibilities under Health Helpline Service:

- Maintain directory of in-charges of all facilities and other stakeholder for emergency referrals, health care service availability and reporting of grievances.
- Send SMS of web address, registration number (Complaint ID) and estimated time required to resolve the grievance to complainant.
- Forward the complaint to the concerned official through an SMS/email (Call Centre) for redressal within 7 days of the complaint.
- Also send reminder SMS (automated) at least 2 days before the end of stipulated time for the redressal of unresolved grievances.
- Linkages with ASHA grievance redressal system
- Linkage with Patient Transport Service
- Grievance registration system is to have a scope of integration with other state level grievance redressal portal.
- Agency to carry out necessary modification in the complaint registration system to affect such integration.

**2.2.2.4 Priority Services to be offered round the Clock (24x7):**

Following are the priority services, which should be available round the clock:

- Redressal of real time emergency grievances
- Emergency medical Advice
- Information on Emergency health care service, health care facilities and diagnostic centre **(designated health facility only)**
- Information about blood banks, blood storage centres and availability of blood
- Emergency counselling services on psychological problems e.g., adolescent health issue, suicide prevention.
- Complain regarding female feticide and infanticide.
- Information on emergency ambulance service
- Emergency health related information during epidemic and disasters

**2.2.2.5 Activity Flow (Health Helpline Service)**

Type of Activity	Actions by Client	Actions by Health Advice Helpline (104) Staff
<p><b>1. A call to help line.</b></p>	<ul style="list-style-type: none"> <li>• Dial the toll-free number (eg.104 or any other number given by the state)</li> </ul>	<ul style="list-style-type: none"> <li>• Once a call relates to a client, assess whether the type of call is related to grievance health query.</li> </ul>
<p><b>2. Registration of grievances</b></p>	<ul style="list-style-type: none"> <li>• Explain the type of grievance, name of the facility/person against which grievance has been raised.</li> <li>• Inform/share details of the place / district where the deficiencies were noted / encountered</li> </ul>	<ul style="list-style-type: none"> <li>• Fill the grievance registration form available on web portal.</li> <li>• Then triage the grievances on basis of emergency.                             <ul style="list-style-type: none"> <li>a) real time grievances, with focus on those with denial of services</li> <li>b) grievances relating to systemic issues, requiring higher authorities’ intervention.</li> </ul> </li> <li>• For the real time grievances, resolve the grievances immediately by contacting the concerned authorities.</li> <li>• For the grievances requiring higher authorities’ intervention, grievances will be directed to the concerned official through web portal, and resolution status will be put on the web portal.</li> <li>• Such grievances which are not clear</li> </ul>

		<p>and if operator who receives cannot understand the type of grievance, the call should be forwarded to the supervisor who will note down the details and register the grievance.</p> <ul style="list-style-type: none"> <li>• Registration number and estimated time required to resolve the grievance will be communicated to the complainant.</li> <li>• Also convey the web address to the client so that he may check the status of grievance.</li> <li>• Forward the complaint to the concerned official through a SMS/mail (by call centre/automated through web portal) for redressal of unresolved grievances</li> </ul>
<p><b>3. If the response on the grievance is not communicated within stipulated time</b></p>	<ul style="list-style-type: none"> <li>• May ask the status of his/her grievance from toll free number by quoting registration number</li> <li>• If not satisfied, ask them to forward it to next level and enter details in the web portal</li> </ul>	<ul style="list-style-type: none"> <li>• Irrespective of the clients call back or not to check status of complaints, all such grievances which are pending should be informed to the complainant and details of next level Authority where grievance has been forwarded e.g., district/state responsible for the redressal</li> </ul>
<p><b>4. Grievances forwarded to the Authority</b></p>	<ul style="list-style-type: none"> <li>• May enquire the status either through toll free number or through online/checking the web portal</li> <li>• If not satisfied, write to the State Mission Director, NHM/Secretary Health of the concerned state</li> </ul>	<ul style="list-style-type: none"> <li>• Irrespective of the clients call back or not to check status of complaints, all such grievances which are pending should be put as unresolved grievance on web portal and copy to Mission Director, NHM, Secretary Health and PS to State Minister of Health with information to the client and district</li> </ul>
<p><b>5. Health query</b></p>	<ul style="list-style-type: none"> <li>• Explain the health-related issue for</li> </ul>	<ul style="list-style-type: none"> <li>• Note the caller’s details, address, and contact number</li> </ul>

	<p>which information/facilitation is sought</p>	<ul style="list-style-type: none"> <li>● Issue the registration number</li> <li>● Ask in detail about the health query and triage into                         <ul style="list-style-type: none"> <li>a) medical /health query</li> <li>b) health services/facility information</li> <li>c) counselling</li> <li>d) support to field level workers</li> <li>e) and others</li> </ul> </li> <li>● Address the query and if required further support connect the call to medical officer or counselor as per the assessment</li> </ul>
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**2.3 Scope of Work**

**2.3.1 Operation of Centralised Call Centre:** The Government of Odisha has an existing call centre facility at 7<sup>th</sup> Floor, IDCO Tower, and Bhubaneswar for operation of Integrated Patient Transport & Health Helpline Service (IPTHHS) in all 30 districts in the State. The existing Call-Centre infrastructure is capable of handling both Patient Transportation (Ambulance) and Grievance Redressal & Health Helpline Service in an integrated set-up.

*The interested Applicant may visit to the existing call center to have a first-hand assessment of existing facility with prior information to Tender Inviting Authority only during the working hours (10 a.m. to 5 p.m.) and on working days.*

**2.3.2** All necessary IT, communication software and hardware are there to operate and manage the project. The incoming service provider needs to assess from time to time the need for addition or upgradation of the existing infrastructure including vehicle tracking (GPS System<sup>6</sup>), call management, performance monitoring and reporting. Computer telephony integration with the ability to log calls with GIS and GPRS integrated ambulance-monitoring system should also be installed if not fitted and already. The Service Provider is required to upgrade, maintain, and run the Call-Center with adequate capacity in commensuration with workload for a smooth functioning of the project. The Government shall reimburse the CAPEX towards up gradation and expansion of the Call Centre/Control Room, as required from time to time. However, all CAPEX under the project requires prior approval of Department. Details of existing hardware/software, vehicle launching details, etc., are given at **Annexure-13**.

<sup>6</sup> GPS Device Specs: Satellite connected with at least one-month data back up with biometric attendance, fixed to vehicles, web application with customized reports and additional feature, if any.

- 2.3.3 Recruit and train qualified manpower required for operation and maintenance of all services including call centre operation, fleet management, onboard patient care, transportation and other operations or activities as per recognized norm duly approved by the Government. The Agency (incoming) shall ensure that the past performance, conduct and track record of personnel recruited for this project are clean and satisfactory. The new incoming service provider is allowed to select the staff out of the existing pool based on their good service record.
- 2.3.4 Mapping and device methodologies for strategic positioning of the ambulances with route maps, motorable points, nearest catch points in case of non-motorable locations. The Service Provider shall source this documents/ information on their own and Department shall not pay anything out of these.
- 2.3.5 In addition to above specific activities the Service Provider shall develop and implement appropriate control mechanism to ensure.
- (i) Optimal use of the capital assets including IT infrastructure and vehicles
  - (ii) Proper selection and training of human resources
  - (iii) Establish Transparent, efficient, and cost-effective procurement process.
  - (iv) Ensure continuous performance monitoring and evaluation.
- 2.3.6 The Service Provider will arrange for setting up of workshop, parking shed, rest room or any other infrastructure as per the requirement at their own cost. Wherever possible, the Authority shall provide the parking space at the premises of Government health facilities. In case of non- availability of parking space in any government building(s), service provider must make its own arrangements. Service provider shall have its own security arrangement of all vehicles and onboard equipment/tools.
- 2.3.7 The incoming Agency (Service provider) shall take over existing fleet of Ambulances (ALS and BLS) under “EMAS” and Boat Ambulances on “as is where is basis”. The EMAS ambulances (ALS & BLS) shall be replace which have run for more than 2,50,000 KM or older than 5 years<sup>7</sup>, whichever is later. The replacement cost of the vehicles, its refurbishment and equipment of capital nature, if any incurred by agency, shall be reimbursed by the Authority, upon transfer of the asset in the name of Government of Odisha and deployment of the same. The government within three months shall reimburse all eligible capital expenditure incurred by the service provider from the date of submission of invoice along with all necessary supporting documents, which is to be raised after commissioning of assets.

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<sup>7</sup> To be calculated from the date of registration of ambulances

- 2.3.8 Deploy 500<sup>8</sup> (minimum) number of ambulances under **24x7 RTS** (i.e., 108-Janani Express) with manpower and basic amenities and operationalize it fully across the state within 3(three) months from the date of signing the Agreement. These ambulances shall operate on 24 x 7 basis. Vehicles shall be either procured or hired by the Service Provider. **Detailed specifications of the vehicles are given in Annexure -6.**
- 2.3.9 Ensure compliance of the quality parameters for all four services.
- 2.3.10 Ensure proactive use of RCH data, for example Expected Date of Delivery, to improve effectiveness of the services.
- 2.3.11 Ensure the call takers or executives in the centralized Call-Centre are trained to take calls in all three languages e.g., Odia, Hindi, and English including local dialects.
- 2.3.12 Enhance the capacity of staff deputed for the operation of Ambulances through quality training programs without any extra cost to Government. All Emergency Medical Technician (EMT) should have ALS/BLS certification from a recognized institute(s). Service Provider should also conduct regular refresher trainings of the project staff.
- 2.3.13 Establish, operate, and maintain **GPS based Automatic Vehicle Location Tracking System** for all ambulances under EMAS, 24x7 RTS and Boat Ambulance. This will include **biometric attendance and online real-time data transfer**. Additional terminal(s) and/or log in rights shall be provided by the selected Service Provider at the office of Mission Director, NHM, Bhubaneswar for continuous online monitoring by Patient Transport Cell, NHM, including facility to download voice log. In addition to biometric attendance, there should be provision for transfer of other data as and when required subject to the availability of network in the locality. The bidder may come out with technical solution to ensure maximum connectivity.
- 2.3.14 Position MBBS doctors at the Centralised Call Centre/Control Room round the clock physically to provide online consultation/advice to Emergency Medical Technician (EMT) in the Ambulance, whenever required. Nos. of doctors shall be adequate to handle the operational load.
- 2.3.15 Operate and manage Call-Centre based “Health Helpline Service” housed in the same centralized call centre. The Service Provider must maintain a 40-seater call center facility with an option to expand it further as per the requirement to be used exclusively for health helpline service with all facilities capable of 24x7 operation. The Service Provider must operate the Health Helpline Service through the extensive use of proven and indigenous medical triage software with algorithms/protocols and

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<sup>8</sup> Agency may deploy higher number of vehicles, if required, with the consent of the Authority.

appropriate information and communication technologies (ICT). The Service Provider shall also ensure that incoming and outgoing PRI lines for Health Helpline Services (104) are segregated to allow maximum incoming calls without keeping the line occupied with outgoing calls only.

2.3.16 Make available MBBS doctors (in person) in the call centre exclusively for “Health Helpline Service” for online medical advice and guidance.

2.3.17 Enhance the capacity of the personnel involved in service provisioning in terms of knowledge and skills through induction and periodic refresher trainings.

2.3.18 Technical specifications and equipment of ALS, BLS, Boat Ambulance and Referral Transport (JE Ambulance) is given in **Annexure-6**. The operational requirements given in the Annexure is over and above the services described in the RFP document elsewhere. The bidder may propose better methodology and approach to achieve the outcomes.

2.3.19 Prepare detailed Standard Operating Procedures (SoPs)/ protocol and submitted to the Authority for approval. The Authority/Government reserves the right to prescribe additional/new operational requirements at any time during the currency of the contract.

2.3.20 In case the incoming Agency is different from the existing Agency:

a) The Service Provider (Agency), who would be awarded the contract through this selection process has to take over the operation and management of the entire project (all districts) from the existing service provider maximum within 3(three) months from the date of signing of the Agreement.

b) The incoming Agency shall ensure that at no point of time the services is disrupted during the transition process and for which the Agency (incoming) shall have **robust plan for smooth** transition.

c) Department shall coordinate between both the agencies (incoming and outgoing) for successful implementation of the transition plan.

## 2.4 Expected Output

### 2.4.1 Ambulance Service

(a) 24x7 pre-hospital emergency transportation care (Ambulance) services in all 30 districts of the state within agreed response time.

(b) Uninterrupted functioning of the call centre/ control room and overall Emergency Response Service ensuring that no call is left unattended.

- (c) Operationalize/ Manage / Maintain existing as well as new Ambulances, which may be included later in the fleet.
- (d) Training and Deployment of adequate qualified personnel as per requirement of the project in Head Office, field staff, Call center employees, Emergency Management Technicians, Drivers, and other required staff for running the Project efficiently.
- (e) Operate and manage further scaling up of the project.
- (f) Develop curriculum and training modules as required for State health staff to improve emergency response at health facilities at the request of the Government. (Government to bear expenses on such training and workshop)
- (g) Submit various reports and information within the stipulated time frame to the State and district Level management/monitoring Committees formed exclusively, for the overall supervision of the project, and other State and District level authorities.

#### **2.4.2 Health Helpline Service:**

- (a) Increased access to health information for all strata of society through a dedicated Call Centre (to be housed centrally together with IPTS/Ambulance Service) for providing desired services as mentioned above. Seats can be increased/ decreased at any point of time by the Authority. The Service Provider shall also operate and manage the Health Helpline Service through the extensive use of proven & indigenous triage software with algorithms/protocols and appropriate information and communication technologies (ICT).
- (b) State would be better equipped to handle any health crisis by effectively managing the information dissemination process and directing people to the right place in the least amount of time.
- (c) State would be able to optimize the resources in the Healthcare system – funds, personnel, facilities, etc.
- (d) Deploy trained and qualified manpower capable of handling the calls smoothly.
- (e) Ensure availability of timely and appropriate health facility for the citizen and redressal of Grievances.

### **2.5 Service Provider's Responsibilities**

**2.5.1 Infrastructure**<sup>9</sup>: The Service Provider is required to maintain the building and other infrastructure throughout the life of the agreement to prevent the structural and functional deterioration that can impede the service delivery as years pass by. The Service Provider shall also ensure that the ownership of Government of Odisha in assets created out of Government fund is protected.

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<sup>9</sup> Infrastructure includes building, machineries, equipment, ambulances, and all other assets procured/handed over, installed and put to use.

- 2.5.2 Statutory Compliance<sup>10</sup>:** the Service Provider is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The Service Provider shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance and will have to make good at its own cost.
- 2.5.3 Operation of Control Room:** The Service Provider shall operate the Centralised Call Centre(Control Room) for Ambulance and Health Helpline services for round the clock on 24X7 modes through dedicated toll free three digit numbers (i.e. 108 and 104) to respond to emergency, grievance redressal, health advice calls in a shortest possible time and monitor the movement and positioning the ambulances on a continuous basis. For proper management of the system, the Service Provider shall equip the Control Room with Geographical Information System, Global Positioning System, Automatic Vehicle Location Tracking and other necessary hardware and software for computer integrated telephonic integration. Doctors (MBBS) will be positioned at the control room physically round the clock to provide online medical advice to the Emergency Medical Technician in the ambulance. The service provider shall maintain appropriate number of doctors in the call centre to ensure that no call from the EMT and health workers seeking medical advice is unattended. List of call disposition describing the outcome of calls received at or made from the call centre is to be finalised and incorporated in the dialer with the concurrence of Authority before start of operation. ***Service provider shall obtain concurrence of the Authority for finalisation of the scripts before being used for handling service request by call centre executives or call takers.*** The software to be developed by the Service Provider should capture minimum attributes of cases as given in **Annexure-18**.
- 2.5.4 Emergency Response:** On receiving call of such nature, wherein ambulance is required, the control room shall communicate with the nearest ambulance and take the patient to the nearest designated Government /Empaneled Health Facility depending on the severity of the patient's condition within the shortest possible time. The concerned health facility is also to be informed in advance to keep them prepared for immediate emergency care within that critical/golden hour<sup>11</sup>. The Service Provider shall be responsible to maintain the average response time of less than or equal to 20 minutes in the State as a key performance parameter. Service provider's destination shall be designated government health facilities.
- 2.5.5 Taking over of Services:** The incoming Service Provider shall ensure smooth taking over of the entire services from the outgoing Service Provider. The incoming Service

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<sup>10</sup> Statutory compliances are compliances in respect to any asset or activity and non-compliances of which amounts to breach of law and are subject to legal consequences including penalty. Which may include payment of tax, obtain pollution clearance, registration, road permit, EPF, ESI and fitness certificate, accidental claims etc.

<sup>11</sup>Time in between the disease/accidents and that disease/injury becoming fatal.

Provider shall take over the entire service within 3 (three) months from the date of signing of the Contract without any disruption in the ongoing services.

- 2.5.6 Monitoring and Evaluation:** Develop and implement a foolproof monitoring and evaluation system to ensure efficiency in capacity utilization. Key indicators need to be put in place considering equity of access, quality of care, volume of utilization and wasteful consumption. An online monitoring system having access to data to be provided at the office of Mission Director, NHM, Bhubaneswar by the Service Provider. The Service Provider shall also provide all necessary information in the manner, form and frequency as required by the Authority from time to time.
- 2.5.7 Procurement of Assets:** Service Provider shall take the responsibility of procurement of project capital assets (except base vehicle for ambulance with stretcher) as and when required with the prior approval of the Procurement Committee on each occasion in the manner stipulated in **Clause no 2.9** of this RFP.
- 2.5.8 Invest in Software:** The Service Provider (Agency) is expected to provide all necessary software at no extra cost other than price as quoted in the Financial Bid to manage and operate the Services. Service provider shall ensure rights of license to use of all software (owned by third party/Service Provider) by Government of Odisha till 7 months beyond the contract termination or end of the contract period whichever comes earlier at no extra cost to the Government of Odisha. Any proprietary software, which is part and parcel of a product (without which that product is not usable), shall be property of Government of Odisha. All data generated during the contract period shall be property of Government of Odisha.
- 2.5.9 Standard Operating Procedures and Protocols:** The Service Provider shall be responsible to abide by the Standard Operating Procedures (SOPs) and protocols to ensure a uniform practice to run the project (i.e., Integrated Patient Transport and Health Helpline Service, Phase-II) including operation of Ambulances, Control Room, and 104 Health Helpline Services. The SOPs for different services and operations shall be developed by the Agency in conformity with the existing SOPs with appropriate modification, wherever necessary to accommodate the changes in scope of services and other terms and conditions of engagement. The revised SOPs so prepared by the Agency shall be submitted for the approval of the government before its being implementation.
- 2.5.10** Shall not accept any commission, discount, or similar payments in connection with the activities pursuant to discharge of his obligations under the agreement and shall use its best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration or undue benefits.
- 2.5.11** Recruit, train, and position qualified and suitable personnel for implementation of the project i.e., IPTHHS (Phase-II) at various levels. The staff so

engaged/recruited/appointed by the Service Provider shall be exclusively on the pay rolls of the bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. The Service Provider shall be solely responsible for the performance and conduct of the staff notwithstanding the source of hiring such staff. The Service Provider shall be fully responsible for adhering to provisions of various laws applicable on them including Labour laws. In case the Service Provider fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the Service Provider shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of any Act, which is in force or other laws as applicable on the occurrence of such situations.

- 2.5.12** Strict adherence to the stipulated timeline and Service Level Agreements (SLAs) for various activities and for shortfalls, pay penalties as mentioned in the document.
- 2.5.13** First time branding (stickering) of newly introduced vehicles under 108-EMAS own by Government shall be part of CAPEX. Second time branding of these vehicles shall be done afresh in 31<sup>st</sup> month of induction and such cost shall be part of the OPEX and borne by the Agency. The Service provider shall be liable for penalty in case of any delay in rebranding. The Agency (Service Provider) at its own cost shall do branding of 24x7 RTS Ambulances (108-JE) as per the specification prescribed by the Authority. In case of replacement/decommissioning of 108-EMAS (ALS & BLS) the service provider shall ensure removal of branding stickers from the vehicle.
- 2.5.14** It shall be the responsibility of the Agency to take appropriate insurance coverage for all Ambulances (EMAS & Boat). The insurance cost of these Ambulances, for both 1st and subsequent years, shall be part of OPEX and borne by the Service Provider. The comprehensive insurance shall cover atleast for 5 persons in case of RTS Ambulances and 6 (six) persons in case of EMAS & Boat Ambulances. Insurance of all capital assets of the project that belongs to government must be done by the Agency out of operational cost. Agency shall ensure timely renewal of the insurance coverage of the assets including ambulances and IT infrastructures and submit the covering note every year. Service provider shall be responsible for all such financial losses sustained by the project due to the negligence in the part of Service Provider in ensuring AMC/CMC (as part of Operational cost of the Agency) or Insurance coverage. The details of the Assets to be covered under AMC/CMC during post warranty period is given in **Annexure-13**.
- 2.5.15 Manpower for Various Services:** The Service Provider, at each district, shall provide at least one Field Coordinator/Cluster Leader to respond, attend and explain the progress to District Collector & DM/ CDM & PHO for co-ordination/resolution of complaints, if any. However, in case of districts having 20 or more EMAS ambulances

the Agency shall provide atleast two Field Coordinators/Cluster leaders to manage the operation and coordination with district Authority. The Service Provider shall engage atleast one Ambulance Maintenance Executive to ensure maintenance and upkeep of EMAS Ambulances per each district. The Service Provider shall also engage adequate number of Floor Manager at the Centralised Call-Centre to ensure quality and efficiency. While recruiting existing field staff the incoming Service Provider shall ensure that their performance and conduct in the earlier project is satisfactory. All HR related data could be collected from the office of the PIA. Service Provider must keep following categories of manpower having required qualifications as given below:

S. No	Position	Qualification and Experience
<b>(a) Basic Life Support &amp; Advanced Life Support Ambulance:</b>		
1	Emergency Medical Technician:	<p><b>Basis Qualification:</b></p> <p><b>For ALS Ambulance:</b></p> <ul style="list-style-type: none"> <li>B.SC. Nursing/GNM/ B. Pharma/ D. Pharma</li> </ul> <p><b>For BLS Ambulance</b></p> <ul style="list-style-type: none"> <li>B.SC. Nursing/GNM/ B. Pharma/ D. Pharma or</li> <li>+2 Science with minimum 360 hours of training including internship as recommended by HSSC (Healthcare Sector Skill Council). The training should be carried under affiliated institutes under HSSC.</li> </ul> <p><b>Basic Skill &amp; Training:</b></p> <ul style="list-style-type: none"> <li>Emergency management Skills like Bleeding Control, Defibrillation, Spinal Immobilization, Oxygen Therapy, Medicine Administration.</li> <li>The EMT should undergo training of at least one month or till proficiency in a tertiary care institution or at any recognized institutes to handle the lifesaving &amp; life sustaining equipment &amp; administer use splints. EMTs should be trained and certified in Advance Life Support (ALS)/ Advance Cardiac Life Support (ACLS)/ Integrated Trauma Life Support (ITLS) from a recognized national/international institution.</li> </ul>
2	Ambulance Care Assistant	<p><b>Basic Qualification:</b></p> <ul style="list-style-type: none"> <li>Matriculation or 8<sup>th</sup> Standard (Pass)</li> </ul> <p><b>Basic Skill &amp; Training</b></p> <ul style="list-style-type: none"> <li>First aid and lifesaving palliative skill</li> </ul>

		<ul style="list-style-type: none"> <li>Trained in first aid and lifesaving palliative skill. The training module content and duration must be agreed by the Authority</li> </ul>
3	Driver	<p><b>Basic Qualification:</b></p> <ul style="list-style-type: none"> <li>8<sup>th</sup> Standard (Pass) with valid driving license for LMV (Commercial) and badge license</li> </ul> <p><b>Basic Skill &amp; Training:</b></p> <ul style="list-style-type: none"> <li>Working knowledge on first aid and patient handling</li> <li>If required, an in-house training module may be developed by the Agency in consultation with the Authority.</li> </ul>
	Team Size in each shift	<b>One EMT, one Ambulance Care Assistant and one driver in each ambulance (ALS &amp; BLS).</b>
<b>(b) 24x7 Referral Transport Service (108-JE)</b>		
1	Driver	<p><b>Basic Qualification:</b></p> <ul style="list-style-type: none"> <li>8<sup>th</sup> Standard (Pass) with valid driving license for LMV (Commercial) and Badge License</li> </ul> <p><b>Basic Skill &amp; Training:</b></p> <ul style="list-style-type: none"> <li>The Agency (Service Provider) need to provide vehicle along with driver only on 24x7 basis, no medical technician is required in case of RTS (108-JE) Ambulance. Driver should be trained in giving first aid and administering oxygen supply to the patient, if required. Preferably, an attendant (Family Relative) and ASHA shall accompany the patient.</li> </ul>
	Team Size in each shift	<b>Only one driver for each vehicle.</b>
<b>(c) Boat Ambulance:</b>		
1	Pilot/Sarang	5 years' experience as Launch driver and having certificate of competency as Saranga issued by Directorate of inland water transport, Cuttack or Directorate of Ports and Inland Water Transport, Bhubaneswar, Odisha.
2	Launch Driver	5 years continuous service as Seacunnies/Tindols and having certificate of competency as 2 <sup>nd</sup> Class Driver issued by Directorate of Inland water transport, Cuttack or Directorate of Ports and Inland Water Transport, Bhubaneswar, Odisha
2	EMT	Same as Emergency Medical Ambulance Service (108)

		Ambulance)
3	Manjhi/ Seacunnies	5 years' experience as Khalasi.
	Team Size	One Pilot, one Launch Driver, one EMT and Manjhi during operation hour (dawn to dusk)
<b>(d) Health Helpline Service (104)</b>		
1	Doctor <i>(Total of four doctors i.e., 2 for Health Helpline Service &amp; 2 for ECD are required for the project)</i>	<b>Basic Qualification:</b> <ul style="list-style-type: none"> <li>• MBBS or Higher Degree</li> </ul> <b>Skill &amp; Experience:</b> <ul style="list-style-type: none"> <li>• The candidates should ideally possess clinical work experience of at least one-year post qualification.</li> </ul>
2	Supervisor <sup>12</sup> Minimum of one Supervisor per Shift to be provided.  <i>(No separate payment shall be made for the Supervisor. Bidder should factor in the cost relation to the Supervisor in the price quoted for the counselors.)</i>	<b>Basic Qualification:</b> Any of the following qualifications: <ul style="list-style-type: none"> <li>• Ayush Doctor</li> <li>• Bachelor of Pharmacy</li> <li>• Bachelor of Science (Nursing)</li> <li>• Bachelor of Physiotherapy</li> <li>• Bachelor in Life Sciences</li> <li>• Master's in social science or Sociology.</li> </ul> <b>Skill &amp; Experience</b> <ul style="list-style-type: none"> <li>• The candidates should ideally possess work experience of at least two years in Health Sector</li> </ul>
3	Counselor/Call-takers	<b>Basic Qualification:</b> <ul style="list-style-type: none"> <li>• For BSKY : Any graduate</li> <li>• For ECD &amp; Health Help Line Service: Graduation in Sociology/ Psychology/ Social work</li> </ul> <b>Skill &amp; Experience:</b> <ul style="list-style-type: none"> <li>• The counsellors need to possess at least 1 year of post qualification work experience preferably in health sector.</li> </ul>
	Staff Composition	The Health Helpline will be staffed with doctors, Supervisor and Counsellors/Call-takers.  These doctors shall be available at the cell centre

<sup>12</sup> Role of the Supervisor shall be to provide hands-on training to the Councilors for quality assurance.

		exclusively for 104 Health Helpline Services.
<b>(e) Minimum Educational Qualification of other Key Personnel</b>		
<b>S. No.</b>	<b>Domain</b>	<b>Educational Qualification</b>
1	Fleet Management	Degree Engineer/MBA/PGDM /MSW
2	Human Resource Development	MBA (HR) /PGDM (HR)/ master's degree (HR)/LLB
3	Information Technology System Management	Degree Engineer (IT/Computer Science)/MCA
4	Call Center Manager	Graduation
5	Cluster Leader	Graduate with 2 years of work experience or Postgraduate with 1 years of relevant work experience.
6	Ambulance Maintenance Executive. (One for each district)	ITI/Diploma in Automobile with minimum two years' of relevant experience.

2.5.16 Agency (Service Provider) shall ensure that the working hours of ambulance and call centre staff are within the permissible limit as prescribed under relevant laws in India. The Agency shall also ensure that no staff is allowed to work for more than 12 hours in a day. Service provider shall also carry out medical fitness test on yearly basis of all ambulance staff from the designated government health facility to ensure they have the required level of medical fitness to carry out their job responsibility efficiently and effectively.

2.5.17 Service Provider shall ensure that monthly salary of the project staff, directly involved in the operation of different services under this project (including call centre, ambulance, and other field staff) are paid directly through their bank account without any delay latest by 5<sup>th</sup> of the following month. The service provider is required to submit along with the monthly invoice proof of payment of salary for the previous month as a mandatory requirement in the manner and format as sought by the Authority.

2.5.18 Where the Service Provider uses hired vehicle from a third party(s) for the purpose of Referral Transport Service (i.e. JE), then it shall ensure that payment to such party(s) is made regularly within the agreed timeline on monthly basis and shall also enclose a Declaration to that effect as a testimony of timely payment of such dues along with the monthly invoice raised by it to the Government. The Service Provider shall ensure that the payment to vehicle owners (in case of hired vehicle) is made directly to their bank account. Non-release or delay in release of dues to such vehicle owners

being one of the reasons of interruption in services, shall be considered as a precondition for release of payment against monthly invoice by the Authority.

**2.5.19 Transition Plan:** It's the responsibility of the incoming service provider to develop, finalise and implement the transition plan for a smooth transition of the operation between outgoing and incoming service providers to ensure availability of all the services without any interruption and disruption.

**2.5.20** Service provider must provide reasons for all off-road intervals more than one hour on daily basis.

**2.5.21** In case of RTS (JE) if the vehicle is removed from the active service for any reason then it shall be the responsibility of the Service provider to remove the stickering (branding) from the vehicle.

**2.5.22** The Service Provider shall conduct regular refreshment training of the project staff including EMTs.

**2.5.23** The Service Provider shall maintain existing integration with dial 112 through API.

**2.5.24** The Service Provider shall be responsible to keep the decommissioned vehicles and equipment of the project atleast for 6(six) months before its handing over to the department.

**2.5.25. Communication:** Any communication from Department to the Service Provider shall be responded within the following specified timeline:

S.N	Particulars	Timeline
1	Question raised in Legislative Assembly	Normally 1 working day, however in case of emergency immediate response is required.
2	Detailed Requested under RTI	Within three to five working days, however in case of emergency immediate response is required.
3	General Letter and Queries	Within 7 working days
4	Urgent letter and queries	Within 2 working days
5	Reply to NHRC, OHRC (MACT), Grievance Case and Writ Petitions.	Within 3 days, however in case of emergency immediate response is required.

**2.5.26 Minimum Salary and Allowances for Driver, EMT and Helper:** The Agency (Service Provider) shall ensure that the driver, helper and EMT of EMAS (ALS/BLS) are paid **basic salary** as per Minimum Wages Act. The Driver and EMT should be classified as skilled worker and the helper as unskilled worker for the purpose of minimum wages. In addition to the basic salary (as per applicable minimum wages rate) the Agency shall pay special allowance for Ambulance duty of Rs 5000/- per month to Drivers and EMTs, and Rs 3000/- per month to helpers. The authority will verify from time to

time to ensure that the salary paid by the agency to EMTs, Drivers and Helpers are strictly as per the RFP provisions.

## **2.6 State Government Responsibilities:**

**2.6.1 Overall Monitoring and Supervision:** Government of Odisha shall constitute different committees both a state and district level with appropriate delegation to ensure smooth implementation, monitoring, supervision, and management of the project i.e., “Integrate Patient Transport and Health Helpline services”. The government shall also define the role and responsibilities of different committees along with the frequency of their meeting.

**2.6.2 Up-gradation and Accreditation of Facility:** Government of Odisha shall take the responsibility of necessary up-gradation and accreditation of health facility in the area covered under this project to optimize the benefit of emergency response service.

**2.6.3 Delegation of Power:** Authorise or empower the Service Provider to carry out necessary task under purview of this assignment and to act as a Nodal Service Provider in the state for emergency response and helpline services.

**2.6.4 Toll Free Number:** To provide three-digit toll free number (108 & 104) for operation of IPTHHS (Phase-II) to be used as single call number for the State to reach the call centre. The operational cost quoted by the Service Provider shall be inclusive of all recurring expenditures including the telephonic charges, if any. **Incoming charges towards 104 toll free number shall be borne by the Government.**

**2.6.5 Allocation of Fund:** Allocate the fund toward various tasks or activities under the project as per the mutually agreed terms and conditions.

**2.6.6 Provision for Space and Infrastructure:** Provide necessary space and infrastructure as per agreed terms and condition.

**2.6.7 Liaison with other Department and Agencies:** Liaison with other Departments or Authorities critical to the functioning of IPTHHS (Phase-II) like; Police, Fire, Transport, Labour, etc.

**2.6.8 Payment to Service Provider:** Ensure timely release of payment against all valid claims towards CAPEX and OPEX submitted by the Agency in the prescribed manner as per the terms and conditions of the contract.

**2.6.9** Establish and empower a dedicated Cell for monitoring of this Project on day-to-day basis, which shall work under the overall supervision and control of the Mission Director, NHM, Odisha This Cell will act as an interface between the Department and other stakeholders/parties and perform the following functions:

- i) Ensuring seamless coordination between the Government and the Service Provider in effective and efficient implementation of the project as per the agreement.
- ii) Proactive role in strategic and operational planning of activities that would enhance the value of the services, both existing and potential, and effective monitoring of the outputs and outcomes of the project activities.
- iii) Protecting the interests of the Government in consultation with the Service Provider duly ensuring that all major policy and operational decisions relating to the human resources, procurement, financial management, management information system, etc. (limited to Odisha operations) of the Service Provider are shared with MD, NHM, Odisha.
- iv) Ensuring timely release of funds to the Service Provider and their utilisation in accordance with the agreement and follow-up action thereof.
- v) Ensuring proper upkeep and maintenance of assets that are purchased with the Government funds that are under the control of the Service Provider for delivery of services.
- vi) Anticipate and alert the Government of any problems that might have a direct impact on the quality of services.
- vii) Supervise the fleet management, data management, HR management etc. periodically and keep the Government informed.
- viii) Any other task assigned by the Government from time to time based on the circumstances.
- ix) Ensuring all the Government expenditures under the project are within and as per the provisions of the Agreement.
- x) Ensuring implementation of all provisions of the Agreement before recommending the release of monthly payment.
- xi) Monitoring the implementation of all clauses in the Agreement.
- xii) Ensuring optimum utilization of ambulance services by rational deployment of ambulances and organization of segments.
- xiii) Submission of specified periodical reports to department on Physical and operational performance.
- xiv) Co-ordination with department and other authorities at district/institution or state level for smooth functioning and appropriate grievance redressal.

## 2.7 Period of Engagement (Duration of the Contract)

2.7.1 The Service Provider selected through this procurement process shall enter into a contract with the Government of Odisha to run the project with agreed terms and conditions.

2.7.2 The Service Provider will be engaged initially for a period of 5 years from the date of signing of the Contract, which may further be extended by a maximum period of 1 year by the Government, subject to satisfactory performance and on the same terms and conditions of the contract. However, detailed provision for modification or premature termination of the contract and related liabilities and penalties are stated in subsequent paras.

## 2.8 Schedule of Implementation of Services

2.8.1 **EMAS (including Boat Ambulance)** is run (operation and management) by the Agency selected through a competitive bidding process. The incoming Agency must takeover and operationalize these services across all districts at a time within 3(three) months from the date of signing of the Contract. The incoming Service Provider must ensure that there are no interruptions in the services for this transition. Government shall facilitate handover of all the assets including IT and hardware infrastructure to the incoming Agency and facilitate a smooth and seamless transition.

2.8.2 **24x7 Referral Transport Service** is also run by the same Agency under the same Project i.e., IPTHHS(Phase-II) through the centralised Call-Centre. This service is presently available across the state and can be availed dialing a toll free three-digit number "108" from anywhere in the state. The incoming Service Provider is required to takeover and operationalizes the service across all districts within 3(three) months from signing of the Contract. The vehicles to be used for "24x7 RTS" shall not be provided by the Government. The Service Provider *can either procure or hire these vehicles from third party(s) for RTS of desired specification. Government shall not incur any cost towards the cost of the Vehicle under RTS. However, all the services shall be controlled and operated form the centralized call centre owned and funded by Government of Odisha.* The incoming Service Provider shall have to take over the "24x7 RTS" service simultaneously along with other integrated services within 3(three) months of signing of the contract without causing any disruption in the services.

2.8.4 **Health Helpline Services** is presently operational through the same centralized Call-Centre along with EMAS and RTS by the same Agency. The incoming Service Provider shall also take over the Health Advice Helpline Service along with other services under the project and make it operational within 3 (three) months form signing of the contract without causing any disruption in the services.

## 2.9 Procurement

- 2.9.1 Procurement of all the assets which shall be funded by the Government of Odisha under the Project shall be undertaken by the Agency in the manner specified below.
- 2.9.2 A Purchase Committee shall be formed by the Agency to carry out procurement of such capital assets under the project. The State Steering Committee (PTS) shall nominate four Government officials with approval of the Govt. of Odisha to represent in the Purchase Committee. It would be the responsibility of the Committee to ensure that all the procurements are done on a transparent, competitive, and fair manner through an open tendering process. Service Provider shall be responsible for procurement of all project capital assets except Base Vehicles required for ALS & BLS with stretchers, as and when required.
- 2.9.3 Prior approval of the State Procurement Committee (PTS) formed by the Government of Odisha to be obtained on each occasion with respect to the procurement terms and conditions including evaluation criteria, eligibility criteria, mode of procurement, performance security, specifications and other special conditions included in the bid document.
- 2.9.4 Approved specifications of the Ambulances and healthcare equipment is given in **Annexure-6**. The specification of IT equipment and other items of capital in nature required for up gradation and expansion of the existing Control Room/Call Centre facility shall be finalised as per the requirement.
- 2.9.5 All non-consumable procurements shall become assets of the project, which will have to be handed over to the Government on termination/completion of the project. Proper records of such assets will be maintained in the project accounts.
- 2.9.6 The Government shall be procuring the prefabricated Base Ambulances with stretcher directly through GeM portal from OEM. However, other assets under the project shall be procured by the Agency on behalf of the Government in the manner specified under clause 2.9.2 & 2.9.3.
- 2.9.7 It shall be the responsibility of the Service Provider to ensure timely procurement of assets after the selection of the Supplier through tendering process. The Agency should place the Purchase Order within 30 days from the date of receipt of the instruction from the Department in this respect. The Service Provider shall be liable for penalty @ 0.5% of the order value for each week of delay or part thereof, in case of any delay in placing the Purchase Order subject to maximum of 10%.

## 2.10 Means of Finance

**2.10.1 Capital Expenditure:** Government of Odisha shall finance for all capital expenditure under the project including civil infrastructure, IT infrastructure (hardware), ambulances<sup>13</sup> (ALS, BLS & Boat), machineries, equipment, accessories, office furniture & fittings. However, the Service Provider shall invest from its own fund for the procurement/development of software required to be installed to run the IPTHHS including Call Centre, Computer Aided Dispatch system, Vehicle Tracking System and Monitoring System, etc. Existing IT software and hardware shall be handed over to the winning bidder along with the entire setup.

**2.10.2 Operational Expenditure:** Government shall bear the operational cost for running the ambulance service. The Service Provider shall be paid on a monthly contracted rate as fixed for each category of ambulances. The “per kilometer per ambulance rate” for each category of Ambulance (i.e., ALS, BLS, and RTS) shall be as per the rate quoted by the contracted Agency in its financial proposal. Government shall not pay any amount more than the contracted rates.

**2.10.3** In case of **24x7 RTS (108 Janani Express)** the cost of vehicle and equipment as per the specification shall be borne by the Service Provider and Government shall not incur any capital expenditure. The Service Provider is free to either procure these assets or have them on rent/ lease. **No vehicles under 24x7 RTS should be older than 6 years (from the date of first registration with RTO) anytime during operation. The vehicles should be registered as commercial vehicle and as ambulance.**

**2.10.4** In case of Health Helpline Services, Government shall pay “per seat per shift per month” basis (separate rate for doctors and non-doctors) at the end of the month on satisfactory completion of services. The Call-Centre for helpline service shall be operational 24x7 (all three shifts) Number of staff in each shift shall vary as per caseload.

**2.10.5** The Service Provider shall submit the GPS reports (as customized by the Authority from time to time) every month as evidence in support of the minimum distance to covered by an Ambulance in a month for rendering the service. Service Provider shall go to the destination by following shortest possible route and shall avoid detouring the vehicle to gain kilometers. In case, detouring is done due to reasons beyond the control of the Service Provider, the same shall be reasoned out in the monthly claim. The agency shall submit the job details captured at the call centre properly mapped to trips registered in the GPS.

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<sup>13</sup> Vehicles and equipment cost under Referral Transport Service (RTS) (i.e., Janani Express) shall be borne by the Agency.

**2.10.6** Any penalties imposed against non-compliance shall be recovered from the bills/performance security raised by the Service Provider. If penalties or any other payment recovered from Performance Security, then the Service Provider is required to replenish the Performance Security to make it to its original amount within 15 days from such deductions.

## **2.11 Financing of the Project:**

2.11.1 Financing of the project shall be reimbursement on monthly basis at the contracted rate in accordance with the provision of the agreement. Claims or reimbursements towards operational expenditure shall be payable on monthly basis on submission of statement of claim and invoice along with supporting documents by the Service Provider. Monthly payment of Ambulance Services under EMAS (108) and RTS (108-JE) shall be based on actual kilometers run as supported by GPS tracking reports or based on Odometer reading from EDS, whichever is lesser. Odometer reading from EDS shall be considered only in exceptional circumstances where the variation in distance covered (kilometer run) in a trip between odometer reading and GPS tracking report is more than 10% during the course of the trip and which shall be limited to maximum 2% of the total cases completed in a month across the fleet, to be calculated separately for RTS and EMAS ambulance services. **The Service provider shall be paid only for those trips<sup>14</sup> made for attending the cases.**

2.11.2 Payment towards Ambulances Services other than Boat Ambulance (i.e., ALS, BLS, and RTS) shall be paid on the basis of per kilometer rate (*Kilometer run during a month by the ambulances to attend the Cases X Rate/KM*). Payment towards Boat Ambulance shall on fixed monthly rate. Payment towards 104-Health Helpline Service shall be on per seat/shift/month basis. Penalty, if any, shall be imposed on non-compliance of performance parameters. Government shall release 75% of the monthly invoice value as part payment immediately on submission of invoice and other documents and remaining 25% after due verification. No payment (monthly charges) shall be due to the Service Provider for the Ambulances which are not in operation beyond the allowed off-road days and accordingly proportionately deduction shall be made from the monthly charges.

2.11.3 The payment against all **capital expenditure** incurred by Service Provider (Where it is to be borne by the Government) shall be released upon the procurement and satisfactory commissioning of assets and upon declaration of such capital assets as the properties of the State Government. Wherever procurement is made in phases reimbursement shall be made in phases accordingly.

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<sup>14</sup> A trip results in pick-up and drop-in of a patient from the site to a hospital (i.e., Base Location/Point of Diversion → Patient/Site of Incidence → Hospital → Base Location /Point of Diversion). Multiple patients in a single trip will be considered a single trip/case.

2.11.4 **Advance financing towards procurement of capital asset:** The Service Provider, shall be provided advance, if required, only towards procurement of capital asset (i.e., CAPEX) under the project against 100% Bank Guarantee separately (other than performance security). Advance financing towards CAPEX shall be limited to of Rs 15.00 crores at any given point time. This advance shall be adjusted against claim for CAPEX. While requesting for advance financing, service provider shall produce sufficient evidence justifying the CAPEX requirement.

## 2.12 Investment and Ownership:

All movable and immovable assets created in the project will be the property of State Government. The assets will have to be handed over to the Government at the time of termination/expiry of the contract or as and when sought by the Government, whichever is earlier.

## 2.13 Earnest Money Deposit (EMD) & Performance Security

2.13.1 The RFP participant shall deposit Earnest Money Deposit (EMD) amounting to Rs.1,00,00,000/- (Rupees One Crore only) in the form of Demand Draft/ Bankers Cheque/ FDR/ Bank Guarantee in favor of "Mission Director, NHM, Odisha" payable at Bhubaneswar from a scheduled commercial bank having branch at Bhubaneswar, along with the proposal. Bank Guarantee format for EMD is given in **Annexure-14**

2.13.2 In the absence of the EMD, technical proposal of the bidder shall be rejected summarily.

2.13.3 The EMD shall be kept valid through the proposal validity period i.e., 180 days from the date of bid opening. Bidders shall be asked for an extension, if so, required by the PIA.

2.13.4 The EMD shall be returned to unsuccessful bidders within a period of thirty (30) days from the date of announcement of the successful bidder.

2.13.5 The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period.

2.13.6 The preferred bidder to whom the contract shall be awarded have to deposit Performance Security equivalent to 7% of the annual value of the contract in the form of Bank Guarantee issued from a scheduled commercial bank having branch at Bhubaneswar and should be drawn in favor of "Mission Director, NHM, Odisha payable at Bhubaneswar" . The Performance Bank Guarantee shall remain valid for a period which is 3 months from the date of expiry of the Contract period. Annual value of the contract for the purpose of performance security calculation shall be the annual operational cost calculated as per the rate quoted in the financial bid without

considering the capital expenditure that shall be incurred under the project. Amount of Earnest money deposit can be adjusted into the security deposit. Security deposit is for due performance of the agreement. Format of Bank Guarantee for Performance Security is given in **Annexure-15**. The Contracting Authority/Government in the following circumstances can forfeit the Performance Security:

- (i) When any terms or conditions of the agreement are infringed.
- (ii) When the service provider fails in providing the services satisfactorily.

*Notice will be issued to the agency/service provider with reasonable time (up to a maximum 20 days' time) before the earnest money / security deposit is forfeited.*

## 2.14 Operational/ Performance Parameter and Penalty Clauses

2.14.1 The incoming Service Provider shall complete all preoperational activities including manpower recruitment and training, procurement of project assets and taking over of operation from the outgoing Service Provider and start providing all the services covered under the project in the manner specified under Clause 2.8 (Schedule of Implementation) unless otherwise an extended period is allowed by the Steering Committee in writing.

2.14.2 The incoming Service Provider must ensure that the minimum service level performance is achieved under EMAS (ALS & BLS) immediately after taking over of the project as detailed below.

Particular	Performance Parameters
<b>Average number of cases attended (State Average)</b> <i>(To be calculated considering all Ambulances in the State)</i>	Minimum 4(four) cases attended per Ambulance per day. <i>(To be Calculated for the entire State as a whole)</i>
<b>Average number of cases attended (District Average)</b> <i>(To be calculated considering all Ambulances in particular district)</i>	Minimum 3(three) cases attended per Ambulance per day. <i>(To be calculated for each district separately)</i>
<b>Average KM run by an Ambulance (State Average)</b>	Minimum 170 KM per day per Ambulance.

In case this level of service is not achieved it would be considered as non-performance and accordingly penalty will be levied. Other service level parameters are mentioned in the Scope of Work. This performance level is kept ensuring that the assets of the government are being utilized reasonably and to maintain operational efficiency. A trip results in pick-up and drop-in of a patient from the site to a hospital (i.e., Base Location/Point of Diversion → Patient/Site of Incidence → Hospital →

Base Location /Point of Diversion). Multiple patients in a single trip will be considered a single trip/case.

So, one trip is equivalent to one case. Penalty shall be imposed @ Rs.400/- per month per 1.00 KM shortfall/day/ambulance (measured over a month with total no. of ambulances). **Example:** *If service provider does 190 KM/day/ambulance (measured over a month for 100 Ambulances) then penalty shall be Rs. 4,00,000/- (i.e., 10x400x100=4,00,000)*

2.14.3 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 as mentioned at **Para 2.4** above and the State Level Steering Committee set-up for overall supervision and monitoring of the project (i.e., IPTHHS, Phase-II) will determine penalty.

2.14.4 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 security deposit also.

2.14.5 The Ambulances under EMAS (ALS &BLS) shall have minimum usable life of 5 years. No ambulances shall be due for replacement before 5 years from date of induction or have run more than 2,50,000 kilometers whichever is later. Details of existing fleet with launching date created from the funds of Government of Odisha given in **Annexure-13**.

2.14.6 No additional payment shall be made to the Service Provider beyond the contracted rate. Service provider shall be liable to penalty for non-performance or adherence to performance/quality parameter in the manner described below.

S. No.	Performance Parameter	Description & Incidence of Default	Penalty
A	<b>“EMAS-108”: Emergency Medical Ambulance Service</b>		
A1	Taking over and operationalization of all the services under the project within 3 months of signing of the Contract.	For each day of delay in deployment beyond 3 months’ time.	Rs 12,00,000.00 (Rupees Twelve Lakhs only) per each day of delay.
A2	Average Response Time (ART <sup>15</sup> ) for State: Less than or equal to <b>20 Minutes</b> .	For each minute of delay in average response time:  <i>(To be calculated as monthly</i>	0.5% of the total monthly charges/fee payable towards EMAS service for the entire State, per each minute of such delay.

<sup>15</sup> Average Response Time (ART) is the time lag between the landing of call at the call centre and arrival of Ambulance on the site.

	<i>(For response time calculation interfacility transfer cases to be excluded)</i>	<i>average over the entire fleet of vehicles (ALS &amp; BLS) i.e., State Average.)</i>	
A3	Eligible Call Attended: More than 95%  <i>(More than 95% of the calls as eligible for response is attended by dispatching ambulance)</i>	Penalty shall be levied if attendance level falls below 95% in a month.	Rs 1,00,000/- per each percentage of shortfalls from 95% level.
A4	i) Each Ambulance shall be allowed a maximum of 18 days of off roading for preventive and breakdown maintenance per each completed year of service, calculated @1.5 days per each completed month. The unutilized off-road days for the vehicle in a year shall not be carried forward to next year. No ambulance (ALS/BLS) shall be allowed to be off road* beyond 18 days in a year.  ii) At any given point of time more than 95% <sup>16</sup> of the vehicles (ALS/BLS) shall be on-road condition <sup>17</sup> .	i) Allowed off-road days of 18 days per year do not include force majeure cases accident and mob violence. However, it covers all other maintenance including routine or preventive. For accident or mob violence cases a maximum of 15 additional days shall be allowed to the Service provider to repair or replace the vehicle and beyond that off-road penalty shall be applicable.  For “95% on-road condition” only those ambulances which are off road for more than 1(one) hour at a stretch, shall be considered and calculation shall be done for each district separately. However, in case of small districts where 10% of the vehicles in a district is less than 2 (two) then in lieu of 5% of vehicles, 2 vehicles shall be taken.	(i) <b>Rs 2,000.00 per day/vehicle more than allowed days.</b>  (ii) Rs 200.00 per ambulance hour more than 5% limit (district-wise).  <i>Above penalties with respect to off roading are concurrent in nature. (i.e., both penalties shall be levied simultaneously in case of default)</i>
A5	Minimum average of 4(four) cases per Day/Ambulance at State level and minimum average of 3(three) cases per Day/ Ambulance at District level.	Penalty shall be imposed if any of these performance indicators is not complied.  <b><i>This penalty clause shall not be applicable in case more than</i></b>	@ Rs 2,000/- per each 0.1 cases shortfall from expected level of 4 cases (State Level)/3 (District Level) Cases/Day/Ambulance.

<sup>16</sup> Vehicles damaged due to accident and mob violence shall only be excluded.

<sup>17</sup> Ready to attend the emergency call with all major equipment functional including the GPS device in functional condition.

	Average (State) running of 170 KM /Day/ Ambulance.	<b>95% eligible calls are attended by the service provider.</b>	Penalty shall be imposed @Rs. 400/- per each 1.00 KM shortfall in average daily running of Ambulance). And  <i>If all three performance parameters are not complied than all three penalties will be applied simultaneously.</i>
A6	Any shortfall/ default found on inspection by Authorised representatives or officials of the Authority.	<ol style="list-style-type: none"> <li>Poor General cleanliness /Ambulance body Hygienic storage of Medical/ non-medical consumables/staff uniform and availability.</li> <li>Non-availability of Medical/ non- medical consumables as per the enclosed list at <b>Annexure-6.</b></li> <li>Non-functioning of major equipment.</li> <li>Improper maintenance/non-updating of logbook, stock register, PCR record, vehicle maintenance record as prescribed by Authority.</li> <li>Non-functioning of Air-conditioning of Ambulance.</li> </ol>	Penalty of Rs 2,500/- per ambulance 1st time for every shortfall/ default and subsequently Rs. 5000/- per Ambulance (Individually for every shortfall/ default)
A7	Delay in 2 <sup>nd</sup> time branding (stickering) of ambulances	<ol style="list-style-type: none"> <li>It is the responsibility of the Service Provider to rebrand the Ambulances after two and half years i.e., in 31<sup>st</sup> month as part of OPEX from its own source.</li> </ol>	Penalty of Rs 2500/- per Ambulance for each month of delay.
A8	Operational Expenditure towards "Not Availed Cases" over and above 10% of entire cases shall not be paid.	Not availed cases beyond 10% of total cases shall not be paid.	"Not Availed Cases" totaling upto 10% of entire cases during the billing period shall only be paid. For this average trip size of not availed cases is to be found out by formula (i.e., Total billing KM of all not availed cases / Total not availed cases) thereafter the deduction is to be calculated by multiplying average trip size of not availed case with

			number of not availed cases over and above 10% of total cases.
A9	In no case the service provider shall assign ambulance from outside the area of operation of 30 KMs distance. (i.e., no ambulance should travel more than 30 KMs to reach the site).	Cases assigned beyond 30KMs distance shall not be paid	Total K.M. covered in such cases where the Ambulances have travelled more than 30 KMs to attend the patient shall not be paid.
A10	Multiple Dispatch of Ambulances resulting in "Not Availed Cases".	More than one Ambulance assigned to pick up a single case, resulting to "Not Availed Case".	No payment shall be made for "Not Availed Cases" resulting due to multiple dispatch of Ambulances to attend a single case. Such Not Availed Cases shall not also be considered for calculation of 10% limit set under provision at A8.
A11	Non-IFT cases with trip size of more than 150 km where the Service provider fails to justify.	The Agency to capture justification/reason for all such cases.	In such case, where the Service Provide fails to provide reasonable justification, payment shall be made on the basis of average trip size of Non-IFT cases instead of actual KM run.
B	<b>Referral Transport Ambulance (JE)</b>		
B1	Complete rolling out of all vehicles (Ambulances) within 3 months of signing the contract.	Each day of delay per vehicle	Rs. 1,000 per vehicle for each day of delay in deployment.
B2	i)The off-road days for preventive and breakdown maintenance would be accumulated @1.5 days per vehicle for each completed month. No ambulance shall be allowed to be off road* for more than the accumulated (allowed) off-road days.	(i) Allowed off-road days of 1.5 days per month do not include accident and mob violence cases for which additional up to <b>30 days(maximum)</b> in each year of operation is allowed for repair, restoration, or replacement of vehicle.  (ii) For 95% on-road condition	i) <b>Rs 1,500.00 per day/vehicle more than allowed off-road days.</b> <i>(No penalty shall be levied for additional allowed off-roads days i.e., 30 days.)</i>  ii) Rs 120.00 per ambulance

	<p>ii) At any given point of time more than 95%<sup>18</sup> of the vehicles (Ambulance) shall be on road.</p> <p>iii) Accumulated unutilized off-road days shall not be carried forward to the next year.</p>	<p>only those ambulances, which are off road for more than 1 hour at a stretch, shall be considered and calculation shall be done for each district separately. However, in case of small districts where 10% of the vehicles in a district is less than 2 (two) then in lieu of 5% vehicles 2 vehicles shall be taken.</p>	<p>hour more than 5% limit (district-wise calculation to be done).</p>
B3	<p>Average Response Time (Call to Site): 25 minutes</p> <p><i>(For response time calculation drop-back cases to be excluded)</i></p>	<p>Per each minute of such delay in avg. response time (call to Site).</p> <p><i>Average response time to be calculated on monthly basis for all the vehicles in the State.</i></p>	<p>0.5% of the monthly charges.</p>
B4	<p>Eligible Call Attended: 95% or more.</p> <p><i>(More than 95% of the calls as eligible for response is attended by dispatching ambulance)</i></p>	<p>Penalty shall be levied if attendance level falls below 95% in a month.</p>	<p>Rs 40,000/- per each percentage of shortfalls from 95% level.</p>
B5	<p>Minimum numbers of cases/ambulance /day (Average 3 (three) cases per day.)</p>	<p>Multiple patients in a single trip will be considered as a single trip.</p> <p>No penalty shall be imposed if less than 5% of the total eligible calls are cancelled during that month.</p> <p>Average Cases per ambulance per day to be calculated each month considering total number of vehicles (Ambulances) deployed in the State.</p>	<p>Penalty shall be imposed in case of any shortfall in average cases/ambulance/ day in each month of operation @ Rs. 2,000/- for each shortfall of 0.1 cases per ambulance. (Short fall in cases per ambulance/day = Minimum Expected Average Cases per Ambulance/Day (i.e., 3 trips) – Actual Average Cases per Ambulance/Day)</p> <p><b>Example: If service provider does 2.8 cases/day/ ambulance for 100 vehicles then penalty shall be =</b>  <math>200 \times 1000 \times 2 = \text{Rs. } 4,00,000/-</math></p>
B6	<p>Operational Expenditure</p>	<p>Not availed cases beyond 10%</p>	<p>Only not availed cases</p>

<sup>18</sup> Shall exclude vehicles under repair in accident or mob violence cases (maximum up to 30 days in each year of operation).

	towards “Not Availed Cases” over and above 10% of entire cases shall not be paid.	of total cases shall not be paid.	totaling upto 10% of entire cases during the billing period shall be paid. For this average trip size of not availed cases is to be found out by formula (Total billing KM of all not availed cases / Total not availed cases) thereafter the deduction is to be calculated by multiplying average trip size of not availed case with number of not availed cases over and above 10% of total cases.
B7	In no case the service provider shall assign ambulance from outside the area of operation of 30 KMs distance. (i.e., in circumstances the ambulance shall travel more than 10 KM to attend the case)	Cases assigned beyond 30 KMs distance shall not be paid	Total K.M. covered in such cases where the Ambulances have travelled more than 30 KMs to attend the patient shall not be paid.
B8	“Not Availed Cases” resulting from multiple dispatch of vehicle against single case.	More than one Ambulance assigned to pick up a single case, resulting in “Not Availed Case”	No payment shall be made for “Not Availed Cases” resulting due to multiple dispatch of Ambulances to attend a single case. Such Not Availed Cases shall not also be considered for calculation of 10% limit set under provision at B6.
B9	Non-IFT cases with trip size of more than 150 km where the Service provider fails to justify.	The Agency to capture justification/reason for all such cases.	In such case, where the Service Provide fails to provide reasonable justification, payment shall be made on the basis of average trip size of Non-IFT cases instead of actual KM run.
B10	Cases attended by Referral Transport Ambulances other than the purpose it is meant for.	Rendering services to ineligible cases including attending to emergency cases or cases beyond the scope of the service.	Payment shall not be made

<b>C</b>	<b>Boat Ambulance</b>		
C1	Response Time (Call to Site) of 45 minutes.	Penalty shall be levied if the average response time is more than 45 minutes.	No Penalty
C2	Cancellation of job without any valid reason.	Penalty shall be levied if the job cancelled without any valid reason.	Rs 1000/- for each job cancelled without any valid reason.
C3	Minimum 6(six) cases per Boat Ambulance in each month.	Penalty shall be applicable if the average cases for Boat Ambulance is less than 6(six).	Penalty will be <b>Rs.4000/- per each 0.1 cases of shortfall</b> from expected level of <b>6 cases /month.</b> <i>(No penalty shall be levied in the cancelled call is less than 5%)</i>
C4	“Off-water” of Boat Ambulances <i>(Failure in the part of the Service Provider to keep Boat Ambulances ready for use)</i>	If the Boat Ambulances remains out of order continuously for more than 8 hours, then it shall be considered as “Off Water” and liable for penalty. It is responsibility of the Service Provider to keep the Boat Ambulances ready for service all the time.	<b>The penalty shall be @ Rs.4,000/- per day per Boat Ambulance beyond the permissible limit of 18 day in a year.</b> Proportionate deduction shall be made from the monthly fees for the off-road days more than allowed off-road days of 18 days.
C5	Statutory Compliance <b>(Orissa Boat Rules 2004)</b>	It is the responsibility of the Service Provider to ensure required Statutory Compliance.	<b>Noncompliance, the Boat Ambulance to be treated as “out-of-service” and off-water penalty as applicable will be imposed.</b>
C6	Delay in 2nd time branding (stickering) of ambulances	It is the responsibility of the Service Provider to rebrand the Ambulances after two and half year’s operation i.e., in 31st month as part of OPEX from its own source.	Penalty of Rs 2500/- per Boat Ambulance for each month of delay.
<b>D</b>	<b>Centralised Call Centre Based Health Helpline Service (104):</b>		
D1	Average calls to be attended by each call takers in a day: <ul style="list-style-type: none"> <li>• Health Helpline Service including ECD: 20 calls/seat per shift.</li> <li>• BSKY: 100 outgoing calls/seat per shift.</li> </ul>	If number of calls are less than the targeted call, then penalty shall be deducted from monthly contracted rate.	Penalty shall be proportionate to the shortfall in number of targeted calls.
D2	Availability of call takers during working hour	Absent for more than an hour during the working hours.	150% of the proportionate charges
D3	Percentage of abundant call	Penalty shall be imposed if the	Penalty shall be at the rate

	shall not be more than 1%	percentage of abundant call goes above 1%	of Rs 2000/- per each additional 1% of abandon call.
<b>E</b>	<b>Call Centre Service Level Efficiency</b>		
E1	Service level target of 90% of the calls is to be attended within threshold limit of 10 seconds. <i>(Short, abandoned calls within 5 seconds are to be excluded)</i>	Penalty shall be imposed if the rate goes below 90%.	Penalty shall be @ 50,000 per each 1% of Shortfall.
E2	Call Centre Down Time beyond permissible limit of 0.5%, calculated over a month. (Mechanical or Operational). This is non-cumulative.	Average down time each month beyond allowed limit of 0.5%.  Average down time to be calculated separately for Health Helpline Service & Ambulances Services.	Rs.5000/- per each hour of downtime in case of Health Helpline.  Rs 10,000/- per each hour of downtime in case of Ambulance Services.

**\*OFF-ROAD CONDITION (FOR THE PURPOSE OF PENALTY CALCULATION):**

- a) An ambulance shall be counted as ‘Off-road condition’ in any one of the following instances:
- GPS is not working for more than 12 hours at a stretch.
  - Key equipment not functional/available for more than 12 hours at a stretch.
  - Ambulance is not working (breakdown condition) for more than 12 hrs. at a stretch.
- b) In case of EMAS (108) vehicles (which are government owned) “Off-road” does not include force majeure cases including accident and mob violence vehicle under repair (maximum up to **15 days**). However, it covers/includes all other maintenance including routine or preventive.
- c) No ambulances (108-EMAS, Boat & 108-JE) are allowed to operate without insurance coverage and valid fitness certificate and shall be treated as off-road (off-water in case of Boat Ambulance) in absence of comprehensive insurance coverage. However, in case of renewal of fitness certificate where application for renewal is made within stipulated timeline (i.e., 30 days before date of expiry of validity) but fresh certificate has not been issued by the Authority then it will not be treated as off-road/off-water.
- d) In case of Referral Transport (108-JE) maximum 30 days in each year of operation shall be allowed for each vehicle for repair in case of damage due to mob violence or accident in addition to 18 days for routine and preventive maintenance.
- e) For 24x7Referral Transport Service (108-JE), “Off-road” days more than 30 days (which is allowed for repair in case of mob violence and accident) shall be treated as off road. Service Provider is required to replace accidental vehicles within 30 days.
- f) An ambulance cannot have an operational status in a sequence like Off-road → On-road → Off Road unless a minimum of one case is successfully attended in between two Off-road conditions. That means there can’t be an On-road condition between two Off-road conditions of an ambulance unless a call is attended successfully in between. Such On-road condition shall be treated as Off-road condition for all practical purpose where not even a single call is attended successfully.

- g) In case the ambulance does not attend the call when the vehicle is showing on-road status then it shall be treated as off-road.
- h) For EMAS Ambulances damaged in case of accident or any other force majeure event, the agency must repair Ambulances or deploy back-up Ambulances in their place with 15 days, failing which Off-road penalty shall be applicable.
- i) Proportionate deduction shall be made from the monthly contracted rate in case of off-road/off-water beyond allowed days for an ambulance in addition to applicable penalty deductions.
- j) The Penalty, which is in absolute value, shall be increased proportionately with the annual increment in monthly fee.
- k) In case of Helpline Service, the seats in the call-centre should be earmarked to respective Program/Scheme. *Similarly, separate seats to be allocated for incoming and outgoing calls.*
- l) **Boat Ambulances must have Comprehensive Insurance for both initial and subsequent years, which shall be part of OPEX and borne by the Agency. It shall be a comprehensive insurance covering at least 6 (six) persons for each Boat Ambulances.** In absence of comprehensive insurance coverage, the Boat Ambulance shall be treated as off-water and accordingly OPEX pertaining to that period shall not be paid, in addition to applicable penalty for off-water beyond allowed days.

## 2.15 Performance Standards and Standard Operating Procedures

### 2.15.1 Performance Standards for ALS, BLS, Boat Ambulance and RTS

- (a) The ambulance under EMAS and Referral Transport Service must reach the site of requirement within the response time as specified under Para 2.15.2 of receiving such call at the Emergency Response Center in 95% of the eligible cases. It is clarified that non-response to hoax calls, repeat calls, crank calls or calls that did not provide an address for the Patient will not be considered while determining adherence to Response Time standards by the Operator. Response Time standards shall apply to all emergency ambulance requests requiring a response as determined by the Emergency Response Center (ERC) using call screening and dispatch protocols (approved by the Authority) and only such calls shall be used for the purposes of determining response time compliance calculations.

#### Service Quality Parameters for BLS & ALS Ambulances:

S. No.	Performance Indicator	Benchmark
1	Geographic coverage of the district with BLS & ALS services	100%
2	Average number of emergencies** to be attended by one ambulance per day	4 cases (minimum)
3	Average time taken to reach the scene from the time the call is received (call to Scene). At least in 80% of the cases it should reach within 20 minutes. (Change to be measured monthly)	20 minutes
4	District wise vehicle busy calls (for BLS) (Change to be measured half yearly)	Not more than 5%
5	District wise vehicle busy calls (for ALS) (Change to be measured half yearly)	Not more than 1%
6	Addressing ineffective (Hoax) calls – Reduce by 15% of the total	Reduce by 15%

	ineffective calls (Changes to be measured annually)	
* 7	Introduce quality management indicators for skills and equipment	100%
F 8	Average percentage of on-road vehicles per day should not be less than	95%
O 9	Average distance travelled per vehicle per day should not be less than (only for BLS)	<b>170 KM</b>

above benchmarks, the word "emergency" is defined as:

*Emergency is defined as an occurrence of any sudden event that threatens life and demands immediate attention. Emergencies could vary vastly in scope, magnitude, and management. Effective emergency response significantly reduces deaths, disabilities, suffering from length of hospital stay, losses from fire incidents. Emergency Response is medical services and medical care that reduce the levels of risk on life and health.*

### Service Quality Parameters for 24x7 Referral Transport Service (JE Ambulance):

S. No.	Performance Indicator	Benchmark
1	Geographic coverage of the district with JE services	100%
2	Average number of pregnant women/ children <sup>19</sup> to be transported from home to hospital or Hospital to home by one ambulance per day (pick-up or drop-back <sup>20</sup> )	<b>3.0 Cases</b>
3	Average time taken to reach the scene from the time the call is received at the call centre (call to scene) (Change to be measured monthly)	<b>25 minutes</b>
4	District-wise vehicle busy calls (Change to be measured half yearly)	None
5	Introduce quality management indicators for skills and equipment	100%
6	Average percentage of on-road vehicles per day should not be less than	95%

- (b) Any delay in adhering to the Response Time, dispatch time and other performance standards shall be recorded and reported by the Operator to Patient Transport Cell (PTC) , NHM, Bhubaneswar.
- (c) Response Time calculations shall be calculated from the time a call is received as defined in (i) below till the time Operator's ambulance arrives on scene as defined in (ii) below or is cancelled by the Emergency Response Centre (ERC).
- (i) Time of Call Received- shall be defined as the time at which the ERC has received a call through telephone or any other source (fire service, police etc.).
- (ii) Time of Arrival on Scene – shall mean the time at which an ambulance crew (the driver) notifies the ERC that the ambulance has reached the nearest public access point to the Patient.
- (iii) In case of multiple response i.e., more than one vehicle arriving at the scene, the

<sup>19</sup> All pregnant women for institutional delivery & children below 5 years for treatment at government facilities.

<sup>20</sup> Drop-back service shall be available initially only in NRC (National Rehabilitation Centre) cases.

response time shall be recorded for the first vehicle arriving on scene.

- (iv) Response time standards may be suspended in case of a multi casualty incident or disaster in Odisha in case Authority calls on the vehicles to aid.

**(d) Service Quality Parameters for Boat Ambulances (6 nos.)**

S. No	Service Quality Parameter	Description
1	Average Response Time in each month.	45 Minutes
2	Number of cases per Boat Ambulance per month	6(six) cases in a month.

**(e) Service Quality Parameters of 104 Health Helpline Services:**

The table below lists the minimum expected service levels for the health contact center. They must be achieved within four months of the launch of the contact center.

Indicators	Expected (20 pts.)	Manageable (10 pts.)	Breach (0 pts.)
AHT <sup>21</sup> of 15 sec. for nonproductive calls	90% of calls	75-85% of calls	<75% of calls
AHT of 240 secs. for health advice calls	85% of calls	75-85% of calls	<75% of calls
AHT of 3-5 min. for Medical Officer calls	85% of calls	75-85% of calls	<75% of calls
AHT of 10-15 min. for counseling calls	80% of calls	70-80% of calls	<70% of calls
Daily reports sent to designated officials within 24 hours	<24 hours	24-36 hours	>36 hours
Call quality based on Sampling by designated committee	100%	98%	<98%
Calls (lasting beyond 30 seconds) not closed properly by call taker	100%	98%	<98%

*Minimum score of 100 points is expected from 4<sup>th</sup> month onwards.*

**2.15.2 Performance Standards for the Emergency Response Centre**

- (a) Executives receiving the calls on the toll-free line must take the call within 10 seconds of the first ring.
- (b) Call Centre down time should be within the permissible limit of 0.5% in any month.
- (c) The Service provider shall ensure more than 95% of the calls screened (after attending and analyzing the calls at the Call Centre) as eligible for response is attended (provided Ambulance Service).
- (d) From the time of receipt of call at the ERC the ambulance must be dispatched at the earliest to ensure required response time.

<sup>21</sup> Average Handling Time

### 2.15.3 Standard Operating Procedures

- (a) The Standard Operating Procedure (SOP) shall be developed in conformity with the provisions under the RFP by the Service Provider and which shall be finalized in consultation with the Executive Committee before taking over the operation. The Service Provider shall follow the SOP consistently for a smooth operation. The areas to be covered under the SOP are given below:
- (i) Purpose and Scope
  - (ii) Dispatch Centre protocols
  - (iii) Operation Systems, Structures and Protocols for Ambulance including response protocols, ring checks, call codes, vehicle maintenance, vehicle breakdown management, vehicle accident management, vehicle distribution, communication protocols.
  - (iv) Operational protocols for special circumstances (natural calamities, mass casualty events (both manmade and natural), unattended death, transportation of minors, transportation of obstetric cases, pediatric patients, neonate, crime scene operations, fire & accidents relating to hazardous material). Department will assist in the development of the operational protocols for such special circumstances.
  - (v) Reporting structures and formats - overall documentation
  - (vi) Health and safety protocols for personnel
  - (vii) Job description, roles, and responsibilities of each level of personnel in entire operations.
  - (viii) Training, refresher course and orientation protocols for all levels of personnel (including staff replacement protocols)
  - (ix) Overall administrative policies
  - (x) Penalty and Payments if any to be revised.
  - (xi) Inter-facility transfers protocol.
  - (xii) On-line medical direction / guidance protocols
  - (xiii) Transportation refusal policies and protocols
  - (xiv) Do Not Resuscitate Policy
- (b) The Standard Operating Procedure may be reviewed and revised at periodic intervals. However, the Authority reserves the right to amend the Standard Operating Procedure (SOP), within the overall framework of the RFP, unilaterally and the Operator shall be bound to implement such change from the date of its communication by the Authority to the Operator.
- (c) Amended versions of the Standard Operating Procedure (SOP) shall be implemented after submission to the Authority for necessary approval.

### 2.15.4 Standard Ambulance Operating Protocol.

- (a) The Standard Ambulance Operating Protocol (SAOP) that will provide the guidelines and framework in accordance with which each Ambulance will have to be operated.
- (b) The Service Provider is required to develop the Standard Operating Protocol of all four services in consultation with the Authority within 3 months from the date of contract agreement and conduct the services accordingly.
- (c) The tentative developed principles for the Standard Ambulance Operating Protocol are given below:
  - (i) Accident or other Medico Legal Cases: In all cases the operator will take the Patient to the nearest Government designated Health Facility.
  - (ii) Obstetric Emergency: In the event of an obstetric emergency wherein the patient concerned arrived makes a request to be taken to a hospital/healthcare facility, where she is registered / referred, the Operator shall take such Patient to such hospital /healthcare facility. Provided that the Operator shall ensure coverage, by another Ambulance of the Ambulance Operation Area of the relevant Ambulance that responds to an Obstetric Emergency in the event the Patient concerned is being taken to a hospital/healthcare facility outside the Ambulance Operation Area of that ambulance.
  - (iii) The Operator can collect/pick up patients only within the area of the Odisha.
- (d) The Standard Ambulance Operating Protocol may be reviewed and revised at periodic intervals as the project is implemented.
- (e) Authority shall have the right to, from time to time, notify a specific change(s) to the Standard Ambulance Operating Protocol and the Operator shall be bound to implement such change from the date of its communication by Authority to the Operator.

#### 2.15.5 Back-up Ambulances for EMAS

- (a) The Service Provider is **allowed to maintain up to 5% of the total Ambulances** of identical specification technical condition, as back-up Ambulance to be used as replacement in place of Ambulances which out of service for reasons including accident damage, delay in repairing, etc., for a period beyond the allowed off-road days, to avoid off-road penalties.
- (b) **The Service Provider shall not be paid separately for these back-up Ambulances.** These Ambulances shall be in standby to be inducted in place of off-road Ambulances to improve service delivery.
- (c) These backup Ambulances shall be sourced/procured by the Service Provider at its own cost. These backup Ambulances shall not be inducted without clearance by joint inspection team consisting of representative from both Government and

Service provider's side.

### 2.15.6 Equipment Maintenance & Up-keep

- a) The Service Provider shall be responsible for proper upkeep and maintenance of the project assets including ambulances and all equipment installed therein to ensure maximum readiness to attend emergency cases timely and efficiently.
- b) The Service Provider shall check the vehicles as per the maintenance service prescribed by the manufacturer.
- c) The Service provider shall also be responsible for any loss or damage caused to the ambulance equipment due to theft or otherwise.
- d) The service provider shall also ensure that the ambulances and all its equipment (medical equipment) including GPS (vehicle tracking system) are on working condition before putting them on service. The ambulances shall be treated as out of service unless all the essential equipment as given under **Annexure-6** are in functional condition. No case to be assigned if ambulance is marked as off-road due to any reason.
- e) The Service provider shall conduct regular Checks / Stocking / Cleaning of all medical equipment, tools, and instruments. The EMT and the Driver at the beginning of a shift must do a complete regular check. Any missing items must be restocked immediately, and responsibility pinned down to the previous crew and Cluster Leader should be informed about the missing items, if any. This check must be carried out according to the check list provided through the Ambulance Supervisor. The crew shall clean the ambulance regularly and after every trip. When cleaning the Ambulance or equipment, the crew shall assume that all fluids are contaminated and appropriately use gloves and clean all surfaces with appropriate disinfectant.

### 2.16 Monitoring and Evaluation

2.16.1 There shall be following committees with defined role and responsibility to ensure smooth implementation, operation, and monitoring of the project.

- a) State Steering Committee
- b) State Procurement Committee
- c) State Management Committee
- d) District Level Monitoring Committee

2.16.2 Service Provider shall provide access to online data to facilitate online monitoring on a continuous basis. Service Provider shall also give login rights to the designated officials of NHM and Department for online monitoring and evaluation. Service Provider shall also provide hardware and software including access to data through FPI, if required, at the office of MD, NHM for online monitoring of the services.

- 2.16.3 The services and records of the service shall be subject to inspection by designated officer(s) of Department/NHM.
- 2.16.4 Government reserves the right to evaluate the performance of the Service Provider as well as the project periodically by a third party.
- 2.16.5 The service provider shall undertake a system audit of call-center process, workflow and procedure, software used, and information/data generated in the call centre and field operation by an independent third-party agency within six months form the date of taking over of the operation to assess the robustness and effectiveness of the system. Recommendation of the audit shall be implemented by the service provider immediately.

## **2.17 Termination /Suspension of Agreement**

- 2.17.1 The Government may, by a notice in writing suspend the agreement, for a period as decided by the Government (but not for more than 6 months), if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
- (i) Shall specify the nature of failure, and
  - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- 2.17.2 In case of suspension, Government could depute its officer(s)/through third party agency at the Call Center/Office of Service Provider at Bhubaneswar to oversee and manage the operations of the project. All operations of the project shall then be handled by the personnel/officials, so deputed, to address the issue(s). During the suspension period, Service Provider shall have no right to intervene in the operation and management of the project. Once issues are addressed/resolved, it shall be handed back to the Service Provider. In case of taking over of the operations, Government shall not be liable for any loss incurred by Service Provider during and after the suspension period.
- 2.17.3 During the suspension period, Government reserves the right to terminate the agreement by giving 30 days' notice period.
- 2.17.4 The Government after giving 30 days (clear days) notice in writing, expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

- (i) If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Government may subsequently approve in writing.
- (ii) If the service provider becomes insolvent or bankrupt.
- (iii) If, because of force majeure, service provider is unable to perform a material portion of the services for a period of more than 60 days: or
- (iv) If, in the judgment of the Government, the service provider is engaged in corrupt or fraudulent practices in implementation of the project.

2.17.5 In the event of premature termination of the contract by the Government on the instances other than non-fulfillment/ non-performance of the contractual obligation by the Service Provider, the balance remaining un-paid amount on any account as on the day of termination shall be released within six months from the date of such termination.

2.17.6 Government reserves the right to partially terminate (one or more services) the contract.

2.17.7 In case of premature termination or suo-moto abandonment of the contract/project by the service provider, the service provider shall be penalized for the default. While applying this penalty, in addition to the forfeiture of the performance security, the Government may appropriate towards the penalty, the balance remaining unpaid on any account as on the day of suo-moto abandonment by the service provider to recover the damage sustained due to abandonment.

2.17.8 In case of termination, Service Provider will continue operations on existing terms and conditions till a maximum period of six months from the date of termination or date of handing over of complete operations including assets to a new Agency. All assistance should be provided by the existing service provider in handing over of all assets, licenses, etc., to new vendor without any extra cost to the Government as per directions of TIA.

## **2.18 Modifications**

Modifications in terms of reference including scope of the services can only be made by written consent of both parties. However, basic conditions of the agreement shall not be modified.

## **2.19 Saving Clauses**

In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Mission Director, NHM, Government of Odisha shall be applicable.

## 2.20 Force Majeure

- 2.20.1 This being an emergency response service, the Agency shall not be allowed to suspend or discontinue the service during occurrences of Force Majeure events. A suspension of or failure to provide service on the occurrence of a Force Majeure event will be an Event of Default unless the Force Majeure event is of such nature that it completely prevents the operation of ambulances for any reason in any area.
- 2.20.2 The failure of Service Provider to fulfill any of its obligations under the agreement shall not be a default in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event:
- a) Has taken all reasonable precautions, due care, and reasonable alternative measures to carry out the terms and conditions of the agreement, and
  - b) Has informed the other party as soon as possible about the occurrence of such an event.
- 2.20.3 If Performance Standards are not complied because of any major breakdown to ambulance vehicles or any of the Project Facilities or non-availability of project staff, or inability to provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events then no penalty shall be applicable for the relevant default in Performance Standards.
- 2.20.4 It is sole responsibility of the Service Provider to take adequate and appropriate insurance coverage for the project assets belonging to Government including Ambulances (EMAS & Boat), IT equipment and other equipment owned by the State Government. In case any of those assets are damaged due to accident, it would be the sole responsibility of the Service Provider to repair or restore those assets on its own cost. However, in case of total loss (beyond economic repair) government shall replace the asset. State Government in no circumstances shall compensate for the amount to the extent not covered under the insurance policy. It is the responsibility of the Service Provider to take appropriate insurance coverage of these assets owned by the Government.
- 2.20.5 On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Government may give instructions to the Service Provider including requiring deployment of certain number of Ambulances in specific locations, in such circumstances, the Service Provider shall comply with such instructions and will be excused from adherence to relevant performance standards. In case of such deployment of ambulance on the advice of Government, the service provider shall be paid for 170 km or actual KM run, whichever is higher.

## 2.21 Settlement of Dispute

If any dispute regarding the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties, or liabilities of any party, the same shall be referred to the State Level Steering Committee) for decision. If the Service Provider is not satisfied with the decision of State Level Steering Committee, they may proceed for arbitration.

## 2.22 Arbitration

2.22.1 Any unresolved dispute or difference whatsoever arising between the parties to this Agreement out of or in relation to the construction, meaning, scope, operation or effect of this Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by the Secretary to Government, Department of Health & Family Welfare, Govt. of Odisha. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules, or reenactments thereof.

2.22.2 The arbitration shall be conducted in Bhubaneswar, Odisha, India. The arbitration shall be conducted in English and all written documents used during the arbitration shall be in English. The Award shall be speaking Award.

2.22.3 The parties agree that any decision for Award of any Arbitral Tribunal pursuant to this clause shall be a domestic award and final, conclusive, and binding upon the parties and any person affected by it. The parties also agree that any court of competent jurisdiction may enforce any arbitration award rendered pursuant to this clause.

2.22.4 During any period of arbitration, there shall be no suspension of this Agreement.

2.22.5 The parties specifically agree that any arbitration shall be pursuant to clause above and the clause is governed by Indian Law.

## 2.23 Right to Accept and Reject any Proposal.

Proposal Inviting Authority reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

## 2.24 Award of Contract and Agreement

On evaluation of technical and financial parts of RFP and decision thereon, the participating Agency declared as winner by the Authority shall execute an agreement

in the prescribed format with the Government of Odisha within 21 days from the date of issue of Letter of Acceptance. This RFP document along with other documents and information as provided by the said Agency in response to that shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to furnish the performance security (security deposit) as required.

## 2.25 Commencement of Service

2.25.1 The Service Provider shall commence the service only after the issue of the Letter of Commencement by the Department allowing the Service Provider to commence activities envisaged under the RFP. Letter of Commencement shall be issued subject to following conformations:

- (a) Control Room and all other infrastructures are ready in all respect as per the terms and conditions mentions in this RFP.
- (b) Ambulances and control room are equipped and furnished in all respect.
- (c) All statutory requirements essential and necessary under different statute to run the service have been complied.

2.25.2 Within 3(three) months from the date of signing of the Agreement, the incoming Service Provider shall take over entire operations of the project from the outgoing Service Provider in one go, without any disruption in service. If the Agency fails to commence the service as specified herein, the Government may, unless it consents to the extension of time thereof, forfeit the Performance Security and appropriate the same.

## 2.26 Jurisdiction of Court

Legal proceedings, if any, shall be subject to courts under Bhubaneswar jurisdiction only.

# 3. CRITERIA FOR EVALUATION

## 3.1 Evaluation of Technical Proposals

3.1.1 In the first stage, Part A (Key-Submission) shall be opened, and the eligibility shall be assessed as per the set criteria given in **Clause 1.2**.

3.1.2 Technical Proposal (Part B) of those applicants shall be considered for technical evaluation that qualifies the eligibility criteria as mentioned in Clause 3.1 (1) above. Technical Proposal will be evaluated as per the criteria set out in the RFP document based on the proposal submitted and presentation made by participating firms.

Those Participants who can obtain more than or equal to seventy (70) marks out of the total technical score of one hundred (100) marks in the technical evaluation shall be considered for opening and evaluation of financial proposal.

3.1.3 The key personnel, as given by the Service Provider in the technical proposal should not change during the tenure of the contract, without prior approval of the Government of Odisha.

3.1.4 Technical Proposal of all the Applicants will be evaluated based on appropriate marking system. The categories for marking and their respective weightage are as under:

SI No	CRITERIA	MAXIMUM MARKS	MARKS OBTAINED
1	<b>EXPERIENCE OF THE BIDDER</b>		
	i) Years of experience in operation and management of Ambulance Service (ALS & BLS or JE <sup>22</sup> ).  (Experience: (a) between 5 to 7 years ( $\geq 5$ years & $\leq 7$ years): 5 points; (b) more than 7 years: 7 points; (c) more than 9 years: 9 points; (d) more than 11 years: 10 points)	10	
	ii) Experience in operation and management of Ambulances Service (BLS, ALS or JE) for any Government or PSU in India for more than 5 years.  ((a) From 700 up to 800 ambulances – 05 points; (b) From 801 up to 1000 ambulances – 07 points; (c) More than 1000 ambulances -10 points)	10	
	iii) Experience in Computer Telephony Integration with the ability to log calls and track vehicles using Geographical Information System with GPRS integrated Ambulance Monitoring System for more than 5 years.	5	
iv) Experience of handling Call Centre based health helpline services for more than 5 years in terms of capacity in number of seats ( $\geq 20$ seats – 5 points; $\geq 30$ seats – 7 points; $\geq 50$ seats – 10 points)	10		
2	<b>EXPERIENCE OF KEY PERSONNEL</b>		
	i) Personnel having experience in fleet management of > 500 emergency ambulance (ALS/BLS) (More than 2 years- 2 marks, more than 3 years- 3 marks, more than 4 years- 4	5	

<sup>22</sup> JE – Janani Express or Referral Transport Vehicle under JSSK

	<p>marks, more than 5 years -5 Marks.) – <b>(For State Head Of the Service Providing Agency)</b></p> <p>ii) Personnel having experience in IT infrastructure, services and its management related to emergency Call-Centre, Computer Telephony Integration, call logs, triage software, online monitoring etc. (More than 2 year- 2 marks, more than 3 years- 3 marks, more than 4 years- 4 marks, more than 5 years -5 Marks) <b>-(For IT Head / IT Specialist-State Of the Service Providing Agency)</b></p> <p>iii) Personnel having experience in recruitment and training of staff pertaining to doctors, EMT, lab technicians, drivers, nurses etc. (More than 2 year- 2 marks, more than 3 years- 3 marks, more than 4 years- 4 marks, more than 5 years-5 marks) <b>(For HR Head-State Of the Service Providing Agency)</b></p> <p>iv) Personnel having Experience in management and operation of Call Center based Health Helpline Service (More than 2 years- 2 marks, more than 3 years- 3 marks, more than 4 years- 4 marks, more than 5 years-5 marks) <b>(For Center Manager -State Of the Service Providing Agency)</b></p>	5	
		5	
		5	
<b>3</b>	<b>APPROACH, METHODOLOGY &amp; INNOVATIONS</b>		
	i) Project Implementation Plan including transition plan, methodology, approach, and innovations.	5	
	ii) Indicators, methods, and procedures proposed for performance evaluation and monitoring.	5	
	iii) Manpower planning training and recruitment.	5	
<b>4</b>	<b>FINANCIAL STRENGTH</b>		
	i) Net Worth of the Applicant* (Net Worth= Total Asset- Liabilities) (More than Rs 20.00 Crores= 4 marks, more than Rs 30.00 Crores= 7 marks and more than Rs 40.00 Crores=10 marks)	10	
	ii) Working Capital (WC)* (Working Capital= Current Asset- Current Liabilities) (More than Rs 5 Crores= 4 marks, more than Rs 10 Crores= 7 marks and more than Rs 15 Crores=10 marks) <i>*Five years average shall be taken from audited balance sheet for calculation purpose.</i>	10	
<b>5</b>	<b>TECHNICAL PRESENTATION (BEFORE THE EVALUATION COMMITTEE)</b>	10	

	<b>TOTAL</b>	<b>100</b>	
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3.1.5 All eligible Bidders shall be invited to make presentations up to 30 minutes, before opening of Financial Proposals, to demonstrate their credentials before the Evaluation Committee. The presentation shall broadly cover the following aspects:

- (i) Brief Company profile, local presence, associates, major clients & projects etc.
- (ii) Experience and capabilities of conducting similar assignments.
- (iii) Understanding of assignment along with methodology indicating broad road map
- (iv) Risks and proposed risks mitigating measures.
- (v) Proposed Key Personnel along with Team Leader and Manpower commitment.

*The time and venue for the presentation shall be intimated to eligible participants in due course.*

3.1.6 In case of consortium applicant, technical scoring under “**Experience**” and “**Financial Strength**” shall be done separately for each member and final score shall be calculated as weighted average of their individual scores based on their share in the consortium.

**3.2 Evaluation of Financial Proposal:**

3.2.1 Financial proposal of only those bidders whose technical score (as per the technical evaluation) is 70 (seventy) or above shall be considered for opening. The Financial proposals of the technically qualified participants will be opened and the participant having lowest financial quote will be the selected for awarded of contract.

3.2.2 Authority reserves the right to ask for detailed cost-sheet for any of these activities (i.e., EMAS-Ambulance, RTS-Ambulance, Boat Ambulance and Health Helpline), if necessary, for price rationalisation from the selected participants before the award of contract.

**3.3 Short-listing and Selection**

3.3.1 Participants shall be ranked as per their financial quote (offered price). The technically qualified participant having lowest financial quote (offer price) shall be the most preferred Agency.

3.3.2 The preferred Agency shall be invited for signing the contract. However, the second ranked participant shall be kept in reserve and may be invited (at the discretion of the Authority) to take-up the contract in mutually agreed terms in case the preferred Agency withdraws, blacklisted, or otherwise become ineligible for entering a valid contract with the Government.

- 3.3.3 PIA reserves the right to ask for detailed cost-sheet for any of these activities (i.e., EMAS-Ambulance, RTS-Ambulance, Boat Ambulance and Health Helpline), if necessary, for price rationalisation from the preferred Bidder.
- 3.3.4 TIA reserves the right to cancel the whole tender process in case PIA feels that the price quoted by the preferred bidder is not reasonable and may invite fresh proposals.
- 3.3.5 PIA reserves the right to cancel the whole tender process without assigning any reason thereof.

## ANNEXURES

**ANNEXURE 1: ORGANISATION PROFILE**

Name of the Service Provider:	
Address of Registered Office:	
Contact Person:	
Year of Establishment:	
Annual Turnover* in last five years (Rs. in Lakh) Financial Year 2022-23:  Financial Year 2021-22:  Financial Year 2020-21:  Financial Year 2019-20:  Financial Year 2018-19:  *Audited Statement of Accounts & Tax Audit Report to be enclosed for calculation of Turnover. If the audit for the financial year 2022-23 is not completed the Applicant must allow <b>provisional</b> Statement of Accounts duly certified by the Auditor/Chartered Account in lieu of audited statement of Accounts.	
Net worth of Service Provider (Positive/Negative):	
Details of work executed (ongoing/completed) successfully for any Government Agency.	To be furnished in the format given below along with the copy of Letter of Award/ Work Order/ Letter of Satisfaction.
Working Capital:  Working Capital =(Current Assets –Current Liabilities)	
Award & Accreditations, if any:	
Any Award or Felicitation received by your Service Provider:	

Any Other Relevant Details:	

The information should be provided in the format given below for each assignment for which the Applicant, was legally contracted by the Client stated below.

Assignment Name:	
Location:	
Name of the Client:	
Address:	
Start date (Month/Year) to Completion Date (Month/ Year):	
Value of the Contract/ Work Order (in INR):	
Name of Associated Firms (s) if any:	
Brief Description of Project:	
Details of the assignment/works executed by the Applicant:	

**ANNEXURE 2: APPLICATION FORMAT**

**APPLICATION FORMAT**

S.N	Particulars	Details
1	<b>Name of the Project</b>	“Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha”
2	<b>Name and address of the Organization responding to RFP.</b>	
	<ul style="list-style-type: none"> <li>• Telephone No. with STD Code</li> <li>• Fax Number</li> <li>• E-mail address</li> <li>• Name and Designation of Contact Person</li> </ul>	
3	<b>Proposal Addressed to</b>	Mission Director National Health Mission DoH&FW, Government of Odisha Annex Building, SIH&FW Unit-8, Bhubaneswar-751012
4	<b>Reference of Notice inviting for RFP</b>	No.....Date.....
5	<b>Authority for signing and submitting the document.</b> <i>(Power of Attorney, Resolution of the organization etc.)</i>	
6	<b>Documents enclosed in support of the Request-</b>	
	1) .....	
	2) .....	
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	<b>Total pages.....</b>	
		<b>Name and signature of the authorized signatory</b>  <b>Seal of the Organization</b> <b>Date:.....</b>

**ANNEXURE 3: ACKNOWLEDGEMENT AND FINANCIAL PROPOSAL****[FINANCIAL PROPOSAL]****To****The Mission Director  
National Health Mission  
Annex Building, SIH&FW  
Unit-8, Bhubaneswar-751012****Sub: - Request for Proposal for “Operation and Management of Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha”**

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the agreement, I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement, technical aspects and the sums indicated in this financial proposal.
2. I/We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations, and conditions.
3. If our proposal is accepted, we undertake to deposit performance Security equivalent to 7% of the annual value of the contract, before execution of the formal agreement.
4. I/We agree to abide by this proposal/bid for a period of 180 days from the date of its opening and undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.
5. Unless and until the formal agreement is signed, this offers together with your written acceptance thereof shall constitute a binding contract between me/us and the Government of Odisha.
6. We submit the Schedule of Rate as appended herewith.

Yours faithfully

Signature of the authorized signatory

***Encl: Schedule of Rate***

## ANNEXURE 4: SCHEDULE OF RATES

**Schedule of Rates**

For

**Operation and Management of “Integrated Patient Transport and Health Helpline Service Project-Phase-II” in Odisha**

S.N	Particulars	Price (In Rupees) (Inclusive of all taxes)
A	<p><b><u>“Emergency Medical Ambulance Service: 108 Ambulance<sup>23</sup>”</u></b>  <b>Rate<sup>24</sup> per KM covered for both ALS (411) &amp; BLS (449):</b></p> <p><b>(a) Emergency Medical Ambulance (EMA) Rate</b></p> <p><i>The rate is inclusive of all expenses/costs towards:</i></p> <ol style="list-style-type: none"> <li>Operation and maintenance of the EMA services including (a) staff salary and allowances, recruitment &amp; training, staff insurance, uniform &amp; others HR cost. (b) Fuel, comprehensive and routine maintenance charge of ambulances, ambulance insurance (post deployment), road tax, ambulance mobile phones (c) Call Centre operation and maintenance expenses including manpower cost, conveyance and traveling, asset insurance, communication, PRI line, internet, etc., rent of buildings (other than call centre /control room), electricity &amp; water, housekeeping, AMC of hardware/software, software (application software), license fee, equipment, etc., postage &amp; courier, printing and stationary and all other miscellaneous expenses , taxes, duties, fees etc.,</li> <li>Cost of medicine or other health care consumables reasonably procured for use in the Ambulances for treatment and stabilization.</li> </ol> <p><b>Note:</b> The number of ambulances and its mix (ALS and BLS) are subject to change as per actual requirement.</p>	Rs.....
B	<p><b>Total Estimated Monthly Cost (EMAS)= (860x 5000*x EMA Rate)</b></p> <p>(*Calculation based on an estimated monthly running of 5000 KM /Vehicle for evaluation purpose)</p>	Rs.....  (Rupees.....only)
C	<p><b><u>Referral Transport Ambulances ( 108-JE<sup>25</sup>)</u></b></p> <p><b>Rate per KM Run (RKR)</b></p> <p><b>Rate is inclusive of both capital and operational cost with respect to Ambulance:</b></p> <ol style="list-style-type: none"> <li>Service Provider shall be paid on per month basis for operation and maintenance of Ambulances. The Service Provider shall bear all capital (vehicles fittings including GPS device) and operational expenditure whatsoever with respect to operation and maintenance of Referral Transport Ambulances (JE) except other than the Call Centre infrastructure, which shall be used centrally for all services. The Service Provider shall not be paid any other amount other</li> </ol>	Rs.....  (Rupees.....only)

<sup>23</sup> EMAS-108, all ambulances are Government owned.

<sup>24</sup> Uniform rate for both Emergency Medical Ambulances i.e., ALS and BLS is proposed.

<sup>25</sup> Minimum fleet size of 500 vehicles under RTS.

	than the charges on per kilometer run basis. 2) The number of RTS(JE) Ambulance Vehicles is subject to change in future based on actual requirement.	
<b>D</b>	<b>Total Monthly Cost (RTS/JE Ambulance) =(4500xRPMX500)</b> <b>(Calculation based on an estimated monthly running of 4,500 KM /Vehicle)</b>	<b>Rs.....</b> <b>(Rupees.....only)</b>
<b>E</b>	<b><u>Boat Ambulances (6 Boat Ambulance in Operation)</u></b>  <b>Monthly Rate per Boat Ambulance (MRBA):</b>  <b>The Service Provider shall be paid on per month per Boat (unit) basis only toward operational expenditure, which shall include:</b>  1. Operation and maintenance of the boat ambulance including (a) salary & allowances, training and recruitment, uniform, and other HR cost, (b) fuel, comprehensive maintenance charge of boat (post warranty period), Ambulance insurance, Ambulance mobile phones, conveyance & traveling, asset insurance, security and maintenance of Jetty(s), etc., (b) Call Centre / Control room operation and management expenses.  2. Cost of medicine or other health care consumables reasonably procured for use in the Ambulances for treatment and stabilization.  3. The number of Boats is subject to change in future based on actual requirement.	<b>Rs.....</b>  <b>(Rupees..... only)</b>
<b>F</b>	<b>Total Monthly Cost (BA) = (6xMRBA)</b>	<b>Rs.....</b> <b>(Rupees.....only)</b>
<b>G</b>	<b><u>Health Helpline Service (Proposed Seat Capacity of 40)</u></b> <b>1. Monthly Charges per Seat /Shift for Doctor (MCSD)</b> <b>(MBBS Doctors only)</b> <b>2. Monthly Charges per Seat/ Shift for Non-Doctor (MCSN)</b> <b>(Includes Counselors or Call-takers)</b>	<b>Rs.....</b> <b>(Rupees..... only)</b> <b>Rs.....</b> <b>(Rupees..... only)</b>
<b>H</b>	<b>Total Monthly Cost = (40xMCSN) x1 +(6xMCSN) x3 + (4xMCSD) x1</b> <b>(Calculation based on 4 doctors (single shift), 6 non-doctors (three shift) and 40 non-doctors (single shift))</b>	<b>Rs.....</b> <b>(Rupees..... only)</b>
<b>I</b>	<b>Total Bid Value for Evaluation Purpose (B+D+F+G+H)</b>	<b>Rs.....</b> <b>(Rupees..... only)</b>

Signature of Authorized Signatory  
Seal with Designation

Place:

Date:

**ANNEXURE 5: AGREEMENT****AGREEMENT**

This agreement made this \_\_\_\_ day of \_\_\_\_ 20\_\_ between **the Government of the State of Odisha represented by the Commissioner-cum-Secretary, Department of Public Health & Family Welfare, Government of Odisha** (hereinafter called "the Government" which expression shall, where the context so admits, be deemed to include his/her successors in office and assignee) of the one part AND **M/s. \_\_\_\_\_, a public limited company/partnership/ Society/ Trust and having its registered at \_\_\_\_\_** (hereinafter called "the Service Provider" which expression shall, where the context so admits, be deemed to include its heirs, successors, executors and administrators) of the other part.

Whereas the Service Provider has agreed with the Government to operate and manage "Integrated Patient Transport and Health Helpline Service" (IPTHHS-Phase-II) (hereinafter called "the Project") in the State of Odisha in the manner set forth in the terms of the Request for Proposal (RFP) and Standard Operating Procedure (SOP) issued or to be issued and as amended from time to time for the said service;

And whereas the Service Provider has deposited a sum of Rs ...../- (Rupees .....), in the form of Bank Guarantee, issued form ..... having branch at Bhubaneswar, before signing of this agreement as performance security deposit.

1. Now these present witnesses and the parties hereto hereby agree as follows: -
  - (a) The service provider shall be paid on monthly basis at the rate and in the manner mentioned below towards operation and maintenance cost of different services under this project: -
    - i) Emergency Medical Ambulances (BLS& ALS): (Per Kilometer Run)
    - ii) Boat Ambulance: (Per month per Ambulance)
    - iii) Referral Transport Service (108-JE Ambulance): (Per Kilometer Run)
    - iv) Health Helpline: (Per Seat /Shift/per Month)
  - (b) In consideration of the payment to be made by the Government, as above, the service provider shall duly implement the project in the manner as agreed on the Request for Proposal (RFP) and Standard Operating Procedure (SOP) developed thereof and shall form part of this agreement.
  - (c) Following documents/correspondence undertaken between the parties shall also form part of this agreement-

<b>The Government of Odisha</b>	<b>The Service Provider</b>
1. RFP including the corrigendum if any.	1. Bid Document
2. Standard Operating Procedure and Protocols for the services under the	2. Letter of Acceptance

project.	
3. Letter of Award	
4. Work Order	

## 2. Period of Engagement

The Service Provider will be engaged initially for a period of **5 years** from the date of signing of the Contract, which may further be extended by a maximum period of 1 year by the Government, subject to satisfactory performance and on the same terms and conditions of the contract. However, detailed provision for modification or termination from the contract and related liabilities and penalties are stated in subsequent paras.

## 3. Consideration

- (a) The payment shall be made by the Government only if the service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions.
- (b) The mode of payment shall be as specified below:
- (i) Payment under this project shall be on monthly reimbursement basis only against valid invoice with supporting. Government shall release 75% of the monthly invoice value as part payment immediately on submission of invoice and supporting documents and remaining 25% after due verification.
  - (ii) Payment towards Ambulances Services (EMAS, 24x7 RTS) shall be on per kilometer basis, whereas in case of Boat Ambulance it shall be on fixed monthly contracted rate. Payment towards 104-Health Helpline Service shall be on per seat/shift/month basis. Penalty, if any, shall be imposed on non-compliance of performance parameters.
  - (iii) The payment against all **capital expenditure** incurred by Service Provider (Where it is to be borne by the Government) shall be released upon the procurement and satisfactory commissioning of assets and upon declaration of such capital assets as the properties of the State Government.
  - (iv) **Advance financing towards procurement of capital asset:** The Service Provider, shall be provided advance, if required, only towards procurement of capital asset (i.e., CAPEX) under the project against 100% Bank Guarantee separately (other than performance security). Advance financing towards CAPEX shall be limited to of Rs 15.00 crores at any given point time. This advance shall be adjusted against claim for CAPEX. While requesting for advance financing, service provider shall produce sufficient evidence justifying the CAPEX requirement.

#### 4. Operational Parameter and Penalty Clauses

As per the RFP

#### 5. Quantification of Penalty

In addition to the recourses available under RFP for termination or suspension of agreement and forfeiture of performance security, wherever applicable, the service provider shall be liable for penalty for non-performance or non-compliance of the terms and conditions as set out in the RFP document, which includes and not limited to-

- (i) **Implementation timeline**
- (ii) **Average Response Time**
- (iii) **Average dispatch time**
- (iv) **Minimum number of trips per day**
- (v) **Premature Suo-moto abandonment by the Service Provider**

#### 6. Arbitration

- (a) Any unresolved dispute or difference whatsoever arising between the parties to this Agreement out of or in relation to the construction, meaning, scope, operation or effect of this Agreement or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by the Secretary to Government, Department of Health and Family Welfare, Government of Odisha. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or reenactments thereof.
- (b) The arbitration shall be conducted in Bhubaneswar, Odisha, India. The arbitration shall be conducted in English and all written documents used during the arbitration shall be in English. The Award shall be speaking Award.
- (c) The parties agree that any decision for Award of any Arbitral Tribunal pursuant to this clause shall be a domestic award and final, conclusive and binding upon the parties and any person affected by it. The parties also agree that any court of competent jurisdiction may enforce any arbitration award rendered pursuant to this clause.
- (d) During any period of arbitration, there shall be no suspension of this Agreement.
- (e) The parties specifically agree that any arbitration shall be pursuant to clause above and Indian Law governs the clause.

#### 7. Force Majeure

- (a) This being an emergency response service, the Agency shall not be allowed to suspend or discontinue the service during occurrences of Force Majeure events. A

suspension of or failure to provide service on the occurrence of a Force Majeure event will be an Event of Default unless the Force Majeure event is of such nature that it completely prevents the operation of ambulances for any reason in any area.

- (b) The failure of Service Provider to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event:
  - (i) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
  - (ii) Has informed the other party as soon as possible about the occurrence of such an event.
- (c) If Performance Standards are not complied because of any major breakdown to ambulance vehicles or any of the Project Facilities or non- availability of project staff, or inability to provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events then no penalty shall be applicable for the relevant default in Performance Standards.
- (d) Government agrees to reimburse the cost of repair or replacement of any ambulance or equipment, owned by State Government, which is damaged as a direct consequence of a Force Majeure event, to the extent that such cost was not covered by the relevant insurance policies that were obtained by the Service Provider.
- (e) On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Government may give instructions to the Service Provider including requiring deployment of certain number of Ambulances in specific locations, in such circumstances, the Service Provider shall comply with such instructions and will be excused from adherence to relevant performance standards.

## **8. Monitoring and Evaluation**

- (a) There shall be following committees with defined role and responsibility to ensure smooth implementation, operation and monitoring of the project;
  - i) State Steering Committee
  - ii) State Procurement Committee
  - iii) State Management Committee
  - iv) District Level Monitoring Committee
- (b) Service Provider shall provide access to online data to facilitate online monitoring on a continuous basis. Service Provider shall also give login rights to the designated

officials of NHM and Department for online monitoring and evaluation. Service Provider shall also provide hardware and software, if required, at the office of MD, NHM for online monitoring of the services.

- (c) The services and records of the service shall be subject to inspection by designated officer(s) of Department/NHM.
- (d) Government reserves the right to evaluate the performance of the Service Provider as well as the project periodically by a third party.

#### 9. Schedule of Implementation of the Project

- (a) **EMAS (including Boat Ambulance)** is run (operation and management) by the Agency selected through a competitive bidding process. The incoming Agency must takeover and operationalize these services across all districts at a time within 3(three) months from the date of signing of the Contract. The incoming Service Provider must ensure that there are no interruptions in the services for this transition. Government shall facilitate handover of all the assets including IT and hardware infrastructure to the incoming Agency and facilitate a smooth and seamless transition.
- (b) 24x7 Referral Transport Service (108-JE) is being operated through a Centralized Call Centre managed and run by an Agency selected through a competitive bidding process. This service is presently available across the state and can be availed dialing a toll free three-digit number “108” from anywhere in the state. The incoming Service Provider is required to takeover operationalize the service across all districts within three months from signing of the Contract. *The Agency must either procure or hire the vehicle from the third party for RTS of desired specification. Government shall not incur any expenditure towards the cost of the Vehicle under RTS. However, all the services shall be controlled and operated form the centralized call centre owned and funded by Government of Odisha to avoid disruption to the present operation,* Service Provider shall develop a transition plan and finalise the same in consultation with the department. The implementation should be completed within three months of signing the Contract.
- (a) **Health Helpline Services** is presently operational through a centralized call centre owned and managed by the same Service Provider running 24x7 Referral Transport Service (i.e., 108-JE) under the same contract. The incoming Service Provider shall establish the Helpline Call Centre as part of the Centralised Call Centre and make it operational within 3 (three) months from signing of the contract.
- (b) The new Agency (Winning Bidder) shall expand the capacity of the existing facility of the Government at IDCO Tower, Bhubaneswar and develop an integrated enhanced Centralized Call Centre and Control Room facility to accommodate both 24x7 RTS

(108-Janani Express) and Health Helpline Service (104) in addition to existing EMAS (108 Ambulance Service).

#### 10. Termination or Suspension of Agreement

- (a) The Government may, by a notice in writing suspend the agreement, for a period as decided by the Government (but for a maximum period of 6 months), if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
- (i) Shall specify the nature of failure, and
  - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- (b) In case of suspension, Government could depute its officer(s) at the Call Center/Office of Service Provider at Bhubaneswar to oversee and manage the operations of the project. All operations of the project shall then be handled by the personnel/officials, so deputed, to address the issue(s). During the suspension period, Service Provider shall have no right to intervene in the operation and management of the project. Once issues are addressed/ resolved, it shall be handed back to the Service Provider. In case of taking over of the operations, Government shall not be liable for any loss incurred by Service Provider during and after the suspension period.
- (c) During the suspension period, Government reserves the right to terminate the agreement by giving 30 days' notice period.
- (d) The Government after giving 30 days clear notice in writing, expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
- (i) If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Government may subsequently approve in writing.
  - (ii) If the service provider becomes insolvent or bankrupt.
  - (iii) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of more than 60 days: or
  - (iv) If, in the judgment of the Government, the service provider is engaged in corrupt or fraudulent practices in implementation of the project.

- (e) In the event of premature termination of the contract by the Government on the instances other than non-fulfillment/ non-performance of the contractual obligation by the Service Provider, the balance remaining un-paid amount on any account as on the day of termination shall be released within six months from the date of such termination.
- (f) Government reserves the right to partially terminate (one or more services) the contract.
- (g) In case of premature termination or suo-moto abandonment of the contract/project by the service provider, the service provider shall be penalized for the default. While applying this penalty, in addition to the forfeiture of the performance security, the Government may appropriate towards the penalty, the balance remaining unpaid on account of capital expenditure as on the day of suo-moto abandonment by the service provider to recover the damage sustained due to abandonment.
- (h) In case of termination, Service Provider will continue operations on existing terms and conditions till a maximum period of six months from the date of termination or date of handing over of complete operations including assets to a new Agency whichever is earlier. All assistance should be provided by the existing service provider in handing over of all assets, licenses, and right to use the software etc. to new vendor without any extra cost to the Government as per directions of TIA.

#### **11. Forfeiture of Security Deposit**

The security deposit is for due performance of the agreement. The Government in the following circumstances can forfeit it: -

- (i) When any terms or conditions of the agreement are violated/ infringed.
- (ii) When the service provider fails in providing the services satisfactorily.

#### **12. Modifications**

Modifications in terms of reference including scope of the services can only be made by written consent of both the parties. However, basic conditions (such as contracted rates and those conditions which materially affect the contract), of the agreement shall not be modified.

#### **13. Saving Clauses**

In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Mission Director, NHM, Government of Odisha shall be applicable.

#### **14. Settlement of Dispute**

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to the State Level Steering Committee) for decision. If the Service Provider is not satisfied with the decision of State Level Steering Committee, they may proceed for arbitration.

**15. Commencement of Service**

- (a) The Service Provider shall commence the service only after the issue of the Letter of Commencement by the Department allowing the Service Provider to commence activities envisaged under the RFP. Letter of Commencement shall be issued subject to following conformations:
  - (i) Control Room and all infrastructures are and complete in all respect as per the terms and conditions mentions in this RFP.
  - (ii) Ambulances and control room are equipped and furnished in all respect.
  - (iii) All statutory requirements essential and necessary under different statute to run the service have been complied.
- (b) The Service Provider shall commence the service as per schedule of implementation mentioned in RFP from the date of signing of the Agreement. If the Agency fails to commence the service as specified herein, the Government may, unless it consents to the extension of time thereof, forfeit the Performance Security and appropriate the same.

**15. Jurisdiction of Court**

Legal proceedings, if any, shall be subject to Bhubaneswar jurisdiction only.

**16. Applicability of the provision of RFP and SOP**

In absence of any specific provisions in this agreement on any issue, which is otherwise covered under the RFP and the SOP then, the provisions there under shall be applicable.

In witness whereof the parties hereto have set their hands on the.....day of. ....2023.

**For and on behalf of the Governor of Odisha**

Signature of the Service Provider

Signature & Designation,

**Date:**

**Date:**

**Witness No.1.**

**1. Witness**

Name:

Name:

Address:

Address:

**Witness No.2.**

**2. Witness**

Name:

Name:

Address:

Address:

**ANNEXURE 6: TECHNICAL SPECIFICATIONS (AMBULANCE)**

**1.1 Medical Equipment for ALS Ambulance**

Sl. No.	Name of the Medical Equipment	Technical Specification
1	Defibrillator / Monitor with facility to monitor ECG, NIBP, SPO2	<ol style="list-style-type: none"> <li>1. Unit should be lightweight compact and portable (not exceeding 7 kg)</li> <li>2. Unit should have facility for Automatic External Defibrillation and manual defibrillation.</li> <li>3. Should be able to deliver shock from 2-200 joules through biphasic technology.</li> <li>4. Should have built in printer for printing ECG and critical events.</li> <li>5. Should have facility for Pulse Oximeter and Non Invasive Blood Pressure (Adult &amp; pediatric)</li> <li>6. Should be upgradeable with One Piece Re-Usable Hands-free Soft Paddles and CPR Feedback technology, which can be used up to 100 times.</li> <li>7. Device should have Configurable audio and visual prompts for rate and depth issues when compressions fall outside of AHA/ERC recommendations.</li> <li>8. The defibrillator shall employ a 40 msec (<math>\pm</math> 4 ms), constant current waveform for transthoracic pacing.</li> <li>9. Should have facility for charging from both 12V DC and 220V AC with Lithium battery backup of more than 2.5 hours.</li> <li>10. Should be supplied with 2 nos. each Reusable pulse oximeter probe ECG cable 5 lead, ECG cable - 3 lead</li> <li>11. Rates for consumables should be offered in price bid</li> <li>12. Should have a colour display not less than 6.5 inches diagonally.</li> <li>13. Should have advanced soft paddles (pads) which suppresses CPR artefacts and allows clear display of patient’s ECG during chest compressions. Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier’s representative.</li> <li>14. Should be US FDA / European CE (notified), IEC60601-1 (Or Equivalent BIS), with EN1789 certified ambulance wall mount</li> </ol>
2	Transport Ventilator	<p>Should be light weight (less than 4 kg.), robust (drop and water resist) and user friendly and suitable for adults, children and infant up to 7 kg.</p> <ol style="list-style-type: none"> <li>1. Modes of ventilation:</li> </ol>

		<ul style="list-style-type: none"> <li>i. CMV (Both volume &amp; Pressure control)</li> <li>ii. Assist Control, CPAP and Non Invasive facility</li> <li>iii. Integrated Electronic PEEP facility</li> </ul> <ol style="list-style-type: none"> <li>2. Adjustable pressure limit to safety cope with all patients.</li> <li>3. High inflation pressure alarm.</li> <li>4. Power source : -Any power source is acceptable</li> <li>5. Control Settings:             <ul style="list-style-type: none"> <li>a. Flow Control (range 6 -60L / min.)</li> <li>b. IE ratio: 1: 4 to 4:1</li> </ul> </li> <li>6. FiO2: 45% to 100% oxygen and air mix adjustable. Equipment should be complete with carry bag, patient circuit, pressure regulator for the oxygen cylinder and relief valve.</li> <li>7. All accessories and tubings should USFDA/CE approved except carrying bag</li> <li>8. Should have Fio2, TV, MV, PEEP airway pressure wave form monitoring on display</li> <li>9. Should have both visual and audible alarm for low pressure, leakage, tube disconnection, Apnea etc.</li> <li>10. 4 Hours battery backup</li> <li>11. LCD display of minimum 5" for wave form monitoring</li> <li>12. Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier's representative.</li> <li>13. Should be US FDA / European CE (notified) with EN1789 certified ambulance wall mount</li> </ol>
3	Syringe Pump	<ol style="list-style-type: none"> <li>1. Must be user-friendly with simple menu driven operation.</li> <li>2. Must have 12V DC operation and battery powered RS232 serial link for remote monitoring and control of infusion. . Should have Color 3.5 inch TFT Color screen for distant viewing</li> <li>3. Must have flow rate programmable from 0.1 to 1200 ml/hr.</li> <li>4. Should accept standard disposable syringe (10-60ml)</li> <li>5. Automatic detection of syringe size and proper fixing. Must provide alarm for wrong loading of syringe.</li> <li>6. Selectable occlusion pressure trigger level from 100mm hg to 1100mm hg to allow use over a range of applications.</li> <li>7. Should have comprehensive alarm package including occlusion pressure, pre alarm and alarm, end of infusion alarm, low battery pre alarm and alarm, maintenance reminder alarm, near empty alarm, syringe disengaged alarm, etc. (with high sensitivity)</li> <li>8. Battery backup to 6-8 hours or more when fully charged with provision to display residual battery life in hours and minutes.</li> <li>9. History / memory for at least last few patients with alarm</li> </ol>

		<p>clock records. Should be able to store up to 2000 Drug names and should have Infusion Modes (ml/h, body weight, TIVA, ramp, sequence, Micro, etc.)</p> <p>10. Comprehensive safety check with dear alarm messages 11. AC mains (100 - 240V) and battery powered RS 232 serial link for remote monitoring and control of Infusion. 12. Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier’s representative. Should be US FDA / European CE (notified)</p>
4	Suction Pump (Electrical)	<p>1. Equipment shall be lightweight max. 3 kgs, with 12V DC Maximum negative pressure from -200 to-700 mbar in steps of 100 or less with suitable setting marks. 2. Sufficient capacity 1000 ml secretion bottles with efficient over-flow protection with adjustable negative pressure (min. 2 nos. polycarbonate &amp; autoclavable). 3. Removable rechargeable Li-Po Battery power pack 12V with battery chargers &amp; connecting cable for connection to 230 V AC+ 10%, 50 Hz and with the provision or recharging from the vehicle with vehicle circuit connecting cable. 4. Battery charged life shall be of minimum 60 minutes. Suction capacity minimum 30 ltr per minutes. 5. Suction unit Service indication/Alarm. USFDA/European CE (notified), IP 44, IEC 60601-1-12 certified with EN-1789 Ambulance Wall mount with automatic charging facility</p>
5	Suction Pump (Manual)	<p>1. Manual one hand operated suction pump 2. Portable and compact unit 3. Minimum achievable vacuum pressure: 450 mbar 4. Shall be provided with Disinfect able and washable 250 ml jar for secretion collection 5. Suction unit must be US FDA / European CE (notified) Manufacturer 6. Should be ISO13485 certified</p>
6	Laryngoscope with Blades	<p>1. Standard equipment in metal with 3 standard size curved blades and one extra-large blade (Adult &amp; Child). 2. Handle should have comfortable grip. 3. Good quality light source (Fiber optic / conventional) 4. All blades must be autoclavable Quality Standards: 5. Should be US FDA/ European CE Manufacturer 6. should be ISO 13485 certified</p>
7	Oxygen Cylinder “B” Type	<p>1. Colour coded lightweight Aluminium alloy oxygen cylinder with 10 Ltr water capacity. 2. Mounted with pressure reducer and flow-meter provision</p>

		<p>of capacity up to 15 Ltr per minutes and outlet for secretion aspiration.</p> <ol style="list-style-type: none"> <li>3. Refillable and complete test certificate.</li> <li>4. Should be membrane pressure reducer with manometer complete with flow meter 0-15 liters /min. and humidifier.</li> <li>5. Oxygen Gas Cylinder Conforming To IS: 7866, Certified By The Bureau Of Indian Standards (BIS) And Approved By The Chief Controller Of Explosive Government Of India</li> </ol>
8	Artificial Manual Breathing Unit (Adult)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transparent face – mask</li> <li>2. Adult models (1500 to 2000ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen.</li> <li>5. Non- rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> <li>6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon</li> <li>7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified Manufacturer Should be ISO13485 certified.</li> </ol>
9	Artificial Manual Breathing Unit (Child/Pediatric)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transport facemask.</li> <li>2. Child models (500 ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100%oxygen.</li> <li>5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> <li>6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon</li> <li>7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified</li> <li>8. Manufacturer Should be ISO13485 certified</li> </ol>
10	Artificial Manual Breathing Unit (Neonatal)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transport facemask.</li> <li>2. Child models (250 ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100%oxygen.</li> <li>5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> <li>6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon</li> </ol>

		<p>7. Reusable and Autoclavable Quality Standards: Model</p> <p>8. should be US FDA/ European CE certified Manufacturer</p> <p>9. Should be ISO13485 certified</p>
11	Canvas Stretcher Folding	<p>1. Should be lightweight and made up of tubular aluminium alloy.</p> <p>2. Should be easy to carry.</p> <p>3. Should be rugged.</p> <p>4. Should be compact &amp; foldable in 2 sections.</p> <p>5. Should have automatic locking, which does not fold in automatically.</p> <p>6. Should come with IV Stand as Standard.</p> <p>7. Extended Dimensions Length: 200-210 cm Width: 50-60cm Height: 15-20 cm Weight: 5 kg to 6 kg Approx.</p> <p>8. Minimum patient weight carrying capacity of 120kg Supplied with 3 nos. safety belts Manufacturer</p> <p>9. Should be ISO certified Model should be US FDA/ European CE approved</p>
12	Stretcher Scoop	<p>The equipment shall be lightweight stretcher, separates in 2 halves for application and removal, locking adjustable length with latches. The distance between 2 halves should be max. 25 cms for better spine support, Minimum patient weight carrying capacity of 170kg, Supplied with 3nos safety belts. Should have maximum radio transparency (X-ray) to make exams without compromise patient condition. Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
13	B.P Instrument Aneroid	<p>Design: Corrosion resistant shock proof body, chrome plated metal/ stainless steel pressure control valve Conformity to Indian Standard for SPHYGMOMANOMETERS :IS7652 latest for Aneroid/CE (Notified)</p> <p>Measuring device: Mechanical Scale 0-300mmhg.</p> <p>Gauge's background in white colour. Graduated scale for ever/2mmHg, with bigger notches ungraduated every 10 units and bigger graduated every 2- units.</p> <p>Floating zero pointer hasn't stop point but swings freely), nylon rip-off straps cuff matching colours with pouch, latex bulb with completely chromium plated valve. Air taps wholly chromium plated with regulation of vent hole air by screw valve. Nylon off pouch with zip. Single packaging on printed carton box.</p> <p>The insufflations bulb should be made of good quality material and should allow rapid insufflations.</p> <p>The pressure release valve should permit precise release of pressure and also allow fast deflation.</p> <p>The device should be shock resistant Should be supplied with a good quality carrying case (Vinyl) The cuff should be.</p> <p>The equipment should have comprehensive warranty for 3</p>

		<p>years.</p> <p>The calibration should be for 3 years free. Cuff Type: Single-Tube Cuff latex free with Velcro Fastener.</p> <p>The cuff surface should be easily cleanable by wash.</p> <p>Should be supplied with following reusable cuffs: infant, child, adult, large adult. Model should be US FDA/ European CE approved Manufacturer Should be ISO13485 certified</p>
14	Stethoscope	<p>Stethoscope with standard adult size, chromium plated metal binaural, V rubber tube in one piece.</p> <p>Rotating piper fitting for both functions.</p> <p>Double sided adult &amp; paediatric stethoscope.</p> <p>Designed with precision chest-piece made of stainless steel/ chromed brass.</p> <p>Good quality diaphragm of maximum -Ø 45mm. High quality membrane for precise acoustics with non-chill rims for improved adaptation on the skin and for excellent sound transmission. Length should be 27" to 29" The Y-tube should be made of Latex-free treated rubber.</p> <p>Manufacturer should be ISO 13485 certified. Model should be US FDA/ European CE approved</p>
15	Pneumatic Splints set of 6 adult sizes with carrying case. 1. Hand & wrist, 2. Half arm, 3. Full arm, 4. Foot and ankle, 5. Half Leg, 6. Full Leg	<ol style="list-style-type: none"> <li>1. X-ray through the splints</li> <li>2. Inflation tubes extension with dosing damp makes dosing easy and quick after inflation.</li> <li>3. Fixing of splint is by zipper or belt.</li> <li>4. Distal end left open to expose toes.</li> <li>5. Should be washable and reusable Manufacturer should be ISO certified Model should be US FDA/ European CE approved</li> </ol>
16	Gauze Cutter	<p>Emergency scissors with thermoplastic handle and steel blade to cut clothes. Length should be 18cm. Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
17	Artery Forceps	<p>Standard equipment in stainless steel(AISI 410 grade) 14 cm Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
18	Magill's forceps	<p>Standard equipment in stainless steel (AISI 410 grade) Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
19	Cervical Collar	<p>Should be adjustable to 4 different sizes, Should be pre-moulded chin support, locking dials and rear ventilation panel, enlarged trachea opening, should be high density polyethylene and foam padding with one piece design enables efficient storage where space is limited., Should be X-ray lucent and easy to clean and disinfect. Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
20	First Aid Bag	<p>Bag with partitions for vials transport. Indispensable implement to protect and identify any kind of vials. Made with nylon, it should be provided with 2 compartments of which one divided in 3 partitions and one divided in 2. Inside elastic</p>

		band to fix the vials and transparent accommodation for identification labels, Dimensions: 30x18x15cm or pre-packed kits as convenient as long as it contains the specified first aid items. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
21	Spinal Board	Should be in plastic material at high strength and water proof. It should be 4 rules for the quick and total fixing of the head immobilizer and two cavities when the board lays on the floor, when the base is blocked in the traditional way, that allows to avoid damages to rip-off straps during the usage or accommodation in the ambulance. It should have minimum 14 handles far the transport supplied with 3 belts with rapid unhooking buckle. Should have maximum radio transparency (100% X-ray, CT & MRI) to make exams without compromise patient condition. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
22	Double head immobilizer for scoop stretcher	Head immobilizer should be mounted and separated on the scoop stretcher. Should be standard side rigid blocks instead of the adjustable ones. Should be with padded belts for the fixing. It should be covered by a liquid proof and bacterial proof material Manufacturer should be ISO certified Model should be US FDA/ European CE approved
23	Oxygen Cylinder "J" type	It should be a standard "j" type molybdenum steel cylinder with 46.7 Ltr water capacity to fill medical oxygen. The capacity should be of 5000 to 6000 litres ( 5 to 6 M3) at a pressure of 1800-2000lbs/inch, A pressure regulator capable of reducing the pressure to appropriate level to run either a ventilator or provide oxygen therapy with a flow meter should be provided, Oxygen Gas Cylinder Conforming To IS: 7285 Part 2, Certified By The Bureau Of Indian Standards (Bis) And Approved By The Chief Controller Of Explosive Government Of India
24	Nebulizer	<ul style="list-style-type: none"> <li>• To be used for the patients suffering from respiratory disorders, chronic obstructive pulmonary disease (COPD), cystic fibrosis or other lung disorders, with severe attach of asthma need to be administered with bronchodilators.</li> <li>• Heavy duty, Compact, light weight, low noise(45dB ±3dB)</li> <li>• Max Pressure: 2.0 to 2.5 bars. Operating pressure: 1 to 1.5bars</li> <li>• Normal Air Flow: 5 lpm should produce particle of size 1 to 5 micron. Mass median Diameter (MMD): 2.5 to 3µm.</li> <li>• Output rate: 500 gm/Min.</li> <li>• Made of Heavy duty ABS body</li> <li>• Power supply: Power input to be 220 to 240V AC, 50Hz fitted with Indian plug of appropriate rating.</li> <li>• Model should be US FDA/ European CE approved</li> <li>• Manufacturer should be ISO 13485 certified for quality standards</li> </ul>

25	Hand Held battery operated Pulse Oximeter	<p>Pulse oximeter is essential to read the current amount of oxygen present in the patient blood by placing the sensor over the fingertip. The reading will indicate whether there is urgent need to provide high doses of oxygen or need for intubation. Patient type :Adult ,paediatric &amp; Neonatal Continuously displays patient oxygen saturation in real time          SpO2 measurement range :1 to 100%          Accuracy of SpO2 better than <math>\pm 5\%</math>          Pulse rate range at least 25 to 240 bpm, minimum gradation 1bpm.          Accuracy of pulse rate better than <math>\pm 5</math> bpm.          Audiovisual alarms required: high and low SpO2 and pulse rate (operator variable settings), sensor disconnected, sensor failure, low battery. Should have TFT/LCD Screen display.          Plethysmograph display is mandatory.          Should work during motion and very low perfusion conditions (Supporting documents pertaining to ability of performing in low perfusion and motion artifacts conditions must be furnished).          Battery backup minimum 2 hours          Spo2 probe(Re-usable):Adult-1no          Spo2 probe(Re-Usable):Pediatric-1no          Model should be US FDA/ European CE approved.          Electrical safety conforms to standards for electrical safety IEC-60601-1          Manufacturer should have ISO 13485 certified.</p>
26	Rescue Tool	<ol style="list-style-type: none"> <li>1. Hammer, one four pound with 15 inch handle.</li> <li>2. One axe</li> <li>3. Wrecking bar, minimum 24 inch (bar and 1 preceding item can either be separate or combined as a forcible entry tool).</li> <li>4. Crowbar, minimum 48 inches, with pinch point</li> </ol>

### 1.2 List of Medicines for ALS Ambulances

Sl. No.	Medicine
1.	Inj. Adrenaline
2.	Inj. Atropine
3.	Inj. Calcium Carbonate
4.	Inj. Dopamine
5	Inj. Dobutamine
6	Inj. Noradenaline
7	Inj. Nitroglycerine
8	Inj. Sodium Bicarbonate
9	Inj. Hydrocortisone
10	Inhaler Beclomethasone (250 micro/dose)
11	Inhaler Salbutamol (200 micrograms)
12	Inj. Frusernide

13	Inj. Diazepam/Midazolam
14	Inj. Deriphyllin
15	Inj. Phenytoin sodium
16	Inj. Avil
17	Inj. Metochlorpropamide
18	Inj. Ondansetrone
19	Inj. KCL
20	Inj. Lignocaine 2%
21	In): Amiadorone (50 mo/ml)
22	In). Magnesium sulphate 25% 2mL
23	Inj. Mannitol 20 %
24	Inj. Morphine/Inj. Petrtidine
25	Inj. Noradrenaline bitirate 4mg, 2 ml. Ampule
26	Activated charcoal
27	In). Naloxone HC1
28	Inj. Fentanyl
29	Bacteriostatic water for Injection
30	Inj. Sodium Valporate
31	Inj. Diclofenac (Aqueous)
32	Inj. Paracetamol

The overall medicines list may be reviewed and updated by the including on recommendations of the Emergency Medical Council.

### 1.3 List of Consumables for ALS Ambulance

Sl. No.	Consumables
1	Cotton
2	Bandage (a) 15cm (b) 10cm (c) 6cm
3	Savlon
4	Betadine
5	Micropore
6	Pain Spray
7	Mistdress Spray
8	Vinodine Spray
9	Coollex Spray
10	Face Mask (Disposable)
11	Surgical Gloves
12	LML disposable
13	Wide bore needles
14	Disposable L.P. Needles
15	Syringes ABG (2 & 5 ml)
16	Three way stop cock
17	Extension / lines
18	Disposable suction catheter
19	ECG electrodes
20	Light Stylets of different sizes
21	Guedel's airway 00-5,00,0,1,2,3,4,5
22	Nasal airways (all sizes) & catheters

23	Binasal Cannula, Combitube, COPA
24	Tracheostomy tube cuff & Plain (all sizes)
25	Mini Tracheostomy kit
26	Ventimask, facemask with nebulizer
27	Pressure Infusion Bags
28	Rightangled Snivel Connector
29	G.V. Paint
30	IV. Fluids
31	Micro drip-set & Drip sets
32	Nasogastric Tubes
33	Bum Pack : Standard package, clean burn sheets (or towels for children)
34	Triangular bandages ( Minimum 2 safety pins each)
35	Dressings : Sterile multi-trauma dressings (various large and small sizes); ABDs, 10"x12" or larger; 4"x4" gauze sponges; Cotton Rolls
36	Gauze rolls Sterile (various sizes)
37	Elastic bandages Non-sterile {various sizes}
38	Occlusive dressing Sterile. 3'x8" or larger
39	Adhesive tape (Micron) : Various sizes (including 2" or 3") Adhesive tape (hypoallergenic): various sizes (including 2' or 3")
40	Cold packs
41	Waste bin for sharp needles, etc.
42	Disposable bags for vomiting, etc.
43	Teeth guard
44	Sample collection kits
45	Delivery kit
46	Bed Pans
47	First Aid Kits
48	Splints
49	Oxygen Gases
50	Patient cables, sensors, defib pads etc.

### 2.1 Medical Equipment for BLS Ambulance

Sl. No.	Name of the Medical Equipment	Technical Specification
1.	AED – fully automatic, Bi-phasic technology to deliver 200 joules shock	<ol style="list-style-type: none"> <li>1. AED unit must be fully automatic and supplied with standard accessories &amp; Pads being non-side specific/interchangeable.</li> <li>2. AED must be able to deliver shocks up to minimum level of 300 joules and with voice prompt guidance supported by a backlit text display.</li> <li>3. AED unit must have option for active CPR feedback prompts based on CPR performed and provide corrective voice prompts for both depth and speed of compressions.</li> <li>4. AED should automatically adjust shock energy level to compensate for individual patient's impedance and should automatically synchronize delivery of defibrillation</li> </ol>

		<p>shock with patient's Rwave.</p> <ol style="list-style-type: none"> <li>AED unit must have facility for easily directly download above patient specific data/ output of the AED to a commercially available USB stick or memory card.</li> <li>AED unit must have a daily self-test including test for presence and functionality of pads. Must have visual battery level indicator.</li> <li>Lithium battery with a capacity of min. 400 consecutive 200- joules shocks.</li> <li>AED unit must be US FDA, European CE (notified), IP55 with EN1789 certified ambulance wall mount.</li> </ol>
2	Suction Pump (Electrical)	<ol style="list-style-type: none"> <li>Equipment shall be lightweight max. 3 kgs, with 12V DC Maximum negative pressure from -200 to-700 mbar in steps of 100 or less with suitable setting marks.</li> <li>Sufficient capacity 1000 ml secretion bottles with efficient over-flow protection with adjustable negative pressure (min. 2 nos. polycarbonate &amp; autoclavable).</li> <li>Removable rechargeable Li-Po Battery power pack 12V with battery chargers &amp; connecting cable for connection to 230 V AC+ 10%, 50 Hz and with the provision or recharging from the vehicle with vehicle circuit connecting cable.</li> <li>Battery charged life shall be of minimum 60 minutes. Suction capacity minimum 30 ltr per minutes.</li> <li>Suction unit Service indication/Alarm. USFDA/European CE (notified), IP 44, IEC 60601-1-12 certified with EN-1789 Ambulance Wall mount with automatic charging facility.</li> </ol>
3	Suction Pump (Manual)	<ol style="list-style-type: none"> <li>Manual one hand operated suction pump</li> <li>Portable and compact unit</li> <li>Minimum achievable vacuum pressure: 450 mbar</li> <li>Shall be provided with Disinfect able and washable 250 ml jar for secretion collection</li> <li>Suction unit must be US FDA / European CE (notified) Manufacturer</li> <li>Should be ISO13485 certified</li> </ol>
4	Laryngoscope with Blades	<ol style="list-style-type: none"> <li>Standard equipment in metal with 3 standard size curved blades and one extra-large blade (Adult &amp; Child).</li> <li>Handle should have comfortable grip.</li> <li>Good quality light source (Fiber optic / conventional)</li> <li>All blades must be autoclavable Quality Standards:</li> <li>Should be US FDA/ European CE Manufacturer</li> <li>should be ISO 13485 certified</li> </ol>
5	Oxygen Cylinder "B" Type	<ol style="list-style-type: none"> <li>Colour coded lightweight Aluminium alloy oxygen cylinder with 10 Ltr water capacity.</li> <li>Mounted with pressure reducer and flow-meter provision of capacity up to 15 Ltr per minutes and outlet for secretion aspiration.</li> </ol>

		<ol style="list-style-type: none"> <li>3. Refillable and complete test certificate.</li> <li>4. Should be membrane pressure reducer with manometer complete with flow meter 0-15 liters /min. and humidifier.</li> <li>5. Oxygen Gas Cylinder Conforming To IS: 7866, Certified By The Bureau Of Indian Standards (BIS) And Approved By The Chief Controller Of Explosive Government Of India</li> </ol>
6	Artificial Manual Breathing Unit (Adult)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transparent face – mask</li> <li>2. Adult models (1500 to 2000ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen.</li> <li>5. Non- rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> <li>6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon</li> <li>7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified Manufacturer Should be ISO13485 certified.</li> </ol>
7	Artificial Manual Breathing Unit (Child/Pediatric)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> <li>1. Easy Grip manual resuscitator with transport facemask.</li> <li>2. Child models (500 ml bag capacity)</li> <li>3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes.</li> <li>4. Provision to give supplemented oxygen by oxygen reservoir providing 100%oxygen.</li> <li>5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag.</li> <li>6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon</li> <li>7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified</li> <li>8. Manufacturer Should be ISO13485 certified</li> </ol>
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		<p>9. should be US FDA/ European CE certified Manufacturer</p> <p>10. Should be ISO13485 certified</p>
9	Canvas Stretcher Folding	<ol style="list-style-type: none"> <li>1. Should be lightweight and made up of tubular aluminium alloy.</li> <li>2. Should be easy to carry.</li> <li>3. Should be rugged.</li> <li>4. Should be compact &amp; foldable in 2 sections.</li> <li>5. Should have automatic locking, which does not fold in automatically.</li> <li>6. Should come with IV Stand as Standard.</li> <li>7. Extended Dimensions Length: 200-210 cm Width: 50-60cm Height: 15-20 cm Weight: 5 kg to 6 kg Approx.</li> <li>8. Minimum patient weight carrying capacity of 120kg Supplied with 3 nos. safety belts Manufacturer</li> <li>9. Should be ISO certified Model should be US FDA/ European CE approved</li> </ol>
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22	Nebulizer	<ul style="list-style-type: none"> <li>• To be used for the patients suffering from respiratory disorders, chronic obstructive pulmonary disease (COPD), cystic fibrosis or other lung disorders, with severe attack of asthma need to be administered with bronchodilators.</li> <li>• Heavy duty, Compact, light weight, low noise(45dB ±3dB)</li> <li>• Max Pressure: 2.0 to 2.5 bars. Operating pressure: 1 to 1.5bars</li> <li>• Normal Air Flow: 5 lpm should produce particle of size 1 to 5 micron. Mass median Diameter (MMD): 2.5 to 3µm.</li> <li>• Output rate: 500 gm/Min.</li> <li>• Made of Heavy duty ABS body</li> <li>• Power supply: Power input to be 220 to 240V AC, 50Hz fitted with Indian plug of appropriate rating.</li> <li>• Model should be US FDA/ European CE approved</li> <li>• Manufacturer should be ISO 13485 certified for quality standards</li> </ul>
23	Hand Held battery operated Pulse	Pulse oximeter is essential to read the current amount of oxygen present in the patient blood by placing the sensor over the fingertip. The reading will indicate whether there is urgent need to provide high doses of oxygen or need for intubation.

	Oximeter	<p>Patient type:Adult, Paediatric &amp; Neonatal Continuously displays patient oxygen saturation in real time  SpO2 measurement range :1 to 100%  Accuracy of SpO2 better than <math>\pm 5\%</math>  Pulse rate range at least 25 to 240 bpm, minimum gradation 1bpm.  Accuracy of pulse rate better than <math>\pm 5</math> bpm.  Audiovisual alarms required: high and low SpO2 and pulse rate (operator variable settings), sensor disconnected, sensor failure, low battery. Should have TFT/LCD Screen display.  Plethysmograph display is mandatory.  Should work during motion and very low perfusion conditions (Supporting documents pertaining to ability of performing in low perfusion and motion artifacts conditions must be furnished).  Battery backup minimum 2 hours  Spo2 probe(Re-usable):Adult-1no  Spo2 probe(Re-Usable):Pediatric-1no  Model should be US FDA/ European CE approved.  Electrical safety conforms to standards for electrical safety IEC-60601-1  Manufacturer should have ISO 13485 certified.</p>
24	Rescue Tool	<ol style="list-style-type: none"> <li>1. Hammer, one four pound with 15 inch handle.</li> <li>2. One axe</li> <li>3. Wrecking bar, minimum 24 inch (bar and 1 preceding item can either be separate or combined as a forcible entry tool).</li> <li>4. Crowbar, minimum 48 inches, with pinch point</li> </ol>

## 2.2 List of Consumables for BLS Ambulance

Sl. No.	Item
1	Cotton
2	Bandage (a) 15cm (b) 10cm (c) 6cm
3	Savlon
4	Betadine
5	Leucoplast
6	Pain Spray
7	Mistdress Spray
8	Vinodine Spray
9	Coolex Spray
10	Face Mask (Disposable)
11	Surgical Gloves
12	LMA disposable
13	Wide bore needles
14	Disposable L.P. Needles
15	Syringes ABG (2& 5 ml)
16	Three way stop cork

17	Extension 1/V lines
18	Disposable suction
19	ECG electrodes
20	Lighted Styles of different sizes
21	Guedel's airway 00-5,00,0,1,2,3,4,5
22	Nasal airways (all sizes) & catheters
23	Binasal Cannula, Combitube, COPA
24	Tracheostomy tube cuff & Plain (all sizes)
25	Mini Tracheostomy kit
26	Ventimask, facemask with nebulzer
27	Pressure Infusion Bags
28	Right-angled Snivel Connector
29	G.V. Paint
30	I.V. Fluids
31	Micro drip-set & Drip-set
32	Nasogastric Tubes
33	Burn Pack: Standard package, clean burn sheets (or towels for children)
34	Triangular bandages (Minimum safety pins each)
35	Dressings Sterile multi-trauma dressings (various large and small sizes); ABC's, 10"x12" or larger; 4"x4" gauze sponges; Cotton Rolls
36	Gauze rolls Sterile (various sizes)
37	Elastic bandages Non-sterile (various sizes)
38	Occlusive dressing Sterile, 3"x8" or larger
39	Adhesive tape: Various sizes (including 2" or 3') Adhesive tape ( hypoallergenic) : Various sizes (including 2" or 3")
40	Cold packs
41	Waste bin for sharp needles, etc.
42	Disposable bags for vomiting, etc.
43	Teeth guard
44	Sample collection kits
45	Delivery kit
46	Bed Pans
47	First Aid Kits
48	Splints
49	Oxygen Gases
50	Patient cables, sensors, defib pads etc.

### 3. Vehicle type and other requirement for 24x7 Referral Transport (108 Janani Express) Vehicles:

- a) A four-wheeler **patient carrier (Non Air Conditioned) registered as ambulance in white colour.**
- b) **All vehicles should not be older than 1 year at the time of deployment of vehicle from its first registration.**
- c) Considering the topography and road conditions in the state in general and in rural in specific the Service provider is required to provide suitable vehicles having following specifications.

- d) Capable of accommodating stretcher (one) and oxygen cylinder (one) of required specification as given below.
- e) The vehicle must have ladder for safe climbing, water and light facility and curtains in the windows of the vehicle to maintain privacy.
- f) All ambulances shall be fitted with satellite connected fixed type GPS
- g) Basic Technical Specifications:**

Sl. No.	Item	Particulars
1	Stretcher	(i) (ISI/CE/FDA Mark) Minimum of 6 ft. (180 Cm) length with auto loading ambulance stretcher having stainless steel top and load bearing capacity of at least 120 kg.
2	Oxygen cylinder	(ii) ISI/CE/FDE Mark, 10 Ltr, colour coded lightweight aluminum alloyed along with medical grade oxygen delivery system.
3	Logo & Branding	(i) Vehicles shall have logo and other prints as prescribed by MD, NHM, Odisha. There won't be any other logo/design printed on the vehicles other than as prescribed by the Authority. (ii) The service provider as part of the operational cost shall do logo and stickering in 2.5 years interval.
4	Vehicle	(i) Emission standard: BS-IV compliant (As per government stipulation) (ii) Minimum Ground Clearance : 190 mm (iii) Gears: Five (5) forward and one (1) reverse type (iv) Wheel Radios: 15 inch (minimum) (v) Fully built compact body for driver, patient and attendants' seats (vi) The driver's cabin should be separate, so as to cater for the privacy of the patient. (vii) Vehicle should have loading facility from the rear side.

#### 4. Technical Specification and other details of Boat Ambulances:

##### 4.1 Particulars of the Boat:

Length (Overall)	:	11.00 Mtrs.
Breadth (Overall)	:	3.30 Mtrs.
Depth	:	1.60 Mtrs.
Draught	:	0.70 Mtr.
Engine	:	1 (One) no. 60 HP Inboard water cooled marine diesel engine coupled to 2:1 reverse reduction hydraulic gear box
Steering	:	Hand hydraulic system
Capacity	:	Passengers (including one Patient) – 6 Persons
Crew	:	3 Persons
Personal belongings	:	270 kgs. (@30kgs. per person)
Speed	:	8(eight) knots
Material of Construction	:	FRP (Fiber glass Reinforced Plastic)

**4.2 Medical Equipment in the Boat Ambulance:**

Sl. No.	Equipment Name	Quantity	Description
1.	Scoop Stretcher	1	Length : 160 to 200 cms Width: 42 cm(Minimum) Weight: < 10 kg.
2	BP Instrument Aneroid	1	Standard equipment
3.	Stethoscope	1	Standard equipment
4.	Pneumatic Splints set of 6 Adult sizes with carrying case	1 set	
	Hand & Wrist		
	Half Arm		
	Full Arm		
	Foot & Ankle		
	Half leg		
	Full leg		
5.	Gauze Cutter	1	Standard equipment
6.	Artery Forceps	1	Standard equipment of 14 cm
7.	First Aid Bag	1	Dimensions: .30X18X15 cm
8.	Spinal Board	1	Standard equipment
9.	Oxygen Cylinder "D" Type	1	Standard equipment
10.	Roll-In Patient Stretcher Cum Trolley	1	Standard equipment
11.	Universal Head Immobilizer	1	Standard equipment
12.	Spine Board	1	Standard equipment
13.	Evacuation Chair	1	Standard equipment
14.	Suction Aspirator	1	Standard equipment
15.	Intubation Kit	1	Standard equipment
16.	Emergency Kit	1	Standard equipment
17.	Syringe Infusion Pump	1	Standard equipment
18.	AED to deliver Bi Phasic technology to deliver 200 joules shock with AC/DC charging provision.	1	Standard equipment

**4.3 FRP Floating Jetty with Walkway:****Dimension:**

- (i) Float – 4MTR X 3 MTR  
(ii) Walkway – 5MTR X 1.2 MTR

**Float:** The Jetty will be made using six numbers of FRP floats joined together to give a final dimension of 3 Mtrs X 4 Mtrs approx.

**Walkway:** The approach walkway to the floating jetty will be 1.2 mtr. Width and 5 mtrs length, having a tough non-skid surface of marine plywood sandwiched FRP.

**ANNEXURE 7: FORMAT FOR COVERING LETTER**

**Format for Covering Letter**

*[On the Letterhead of the Applicant (in case of Single Applicant) or Lead Member (in case of a Consortium)]*

Date:.....

**To  
The Mission Director  
National Health Mission  
Department of Health & Family Welfare  
Government of Odisha**

**Re: Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha**

Madam / Sir,

Being duly authorized to represent and act on behalf of..... (Hereinafter referred to as “the Applicant”) and having reviewed and fully understood all of the requirements and information provided, the undersigned hereby apply for the qualification for **Integrated Patient Transport and Health Helpline Service (Phase-II) in Odisha**. We are enclosing our Application with EMD amount of Rs.\_\_\_\_\_ in the form of Bank Guarantee and two copies of Proposal (Part A, Part B and Part C) with the details as per the requirements of the RFP. We confirm that our proposal is valid for a period of minimum 180 days from\_\_\_\_\_ (*date of Bid opening*).

Yours faithfully,

\_\_\_\_\_

(Signature of Authorised Signatory)  
(NAME, TITLE, AND ADDRESS)

**ANNEXURE- 8: POWER OF ATTORNEY**

**Format for Power of Attorney for Signing of Application**

*(On a Stamp Paper of relevant value)*

**Power of Attorney**

Know all men by these presents, we.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms.....(name and residential address) who is presently employed with us and holding the position of .....as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for **Integrated patient Transport and Health Helpline Service(Phase-II) in Odisha** including signing and submission of all documents and providing information / responses to the Department of Health & Family Welfare, Government of Odisha , representing us in all matters before department, and generally dealing with Department of Health & Family Welfare, Government of Odisha in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us. Dated this the \_\_\_\_\_ day of \_\_\_\_\_200\_

For \_\_\_\_\_

(Name, Designation and Address)  
 \_\_\_\_\_  
 Accepted  
 \_\_\_\_\_(Signature)  
 (Name, Title and Address of the Attorney)  
 Date : \_\_\_\_\_

**Note:**

- i. *To be executed by the Lead Member in case of a Consortium.*
- ii. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, as laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- iii. *In case an authorized Director of the Applicant signs the Application, a certified copy of the appropriate resolution/ document conveying such Authority may be enclosed in lieu of the Power of Attorney.*
- iv. *In case the Application is executed outside India, the Applicant must get necessary authorization from the Consulate of India. The Applicant shall be required to pay the necessary registration fees at the office of Inspector General of Stamps.*

**ANNEXURE- 9: POWER OF ATTORNEY FOR LEAD MEMBER****Format for Power of Attorney for Lead Member of Consortium***(On a Stamp Paper of relevant value)***Power of Attorney**

Whereas the Mission Director, NHM, DoH&FW, Government of Odisha has invited applications from interested parties for operation and management of Integrated Patient Transport and Health Helpline Services in Odisha and

Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Project in accordance with the terms and conditions of the Request for Proposal (RFP) Document and other connected documents in respect of the Project, and

Whereas, it is necessary under the RFP Document for the members of the Consortium to designate the Lead Member with all necessary power and Authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project who, acting jointly, would have all necessary power and Authority to do all acts, deeds and things on behalf of the Consortium, as may be necessary in connection with the Consortium's bid for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT:

We, M/s. \_\_\_\_\_ (Lead Member), M/s  
\_\_\_\_\_ (Member)

(The respective names and addresses of the registered office) do hereby designate M/s. \_\_\_\_\_ being one of the members of the Consortium, as the Lead Member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortium's bid for the Project, including submission of application/proposal, participating in conferences, responding to queries, submission of information/ documents and generally to represent the Consortium in all its dealings with the Department, any other Government Organization or any person, in connection with the Project until culmination of the process of bidding and thereafter till the Agreement is entered into with Government of Odisha,

We hereby agree to ratify all acts, deeds and things lawfully done by Lead Member, our said attorney pursuant to this Power of Attorney and that all acts deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us/Consortium.

Dated this the \_\_\_\_ day of 20\_\_  
(Executants)

*Note: The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, as laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

**ANNEXURE- 10: FORMAT FOR AFFIDAVIT****Format for Affidavit (On a Stamp Paper of relevant value)****Affidavit**

I, M/s. .... (Sole Applicant / Lead Member / Member), (the names and addresses of the registered office) hereby certify and confirm that:

- (i) We or any of our promoter(s) / director(s) / partner(s) are not blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India from participating in any bidding process, either individually or as member of a Consortium as on the \_\_\_\_\_ (Date of Signing of Application).
- (ii) We are not insolvent, in receivership, bankrupt, being wound up, having our affairs administered by a court or a judicial officer, having our business activities suspended or subject of legal proceedings for any of the foregoing reason;
- (iii) We or any of our promoter(s), director(s), partner(s) and officers are not convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter in to a procurement contract within a period of **three years** preceding the commencement of the procurement process.
- (iv) There is no conflict of interest in submitting this Proposal

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this .....Day of ....., 20....

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

Note:

*To be executed separately by all the Members in case of Consortium.*

**ANNEXURE- 11: LETTER OF EXECLUSIVITY**

**Letter of Exclusivity**

I, we, \_\_\_\_\_ , hereby declare that we are/ will not associate with any other firm/entity/consortium for submitting an application for the project under consideration.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 20....

For \_\_\_\_\_

(Name, Designation and Address of the Chief Executive Officer of the applicant (Lead organization in case of consortium)

Accepted \_\_\_\_\_(Signature)  
(Name, Title and Address of the Applicant/s)  
Date : \_\_\_\_\_

*Note:  
To be executed separately by all the Members in case of Consortium.*

**ANNEXURE- 12: ANTI COLLUSION CERTIFICATE****Anti-Collusion Certificate**

We hereby certify and confirm that in the preparation and submission of our Proposal for Integrated Patient Transport and Health Helpline Service in Odisha against the RFP issued by MD, NHM, DoH&FW, Government of Odisha. We have not acted in concert or in collusion with any other Bidder or other person(s) and not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_\_\_\_

For \_\_\_\_\_

(Name)  
Authorized Signatory

**ANNEXURE-13: DETAILS OF EXISTING ASSETS UNDER THE PROJECT & DETAILS OF AMC/CMC**

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Prefabricated Ambulance	FORCE TRAVELLER AMBULANCE BSVI FM2.6CR 3350MM WB (10+ P) AC (WITH WHEEL CHAIRCONVERTIBLE STRETCHER) Chassis Number/Engine Number	FORCE	7	29-Sep-20		NA
Prefabricated Ambulance	FORCE TRAVELLER AMBULANCE BSVI FM2.6CR 3350MM WB (10+ P) AC (WITH WHEEL CHAIRCONVERTIBLE STRETCHER) Chassis Number/Engine Number	FORCE	77	30-Sep-20		NA
Prefabricated Ambulance	FORCE TRAVELLER AMBULANCE BSVI FM2.6CR 3350MM WB (10+ P) AC (WITH WHEEL CHAIRCONVERTIBLE STRETCHER) Chassis Number/Engine Number	FORCE	28	29-Dec-20		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	97	03-Mar-20		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	23	04-Mar-20		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	100	11-Feb-20		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	49	11-Dec-19		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	29	12-Nov-19		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	69	14-Jan-20		NA
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	30	15-Jan-20		NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Prefabricated Ambulance	Prefabricated TATA Winger Ambulance-3488mm WB, AIS-125 part-I Type-C with Meber stretcher Chassis Number/Engine Number	TATA	22	31-Oct-19		NA
Prefabricated Ambulance	Tata Winger Ambulance- Chassis Number/Engine Number	TATA	25	14-Oct-17		NA
Prefabricated Ambulance	Tata Winger Ambulance- Chassis Number/Engine Number	TATA	20	15-Mar-18		NA
Prefabricated Ambulance	Tata Winger Ambulance- Chassis Number/Engine Number	TATA	47	30-Mar-18		NA
Medical Equipment	AED	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	AED	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	AED	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	AED	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	AED	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	AED	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	AED	KAMAL COACH	338	10-Dec-21	09-Dec-24	Warranty Available
Medical Equipment	AED	KAMAL COACH	79	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	AED	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Artery Forceps	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Artery Forceps	BHPL	1	08-Mar-13	07-Mar-18	NA
Medical Equipment	Artery Forceps	BHPL	5	09-May-13	08-May-18	NA
Medical Equipment	Artery Forceps	BHPL	2	16-Mar-13	15-Mar-18	NA
Medical Equipment	Artery Forceps	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Artery Forceps	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Artery Forceps	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Artery Forceps	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Artery Forceps	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical	Artery Forceps	BHPL	15	14-Sep-18	13-Sep-23	Warranty

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Equipment						Available
Medical Equipment	Artery Forceps	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Artery Forceps	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Artery Forceps	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Artery Forceps	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Artery Forceps	SAPL	402	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	3	08-Mar-13	07-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	8	09-May-13	08-May-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	7	14-Oct-13	13-Oct-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	3	15-Oct-13	14-Oct-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	3	16-Mar-13	15-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Artificial Manual Breathing Unit (Child & Neonatal)	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	3	08-Mar-13	07-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	8	09-May-13	08-May-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	7	14-Oct-13	13-Oct-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	3	15-Oct-13	14-Oct-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	3	16-Mar-13	15-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Adult)	SAPL	383	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Child)	SAPL	383	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Artificial Manual Breathing Unit (Neonatal)	SAPL	383	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	AJIL FIBERTE	410	11-Jun-22	10-Jun-25	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
		CH				
Medical Equipment	B.P. Instrument Aneroid	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	2	16-Sep-13	15-Sep-18	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	1	29-May-13	28-May-18	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	B.P. Instrument Aneroid	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	KAMAL COACH	10	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	B.P. Instrument Aneroid	KAMAL COACH	102	05-Dec-20	05-Dec-23	Warranty Available
IT Equipment	Biometric Device	E-Square	209	04-Feb-20	03-Feb-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	6	16-Dec-20	16-Dec-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	97	17-Aug-20	17-Aug-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	99	18-Jul-20	18-Jul-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	100	30-Apr-20	30-Apr-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	84	16-Feb-20	15-Feb-23	22-Aug-23
IT Equipment	Biometric Device	E-Square	28	12-Mar-21	11-Mar-24	22-Aug-23
Medical Equipment	Canvas Stretcher Folding	AJIL FIBERTECH	200	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Canvas Stretcher Folding	AJIL FIBERTECH	213	25-Feb-23	24-Feb-26	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Canvas Stretcher Folding	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Canvas Stretcher Folding	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Canvas Stretcher Folding	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Canvas Stretcher Folding	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Canvas Stretcher Folding	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	KAMAL COACH	82	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Canvas Stretcher Folding	KAMAL COACH	30	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Cervical Collar	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Cervical Collar	BHPL	1	03-Jun-13	02-Jun-18	NA
Medical Equipment	Cervical Collar	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Cervical Collar	BHPL	3	08-Mar-13	07-Mar-18	NA
Medical Equipment	Cervical Collar	BHPL	7	09-May-13	08-May-18	NA
Medical Equipment	Cervical Collar	BHPL	3	16-Mar-13	15-Mar-18	NA
Medical Equipment	Cervical Collar	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Cervical Collar	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Cervical Collar	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Cervical Collar	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Cervical Collar	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Cervical Collar	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Cervical Collar	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Cervical Collar	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Cervical Collar	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Cervical Collar	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Cervical Collar	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Cervical Collar	SAPL	394	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Collapsible chair cum Trolley Stretcher	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Defibrillator Monitor	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Defibrillator Monitor	KAMAL COACH	55	11-Jan-22	10-Jan-25	Warranty Available
Medical Equipment	Defibrillator Monitor	KAMAL COACH	33	14-Apr-21	13-Apr-24	Warranty Available
Medical Equipment	Defibrillator Monitor	OSMCL	23	14-Apr-21	14-Apr-23	Warranty Available
Medical Equipment	Double head Immobilizer	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Double head Immobilizer	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Double head Immobilizer	BHPL	3	08-Mar-13	07-Mar-18	NA
Medical Equipment	Double head Immobilizer	BHPL	1	09-May-13	08-May-18	NA
Medical Equipment	Double head Immobilizer	BHPL	2	16-Mar-13	15-Mar-18	NA
Medical Equipment	Double head Immobilizer	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Double head Immobilizer	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Double head Immobilizer	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Double head Immobilizer	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Double head Immobilizer	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Double head Immobilizer	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Double head Immobilizer	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Double head Immobilizer	KAMAL COACH	81	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	Double head Immobilizer	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Double head Immobilizer	KAMAL COACH	31	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Double head Immobilizer	SAPL	406	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	First Aid Bag	BHPL	1	01-Jun-14	31-May-19	NA
Medical Equipment	First Aid Bag	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	First Aid Bag	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	First Aid Bag	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	First Aid Bag	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	First Aid Bag	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	First Aid Bag	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	First Aid Bag	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	First Aid Bag	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	First Aid Bag	SAPL	416	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Gauze Cutter	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Gauze Cutter	BHPL	1	08-Mar-13	07-Mar-18	NA
Medical Equipment	Gauze Cutter	BHPL	2	16-Mar-13	15-Mar-18	NA
Medical Equipment	Gauze Cutter	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Gauze Cutter	BHPL	1	29-May-13	28-May-18	NA
Medical Equipment	Gauze Cutter	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Gauze Cutter	BHPL	15	15-Dec-17	14-Dec-22	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Gauze Cutter	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Gauze Cutter	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Gauze Cutter	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Gauze Cutter	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Gauze Cutter	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Gauze Cutter	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Gauze Cutter	SAPL	409	19-Apr-22	18-Apr-25	Warranty Available
IT Equipment	GPS Device	Plexitech	419	02-Mar-20	02-Mar-22	14-Feb-24
IT Equipment	GPS Device	Plexitech	92	15-Feb-20	14-Feb-22	14-Feb-24
IT Equipment	GPS Device	Plexitech	84	01-Oct-20	01-Oct-22	14-Feb-24
IT Equipment	GPS Device	Plexitech	28	16-Feb-21	16-Feb-23	14-Feb-24
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	18	20-Mar-13	19-Mar-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	26	01-Jun-14	31-May-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	13	03-Feb-14	02-Feb-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	13	03-Jun-13	02-Jun-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	17	06-Jan-14	05-Jan-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	7	07-Jan-14	06-Jan-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	11	07-Jun-13	06-Jun-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	12	08-Mar-13	07-Mar-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	28	09-May-13	08-May-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	1	10-Mar-14	09-Mar-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	8	10-Jun-13	09-Jun-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	20	13-Jun-13	12-Jun-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	9	14-Oct-13	13-Oct-18	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	19	15-Oct-13	14-Oct-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	6	16-Jan-14	15-Jan-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	15	16-Mar-13	15-Mar-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	8	16-Apr-13	15-Apr-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	1	17-Oct-13	16-Oct-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	19	18-Apr-13	17-Apr-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	2	20-Mar-13	19-Mar-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	13	20-Dec-13	19-Dec-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	9	22-Jun-13	21-Jun-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	5	27-Jan-14	26-Jan-19	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	9	27-Feb-13	26-Feb-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	13	29-May-13	28-May-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	36	30-Mar-13	29-Mar-18	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Hand Held Pulse Oxymeter	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Hand Held Pulse Oxymeter	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Hand Held Pulse Oxymeter	KAMAL COACH	112	05-Dec-20	05-Dec-23	Warranty Available
Medical Equipment	Laryngoscope with blades	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Laryngoscope with blades	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Laryngoscope with blades	BHPL	3	08-Mar-13	07-Mar-18	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Laryngoscope with blades	BHPL	8	09-May-13	08-May-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	7	14-Oct-13	13-Oct-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	3	15-Oct-13	14-Oct-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	3	16-Mar-13	15-Mar-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	1	29-May-13	28-May-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Laryngoscope with blades	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Laryngoscope with blades	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Laryngoscope with blades	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Laryngoscope with blades	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Laryngoscope with blades	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Laryngoscope with blades	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Laryngoscope with blades	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Laryngoscope with blades	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Laryngoscope with blades	SAPL	382	23-Apr-22	22-Apr-25	Warranty Available
Medical Equipment	Magill forceps	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Magill forceps	BHPL	1	08-Mar-13	07-Mar-18	NA
Medical Equipment	Magill forceps	BHPL	6	09-May-13	08-May-18	NA
Medical Equipment	Magill forceps	BHPL	2	16-Mar-13	15-Mar-18	NA
Medical Equipment	Magill forceps	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Magill forceps	BHPL	2	30-Mar-13	29-Mar-18	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Magill forceps	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Magill forceps	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Magill forceps	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Magill forceps	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Magill forceps	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Magill forceps	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Magill forceps	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Magill forceps	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Magill forceps	SAPL	401	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Malleable Splints	BHPL	4	01-Jun-14	31-May-19	NA
Medical Equipment	Malleable Splints	BHPL	1	06-Jan-14	05-Jan-19	NA
Medical Equipment	Malleable Splints	BHPL	3	08-Mar-13	07-Mar-18	NA
Medical Equipment	Malleable Splints	BHPL	7	09-May-13	08-May-18	NA
Medical Equipment	Malleable Splints	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Malleable Splints	BHPL	7	14-Oct-13	13-Oct-18	NA
Medical Equipment	Malleable Splints	BHPL	3	15-Oct-13	14-Oct-18	NA
Medical Equipment	Malleable Splints	BHPL	3	16-Mar-13	15-Mar-18	NA
Medical Equipment	Malleable Splints	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Malleable Splints	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Malleable Splints	BHPL	2	30-Mar-13	29-Mar-18	NA
Medical Equipment	Malleable Splints	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Malleable Splints	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Malleable Splints	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Malleable Splints	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Malleable Splints	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Malleable Splints	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Malleable Splints	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Malleable Splints	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Nebulizer	AJIL FIBERTECH	417	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Nebulizer	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Nebulizer	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Nebulizer	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Nebulizer	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Nebulizer	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Nebulizer	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Nebulizer	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Nebulizer	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	8	03-Jun-13	02-Jun-18	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	8	07-Jun-13	06-Jun-18	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	1	18-Apr-13	17-Apr-18	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	6	20-Sep-13	19-Sep-18	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	2	29-May-13	28-May-18	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Oxygen Cylinder "J" Type	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Oxygen Cylinder "J" Type	SAPL	389	10-Apr-22	09-Apr-25	Warranty Available
Medical Equipment	Oxygen cylinder- J/D type	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Oxygen cylinder- J/D type	KAMAL COACH	112	05-Dec-20	05-Dec-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	AJIL FIBERTECH	389	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	8	03-Jun-13	02-Jun-18	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	8	07-Jun-13	06-Jun-18	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	1	18-Apr-13	17-Apr-18	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	6	20-Sep-13	19-Sep-18	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	2	29-May-13	28-May-18	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Oxygen cylinders "B" Type	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	KAMAL COACH	84	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Oxygen cylinders "B" Type	KAMAL COACH	28	05-Dec-20	05-Dec-23	Warranty Available
Medical Equipment	Pneumatic/ Malleable Splint	SAPL	384	19-Apr-22	18-Apr-25	Warranty Available
Medical Equipment	Spinal Board	BHPL	3	01-Jun-14	31-May-19	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Spinal Board	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Spinal Board	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Spinal Board	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Spinal Board	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Spinal Board	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Spinal Board	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Spinal Board	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Spinal Board	KAMAL COACH	81	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	Spinal Board	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Spinal Board	KAMAL COACH	31	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Spinal Board	SAPL	413	10-Apr-22	09-Apr-25	Warranty Available
Medical Equipment	Stethoscope	AJIL FIBERTECH	412	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Stethoscope	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Stethoscope	BHPL	1	09-May-13	08-May-18	NA
Medical Equipment	Stethoscope	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Stethoscope	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Stethoscope	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Stethoscope	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Stethoscope	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Stethoscope	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Stethoscope	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Stethoscope	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Stethoscope	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Stretcher Scoop	AJIL FIBERTECH	230	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Stretcher Scoop	AJIL FIBERTECH	181	25-Feb-23	24-Feb-26	Warranty Available
Medical Equipment	Stretcher Scoop	BHPL	3	01-Jun-14	31-May-19	NA
Medical Equipment	Stretcher Scoop	BHPL	1	09-May-13	08-May-18	NA
Medical Equipment	Stretcher Scoop	BHPL	1	16-Mar-13	15-Mar-18	NA
Medical Equipment	Stretcher Scoop	BHPL	1	20-Sep-13	19-Sep-18	NA
Medical Equipment	Stretcher Scoop	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Stretcher Scoop	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Stretcher Scoop	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Stretcher Scoop	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Stretcher Scoop	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Stretcher Scoop	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Stretcher Scoop	KAMAL COACH	81	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	Stretcher Scoop	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Stretcher Scoop	KAMAL COACH	31	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Suction Pump (Electrical)	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Suction Pump (Electrical)	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	KAMAL COACH	114	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Suction Pump (Electrical)	KAMAL COACH	417	26-Mar-22	25-Mar-25	Warranty Available

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Medical Equipment	Suction Pump (Manual)	AJIL FIBERTECH	416	11-Jun-22	10-Jun-25	Warranty Available
Medical Equipment	Suction Pump (Manual)	BHPL	1	03-Jun-13	02-Jun-18	NA
Medical Equipment	Suction Pump (Manual)	BHPL	10	13-Dec-17	12-Dec-22	NA
Medical Equipment	Suction Pump (Manual)	BHPL	15	15-Dec-17	14-Dec-22	NA
Medical Equipment	Suction Pump (Manual)	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Medical Equipment	Suction Pump (Manual)	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Manual)	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Manual)	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Medical Equipment	Suction Pump (Manual)	KAMAL COACH	2	19-Dec-20	19-Dec-23	Warranty Available
Medical Equipment	Suction Pump (Manual)	KAMAL COACH	112	17-Nov-20	17-Nov-23	Warranty Available
Medical Equipment	Syringe Pump	AJIL FIBERTECH	55	15-Mar-23	14-Mar-26	Warranty Available
Medical Equipment	Syringe Pump	BHPL	1	11-Sep-13	10-Sep-18	NA
Medical Equipment	Syringe Pump	KAMAL COACH	33	18-Dec-20	18-Dec-23	Warranty Available
Medical Equipment	Syringe Pump	OSMCL	23	18-Dec-20	18-Dec-22	NA
Medical Equipment	Transport Ventilator	BHPL	1	16-Sep-13	15-Sep-18	NA
Medical Equipment	Transport Ventilator	KAMAL COACH	33	08-Feb-21	08-Feb-24	Warranty Available
Medical Equipment	Transport Ventilator	KAMAL COACH	31	11-Jan-22	10-Jan-25	Warranty Available
Medical Equipment	Transport Ventilator	OSMCL	24			NA
Medical Equipment	Transport Ventilator	OSMCL	23	08-Feb-21	08-Feb-23	NA
Rescue Equipment	Rescue Tools	BHPL	233			NA
Rescue Equipment	Rescue Tools	AJIL FIBERTECH	184	11-Jun-22	10-Jun-25	Warranty Available
Rescue Equipment	Rescue Tools	BHPL	10	13-Dec-17	12-Dec-22	NA
Rescue	Rescue Tools	BHPL	15	15-Dec-17	14-Dec-22	NA

Asset Group	Name of The Assets	Company	Quantity	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
Equipment						
Rescue Equipment	Rescue Tools	BHPL	25	15-Jun-18	14-Jun-23	Warranty Available
Rescue Equipment	Rescue Tools	BHPL	15	14-Sep-18	13-Sep-23	Warranty Available
Rescue Equipment	Rescue Tools	BHPL	17	22-Sep-18	21-Sep-23	Warranty Available
Rescue Equipment	Rescue Tools	BHPL	10	15-Sep-18	14-Sep-23	Warranty Available
Rescue Equipment	Rescue Tools	KAMAL COACH	30	17-Nov-20	17-Nov-23	Warranty Available
Rescue Equipment	Rescue Tools	KAMAL COACH	84	05-Dec-20	05-Dec-23	Warranty Available

SI NO	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
1	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
2	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
3	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
4	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
5	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
6	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
7	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
8	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
9	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
10	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
11	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
12	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
13	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
14	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
15	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
16	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
17	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
18	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
19	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
20	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
21	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
22	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
23	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
24	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
25	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
26	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
27	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024

SI NO	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
28	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
29	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
30	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
31	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
32	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
33	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
34	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
35	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
36	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
37	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
38	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
39	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
40	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
41	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
42	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
43	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
44	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
45	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
46	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
47	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
48	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
49	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
50	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
51	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
52	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
53	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
54	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
55	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
56	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
57	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
58	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
59	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
60	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
61	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
62	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
63	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
64	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
65	NETBOOK	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024
66	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
67	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
68	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
69	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
70	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024

SI NO	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
71	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
72	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
73	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
74	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
75	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
76	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
77	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
78	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
79	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
80	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
81	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
82	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
83	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
84	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
85	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
86	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
87	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
88	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
89	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
90	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
91	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
92	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
93	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
94	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
95	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
96	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024
97	LAPTOP	30-04-2020	03-02-2023	04-02-2023 to 03-02-2024

SI NO	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Type	Quantity
1	MS OFFICE-2019	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PROFESSIONAL	80
2	MS OFFICE-2019	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	STANDARD	204
3	MS SERVER -2016	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	STANDARD	6
4	MS SERVER -2019	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	STANDARD	6
5	MS SQL SERVER - 2019	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ENTERPRISE	1
5	MS SQL SERVER - 2016	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ENTERPRISE	4
6	Window Server CALS	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Microsoft	200

SI NO	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Type	Quantity
7	Backup Software	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Data Backup	1
8	Biometric application Software + license(5000 users)	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	COSEC LICEENCE	1

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	MAKE	Model	Service Tag
1	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	3G0Q9W2
2	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	3PXMZX2
3	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	4G0Q9W2
4	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	4PXMZX2
5	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	5G0Q9W2
6	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	5PXMZX2
7	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	6PXMZX2
8	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	7PXMZX2
9	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	81LP9W2
10	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	8PXMZX2
11	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	61LP9W2
12	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	71LP9W2
13	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	6G0Q9W2
14	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	7G0Q9W2
15	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	41LP9W2
16	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	51LP9W2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	MAKE	Model	Service Tag
17	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	90BP9W2
18	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	9PXMZX2
19	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	BPXMZX2
20	Server	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	Poweredge R740	CPXMZX2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Model	Service Tag
1	SAN Storage	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	SC5020	9F23Q03
2	Enclosure		03-02-2023	04-02-2023 to 03-02-2024	SC420pbc	9F99Q03
3	Enclosure		03-02-2023	04-02-2023 to 03-02-2024	SC420pbc	9F87Q03
4	Tape Library	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell EMC ML3	FP5R0V2

  

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Model	Service Tag
1	SAN Switch	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MDS 9148T	JPG234300BB
2	SAN Switch	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MDS 9148T	JPG234300B4

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	S/N & Service Tag
1	Firewall	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	SOPHOS	XG 430 rev	C4207APFWP 82W40
2	Firewall	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	SOPHOS	XG 430 rev	C4207ACJM 32KJ87

  

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model	S/N
1	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2310A68Q

2	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2312A5H0
3	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2312A5H6
4	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2312A5H7
5	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2312A5H9
6	Wifi (AP)	16-03-2020	03-02-2023	04-02-2023 to 03-02-2024	CISCO	CISCO 2700 AP	SFGL2313A1KG

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	S/L
1	T1/E1/PRI Media Gateway Router	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Sangoma	Sangoma Vega 400G	005058208A26
2	T1/E1/PRI Media Gateway Router	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Sangoma	Sangoma Vega 400G	00505820D560
3	T1/E1/PRI Media Gateway Router	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Sangoma	Sangoma Vega 400G	00505820D5D4

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	S/L
1	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/ MASTER	1550006422
2	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52A/E1B/2W/ET H/SW/MASTER	651112
3	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52A/E1B/2W/ET H/SW/MASTER	906560
4	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52A/E1B/2W/ET H/SW/MASTER	906561
5	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/ MASTER	1523006330
6	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/ MASTER	1350017715

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	S/L
7	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/MASTER	G080709500199
8	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/MASTER	G080709504196
9	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1523006329
10	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52A/E1B/2W/ETH/SW/SLAVE	1326011253
11	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1550006419
12	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1424000811
13	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1350017718
14	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1410001039
15	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1016947
16	BSNL PRI MODEM	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	RAD	ASMI_52_IND/E1/2W/SLAVE	1039006460

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model	S/N
1	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP LASERJET PRO M405DN PRINTER	PHCN500040
2	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP LASERJET PRO M405DN PRINTER	PHCN500047
3	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP CLJ PRO MFP M479DW PRINTER	CNBMM95150
4	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP CLJ PRO MFP M479DW PRINTER	CNBMM951F6
5	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP CLJ MFP PRO MFP M479DW PRINTER	CNBMM95150
6	Printer	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	HP	HP CLJ MFP PRO MFP M479DW PRINTER	CNBMM951F6

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Asset Code	Make	Model	S/N	Screen Size
1	TV	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ZHL-OD-TV-001	LG	LG43UU640C	907PLHT019921	43
2	TV	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ZHL-OD-TV-002	LG	LG43UU640C	907PLJK019916	43

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	Service Tag
1	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	7Y62PK2
2	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	BY62PK2
3	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	BZ62PK2
4	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	FZ62PK2
5	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	1LY1PK2
6	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	3DY1PK2
7	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	3MY1PK2
8	L2 Switch POE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	4PY1PK2
9	L2 Switch NPOE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	1CK2PK2
10	L2 Switch NPOE	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S3148P	7DK2PK2
11	L3 Switch	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S5248F	502D9Z2
12	L3 Switch	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Dell	S5248F	503D9Z2
13	KVM Switch ,LCD panel, keyboard	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ATEN	CS1316	Z3J6-A58-0131
14	KVM Switch ,LCD panel, keyboard	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ATEN	CS1316	Z3J6-058-0132
15	1U 17" LCD Pannel with keyboard	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ATEN	1000M	AAJB-A15-0036

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacture	Model	Service Tag
16	1U 17" LCD Pannel with keyboard	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	ATEN	1000M	AAJB-A15-0037

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
1	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4993
2	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5042
3	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5116
4	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5105
5	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5094
6	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4982
7	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5081
8	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2290
9	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2297
10	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2286
11	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2251
12	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5133
13	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1986
14	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2232
15	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5142
16	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	yr9775
17	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5070

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
18	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5074
19	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5035
20	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5031
21	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5146
22	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5088
23	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2368
24	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2285
25	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5041
26	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5085
27	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2328
28	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1515
29	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5077
30	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2196
31	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4972
32	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4961
33	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2229
34	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2220
35	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1799
36	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5037
37	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1467
38	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4955

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
39	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5153
40	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	yr9632
41	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4956
42	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4941
43	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1832
44	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1963
45	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys1554
46	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2230
47	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4980
48	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2288
49	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5147
50	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4988
51	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5059
52	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2280
53	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2277
54	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4960
55	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5006
56	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5028
57	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5091
58	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5128
59	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5053

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
60	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5097
61	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5134
62	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4939
63	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5025
64	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5154
65	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4990
66	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5049
67	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5067
68	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5144
69	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5183
70	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5132
71	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2287
72	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5169
73	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5160
74	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2292
75	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2213
76	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5155
77	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5106
78	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5111
79	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5130
80	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5096

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
81	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5145
82	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5103
83	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5033
84	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5184
85	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5182
86	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5173
87	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5152
88	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5163
89	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5115
90	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5125
91	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5176
92	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5040
93	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5181
94	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5135
95	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5165
96	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4945
97	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5100
98	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5177
99	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys4932
100	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5166
101	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5027

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
102	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys5185
103	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2260
104	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2241
105	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2296
106	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2254
107	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2206
108	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2205
109	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2242
110	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2383
111	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2342
112	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2208
113	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2259
114	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2256
115	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2261
116	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2279
117	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2231
118	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2365
119	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2250
120	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2300
121	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2253
122	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2304

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
123	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2236
124	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2170
125	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2310
126	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2258
127	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2332
128	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2263
129	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2243
130	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2283
131	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2271
132	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2190
133	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2324
134	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2027
135	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2244
136	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2228
137	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2257
138	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2247
139	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2268
140	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2138
141	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2307
142	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2331
143	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2308

Sl.No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	Headset S\N
144	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2302
145	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2252
146	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2189
147	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2264
148	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2275
149	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2284
150	Headsets	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	PLATRONICS PRACTICA	ys2315

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
1	EPABX expansion card (Upgrade)	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Matrix	DKP-8
2	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
3	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
4	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
5	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
6	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
7	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
8	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
9	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
10	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
11	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
12	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
13	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
14	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
15	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
16	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
17	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
18	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
19	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
20	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
21	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
22	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
23	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
24	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
25	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
26	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
27	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
28	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
29	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
30	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
31	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
32	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
33	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
34	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
35	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
36	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
37	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
38	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
39	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
40	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
41	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
42	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
43	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
44	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
45	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
46	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
47	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
48	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
49	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
50	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
51	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
52	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
53	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
54	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
55	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
56	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
57	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
58	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
59	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
60	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
61	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
62	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
63	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
64	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
65	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
66	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
67	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
68	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
69	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
70	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
71	Land Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Panasonic	KX-TS880
72	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
73	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
74	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
75	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
76	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
77	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
78	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
79	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
80	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
81	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
82	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
83	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
84	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
85	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
86	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
87	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
88	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
89	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
90	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
91	Digital Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	MATRIX	EON 510
92	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
93	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
94	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
95	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
96	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
97	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
98	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
99	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
100	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
101	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
102	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
103	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
104	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
105	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
106	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
107	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
108	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
109	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
110	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
111	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
112	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
113	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
114	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
115	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
116	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
117	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
118	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
119	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
120	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
121	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
122	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
123	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
124	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
125	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
126	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
127	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
128	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
129	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
130	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
131	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
132	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
133	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
134	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
135	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
136	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
137	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
138	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
139	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
140	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
141	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
142	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
143	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
144	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
145	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
146	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
147	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
148	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
149	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
150	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
151	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
152	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
153	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
154	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
155	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
156	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
157	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
158	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
159	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
160	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
161	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
162	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
163	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
164	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
165	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
166	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
167	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
168	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
169	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
170	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
171	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
172	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
173	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
174	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
175	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
176	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
177	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
178	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
179	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
180	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
181	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
182	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
183	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
184	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
185	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
186	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
187	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
188	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
189	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
190	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
191	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
192	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
193	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
194	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
195	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
196	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
197	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
198	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
199	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
200	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
201	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
202	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
203	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
204	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
205	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
206	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
207	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
208	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
209	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
210	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
211	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
212	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
213	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
214	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
215	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
216	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
217	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
218	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
219	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
220	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
221	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
222	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
223	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
224	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
225	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
226	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
227	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
228	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
229	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
230	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
231	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
232	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
233	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
234	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
235	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
236	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
237	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
238	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
239	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
240	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630
241	IP Phone	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Grandstream	GXP 1630

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
1	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	89RX3Z2
2	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5BRX3Z2
3	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C6RX3Z2
4	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	78RX3Z2
5	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	19RX3Z2
6	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	88RX3Z2
7	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	38RX3Z2
8	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8DRX3Z2
9	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BBRX3Z2
10	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8FRX3Z2
11	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DCRX3Z2
12	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	JGRX3Z2
13	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BFRX3Z2
14	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	SFRX3Z2
15	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	HCRX3Z2
16	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7BRX3Z2
17	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7W1NZX2
18	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4GRX3Z2
19	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	86RX3Z2
20	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D8RX3Z2
21	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7DRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
22	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GBRX3Z2
23	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CFRX3Z2
24	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	96RX3Z2
25	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BCRX3Z2
26	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2DRX3Z2
27	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5DRX3Z2
28	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4FRX3Z2
29	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6BRX3Z2
30	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	F6RX3Z2
31	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CCRX3Z2
32	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BCRX3Z2
33	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	49RX3Z2
34	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	B6RX3Z2
35	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5CRX3Z2
36	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	99RX3Z2
37	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C8RX3Z2
38	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FHRX3Z2
39	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2HRX3Z2
40	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BSRX3Z2
41	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5HRX3Z2
42	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7CRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
43	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GSRX3Z2
44	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9BRX3Z2
45	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	83RX3Z2
46	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	58RX3Z2
47	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	G6RX3Z2
48	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	45RX3Z2
49	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	1SRX3Z2
50	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	47RX3Z2
51	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	37RX3Z2
52	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	26RX3Z2
53	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C4RX3Z2
54	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2GRX3Z2
55	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FSRX3Z2
56	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	79RX3Z2
57	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	B8RX3Z2
58	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6W1NZX2
59	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	66RX3Z2
60	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	48RX3Z2
61	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	1BRX3Z2
62	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FCRX3Z2
63	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3DRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
64	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J9RX3Z2
65	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	59RX3Z2
66	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3GRX3Z2
67	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7FRX3Z2
68	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	36RX3Z2
69	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	HGRX3Z2
70	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CGRX3Z2
71	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9HRX3Z2
72	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9CRX3Z2
73	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	JBRX3Z2
74	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8BRX3Z2
75	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J6RX3Z2
76	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D4RX3Z2
77	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	35RX3Z2
78	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2BRX3Z2
79	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6HRX3Z2
80	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3CRX3Z2
81	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2FRX3Z2
82	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	16RX3Z2
83	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DHRX3Z2
84	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GGRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
85	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8HRX3Z2
86	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	2CRX3Z2
87	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DFRX3Z2
88	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	94RX3Z2
89	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4HRX3Z2
90	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7HRX3Z2
91	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	75RX3Z2
92	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FGRX3Z2
93	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	B7RX3Z2
94	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CHRX3Z2
95	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	39RX3Z2
96	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9FRX3Z2
97	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	1HRX3Z2
98	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5GRX3Z2
99	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CDRX3Z2
100	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DBRX3Z2
101	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J4RX3Z2
102	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H9RX3Z2
103	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BGRX3Z2
104	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	JDRX3Z2
105	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	1CRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
106	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	CBRX3Z2
107	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3FRX3Z2
108	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D7RX3Z2
109	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6CRX3Z2
110	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BDRX3Z2
111	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	F8RX3Z2
112	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DGRX3Z2
113	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	BHRX3Z2
114	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	17RX3Z2
115	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J7RX3Z2
116	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	F7RX3Z2
117	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	7GRX3Z2
118	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	98RX3Z2
119	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	57RX3Z2
120	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3BRX3Z2
121	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H4RX3Z2
122	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FFRX3Z2
123	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9DRX3Z2
124	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	69RX3Z2
125	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H6RX3Z2
126	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	85RX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
127	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	95RX3Z2
128	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9GRX3Z2
129	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8WINZX2
130	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6FRX3Z2
131	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	IDRX3Z2
132	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GFRX3Z2
133	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	46RX3Z2
134	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	G7RX3Z2
135	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J5RX3Z2
136	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C9RX3Z2
137	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H8RX3Z2
138	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	25RX3Z2
139	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	F4RX3Z2
140	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	68RX3Z2
141	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	18RX3Z2
142	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	G9RX3Z2
143	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C5RX3Z2
144	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	HBRX3Z2
145	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	29RX3Z2
146	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	G8RX3Z2
147	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	F9RX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
148	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	C7RX3Z2
149	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GCRX3Z2
150	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4WINZX2
151	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	HFRX3Z2
152	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FDRX3Z2
153	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	87RX3Z2
154	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	G4DC3Z2
155	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H5RX3Z2
156	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	65RX3Z2
157	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	28RX3Z2
158	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	77RX3Z2
159	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	5WINZX2
160	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	J8RX3Z2
161	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	3HRX3Z2
162	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	B9RX3Z2
163	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	55RX3Z2
164	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6GRX3Z2
165	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	56RX3Z2
166	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	JFRX3Z2
167	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	8GRX3Z2
168	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	6DRX3Z2

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Manufacturer	CPU Model	S/N
169	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4DRX3Z2
170	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	IGRX3Z2
171	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	67RX3Z2
172	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	76RX3Z2
173	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D9RX3Z2
174	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	IFRX3Z2
175	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	FBRX3Z2
176	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	9WINZX2
177	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D6RX3Z2
178	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	H7RX3Z2
179	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	27RX3Z2
180	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	97RX3Z2
181	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4BRX3Z2
182	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	DDRX3Z2
183	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	D5RX3Z2
184	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	4CRX3Z2
185	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	HDRX3Z2
186	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	B4RX3Z2
187	Desktop	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	DELL	OptiPlex 3070	GDRX3Z2

Sl.No	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
1	12v, 150 AH UPS battery (The supplier shall quote buyback price which shall be adjusted against the price quoted for the new battery)	03-03-2020	03-02-2023	04-02-2023 to 03-02-2024	Exide	60
2	Symantec Endpoint Protection	11-02-2020	03-02-2023	04-02-2023 to 03-02-2024	Symantec	200

Sl. No.	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement	Make	Model
1	Rack for Server & Network	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	APW SMARTRACK	APW 600 42U(blk)-4 No
2	Rack for Server & Network	04-02-2020	03-02-2023	04-02-2023 to 03-02-2024	APW SMARTRACK	APW 600 42U(blk)-4 No

Sl.No	Name of The Assets	Date of Procurement	Validity of warranty period	Validity of AMC/CMC Agreement
1	EPABX Expansion Card	03-03-2020	03-02-2023	04-02-2023 to 03-02-2024

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
1	OBLSPUR640	OD02AR1758	19-05-2023	21151
2	OBLSBAL574	OD02AR1754	20-05-2023	30043
3	OBLSBAL575	OD02AR1766	20-05-2023	28942
4	OBLSBAL576	OD02AR1803	20-05-2023	29773
5	OBLSBAL577	OD02AR1768	20-05-2023	26308
6	OBLSBAR578	OD02AR1760	19-05-2023	28197
7	OBLSBAR579	OD02AR1756	19-05-2023	19820
8	OBLSBAR580	OD02AR1762	20-05-2023	24494
9	OBLSDHE589	OD02AR1759	20-05-2023	27077
10	OBLSDHE590	OD02AR1755	20-05-2023	27957
11	OBLSDHE591	OD02AR1753	20-05-2023	25042
12	OBLSSUN652	OD02AR1769	19-05-2023	24047

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
13	OBLSSUN653	OD02AR1763	19-05-2023	19040
14	OBLSSUN654	OD02AR1775	20-05-2023	24256
15	OBLSSUN655	OD02AR1774	20-05-2023	24074
16	OBLSBHA585	OD02AR1761	20-05-2023	24234
17	OBLSBHA586	OD02AR1778	19-05-2023	17922
18	OBLSBHA587	OD02AR1767	19-05-2023	22099
19	OBLSPUR638	OD02AR1764	20-05-2023	14838
20	OBLSANU565	OD02AR1757	20-05-2023	24178
21	OBLSANU566	OD02AR1770	20-05-2023	22810
22	OBLSANU567	OD02AR1772	20-05-2023	22689
23	OBLSANU568	OD02AR1776	20-05-2023	27032
24	OBLSPUR639	OD02AR1802	19-05-2023	20536
25	OBLSSUN656	OD02AR3106	13-07-2018	428641
26	OBLSBOL571	OD02AW1711	13-07-2018	737119
27	OBLSBOL572	OD02AW1713	13-07-2018	677788
28	OBLSBOL573	OD02AW1733	13-07-2018	533884
29	OBLSBOU581	OD02AW1725	13-07-2018	693873
30	OBLSBOU583	OD02AW1706	13-07-2018	424943
31	OBLSBOU584	OD02AW1709	13-07-2018	572508
32	OBLSDHE588	OD02AW1729	13-07-2018	379527
33	OALSGAJ592	OD02AW1712	13-07-2018	385171
34	OALSKAN600	OD02AW1707	13-07-2018	583340
35	OALSKAN601	OD02AW1731	13-07-2018	478851
36	OALSKAN602	OD02AW1716	13-07-2018	612457
37	OALSKAN603	OD02AW1715	13-07-2018	522827
38	OBLSNAY632	OD02AW1719	13-07-2018	399999
39	OBLSNAY633	OD02AW1720	13-07-2018	599406
40	OBLSNAY634	OD02AW1726	13-07-2018	472138
41	OBLSSAM646	OD02AW1723	13-07-2018	553433
42	OBLSSAM647	OD02AW1724	13-07-2018	736656
43	OALSSUB651	OD02AW1732	13-07-2018	639229
44	OBLSSUN570	OD02AW1714	14-07-2018	389193
45	OBLSBOU582	OD02AW1721	14-07-2018	636074
46	OALSKAN599	OD02AW1728	14-07-2018	440491
47	OBLSBOL569	OD02AW1730	16-07-2018	465495
48	OBLSSAM648	OD02AW1722	18-07-2018	608528
49	OBLSSAM649	OD02AW1708	18-07-2018	470003
50	OBLSSAM650	OD02AW1734	18-07-2018	475396
51	OBLSJAJ593	OD02AY0581	11-10-2018	410237
52	OBLSKAL594	OD02AY2338	11-10-2018	571472
53	OBLSKAL595	OD02AY2346	11-10-2018	512349

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
54	OBLSKAL596	OD02AY2337	11-10-2018	477404
55	OBLSKAL597	OD02AY2336	11-10-2018	693034
56	OBLSKAL598	OD02AY2344	11-10-2018	391567
57	OBLSKEN604	OD02AY0595	11-10-2018	393225
58	OBSKEO605	OD02AY0599	11-10-2018	633717
59	OBSKEO606	OD02AY0594	11-10-2018	495246
60	OBSKEO607	OD02AY0592	11-10-2018	407750
61	OBSKEO609	OD02AY0585	11-10-2018	383418
62	OBSKEO610	OD02AY0601	11-10-2018	528603
63	OALSMAY620	OD02AY0590	11-10-2018	785050
64	OALSMAY622	OD02AY0604	11-10-2018	575582
65	OBLSMAY623	OD02AY0587	11-10-2018	457549
66	OBLSMAY624	OD02AY0579	11-10-2018	463608
67	OBLSMAY625	OD02AY0583	11-10-2018	436930
68	OBLSMAY626	OD02AY0580	11-10-2018	516155
69	OALSMAY627	OD02AY0605	11-10-2018	723147
70	OBLSMAY628	OD02AY0602	11-10-2018	540586
71	OALSNAW630	OD02AY2347	11-10-2018	497082
72	OALSNAW631	OD02AY0584	11-10-2018	390374
73	OALSNUA635	OD02AY2342	11-10-2018	617756
74	OBSNUA636	OD02AY0593	11-10-2018	484077
75	OBSNUA637	OD02AY0586	11-10-2018	589799
76	OBLSMAY621	OD02AY0596	11-10-2018	583108
77	OBSKEO608	OD02AY2339	12-10-2018	509644
78	OALSMAL616	OD02AY2335	12-10-2018	374951
79	OALSMAL617	OD02AY2343	12-10-2018	539335
80	OALSMAL618	OD02AY2351	12-10-2018	356748
81	OALSMAL619	OD02AY2352	12-10-2018	272721
82	OBSNAW629	OD02AY2341	12-10-2018	365830
83	OBSRAY641	OD02AY0582	12-10-2018	448720
84	OBSRAY642	OD02AY0591	12-10-2018	415793
85	OBSRAY643	OD02AY2353	12-10-2018	384575
86	OBSRAY644	OD02AY2349	12-10-2018	270498
87	OBSRAY645	OD02AY2350	12-10-2018	381739
88	OBSKOR611	OD02AY0603	13-10-2018	423469
89	OBSKOR612	OD02AY0578	13-10-2018	435141
90	OBSKOR613	OD02AY2348	13-10-2018	420981
91	OBSKOR614	OD02AY0598	13-10-2018	443885
92	OBSKOR615	OD02AY0588	13-10-2018	449013
93	OALSMAY374	OD02BH1249	08-12-2019	385006
94	OALSJAJ129	OD02BH1256	08-12-2019	411760

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95	OALSBAL339	OD02BH1270	08-12-2019	694027
96	OALSSUB317	OD02BH1242	08-12-2019	587690
97	OALSMAY142	OD02BH1241	08-12-2019	694926
98	OALSDEO468	OD02BH1259	08-12-2019	438496
99	OBLSBAL346	OD02BH1265	08-12-2019	380174
100	OALSJAJ316	OD02BH1258	08-12-2019	477707
101	OALSMAY363	OD02BH1250	08-12-2019	450643
102	OBLSCUT237	OD02BH1247	08-12-2019	284742
103	OBLSBAL338	OD02BH1248	08-12-2019	469959
104	OALSBAL354	OD02BH1267	08-12-2019	463888
105	OBLSBAL356	OD02BH1266	08-12-2019	509091
106	OALSJAJ128	OD02BH1262	08-12-2019	374205
107	OALSMAY373	OD02BH1252	08-12-2019	668862
108	OALSGAN256	OD02BH1253	08-12-2019	570537
109	OALSKOR243	OD02BH1264	08-12-2019	454660
110	OALSKHU209	OD02BH1257	08-12-2019	428700
111	OALSPUR111	OD02BH1261	08-12-2019	425513
112	OALSKHU104	OD02BH1260	08-12-2019	367245
113	OBLSMAY362	OD02BH1269	08-12-2019	376006
114	OALSGAN264	OD02BH1251	08-12-2019	374815
115	OALSGAN115	OD02BH1244	08-12-2019	279215
116	OALSGAN277	OD02BH1263	08-12-2019	333135
117	OALSMAY141	OD02BH1254	08-12-2019	476592
118	OALSKEO205	OD02BH1245	08-12-2019	545319
119	OALSRAY278	OD02BH1268	09-12-2019	573219
120	OALSGAN261	OD02BH1246	09-12-2019	383770
121	OALSGAN118	OD02BH1243	09-12-2019	497956
122	OALSDEO409	OD02BH2895	17-12-2019	412768
123	OALSKEO418	OD02BH2906	17-12-2019	550247
124	OALSNAY473	OD02BH2897	17-12-2019	374086
125	OALSMAY365	OD02BH2903	17-12-2019	463357
126	OALSSAM379	OD02BH2908	18-12-2019	354757
127	OALSJAJ324	OD02BH2907	18-12-2019	371382
128	OALSBOU539	OD02BH2898	18-12-2019	551344
129	OALSSAM382	OD02BH2904	18-12-2019	610346
130	OBLSBHA333	OD02BH2893	18-12-2019	345506
131	OBLSJAJ313	OD02BH2905	18-12-2019	467202
132	OALSSUN390	OD02BH2892	18-12-2019	282501
133	OALSKHU101	OD02BH2896	18-12-2019	442318
134	OALSSUN401	OD02BH2891	18-12-2019	282306
135	OBLSBOL385	OD02BH2902	19-12-2019	353173

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
136	OALSSUN388	OD02BH2901	20-12-2019	358144
137	OALSNAW525	OD02BH2894	20-12-2019	355953
138	OALSKEO153	OD02BH3915	21-12-2019	360920
139	OALSKEO413	OD02BH3914	21-12-2019	437630
140	OALSKEO155	OD02BH3911	21-12-2019	643024
141	OALSKEO424	OD02BH3913	21-12-2019	319833
142	OALSMAY376	OD02BH4306	21-12-2019	479373
143	OALSMAY366	OD02BH3916	21-12-2019	415863
144	OALSBAL135	OD02BH3917	21-12-2019	583443
145	OBLSBAL341	OD02BH4315	21-12-2019	559170
146	OALSBHA220	OD02BH4303	21-12-2019	463578
147	OBLSCUT226	OD02BH4307	21-12-2019	376129
148	OBLSCUT233	OD02BH4305	22-12-2019	347957
149	OALSKOR301	OD02BH4302	22-12-2019	324562
150	OBSLKEO412	OD02BH3912	22-12-2019	292811
151	OALSNAW470	OD02BH4316	22-12-2019	549390
152	OALSNAW475	OD02BH5756	23-12-2019	552900
153	OALSBAL351	OD02BH4311	24-12-2019	480344
154	OALSANU302	OD02BH4313	24-12-2019	496494
155	OALSKHU219	OD02BH4978	25-12-2019	252519
156	OBLSPUR253	OD02BH4975	25-12-2019	349457
157	OALSBOU480	OD02BH4308	25-12-2019	518634
158	OALSKAL452	OD02BH3910	25-12-2019	506469
159	OALSDEO467	OD02BH4309	25-12-2019	457195
160	OALSGAN116	OD02BH4971	26-12-2019	557408
161	OBLSDHE204	OD02BH4977	26-12-2019	455507
162	OALSSUN386	OD02BH4970	26-12-2019	288247
163	OALSDHE404	OD02BH4310	26-12-2019	412388
164	OALSBOL494	OD02BH4314	26-12-2019	661034
165	OBLSKOR531	OD02BH4304	27-12-2019	549506
166	OBLSCUT236	OD02BH4972	27-12-2019	368263
167	OBLSSUB407	OD02BH4312	27-12-2019	433735
168	OALSGAJ511	OD02BH4976	28-12-2019	432056
169	OALSKOR485	OD02BH4969	28-12-2019	492473
170	OBSLNAW296	OD02BH4974	02-01-2020	406884
171	OALSKOR299	OD02BH7012	02-01-2020	453785
172	OALSNAW477	OD02BH6997	07-01-2020	451100
173	OALSRAY279	OD02BH6991	07-01-2020	373508
174	OALSSAM144	OD02BH7673	07-01-2020	578348
175	OALSPUR110	OD02BH6992	07-01-2020	479180
176	OALSGAN117	OD02BH6995	07-01-2020	331054

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
177	OBLSGAN258	OD02BH6990	07-01-2020	295172
178	OALSCUT107	OD02BH6985	07-01-2020	289862
179	OBLSGAN263	OD02BH6982	08-01-2020	389408
180	OBLSKEN484	OD02BH7003	10-01-2020	431006
181	OALSKOR559	OD02BH7009	10-01-2020	346152
182	OBLSKEN488	OD02BH7005	10-01-2020	378323
183	OALSSUN396	OD02BH6987	11-01-2020	249509
184	OALSDHE151	OD02BH6989	11-01-2020	495540
185	OALSBOL493	OD02BH6984	11-01-2020	531049
186	OALSDHE402	OD02BH6993	11-01-2020	494943
187	OALSJAG445	OD02BH6981	11-01-2020	343977
188	OALSJAG441	OD02BH7004	11-01-2020	381773
189	OALSANU304	OD02BH6998	12-01-2020	326165
190	OALSBAL138	OD02BH6983	13-01-2020	488199
191	OBLSBHA328	OD02BH6986	13-01-2020	294353
192	OALSBHA327	OD02BH6994	18-01-2020	626784
193	OBLSKEO416	OD02BH8738	25-01-2020	470463
194	OALSSAM384	OD02BH8748	26-01-2020	358081
195	OALSKEO419	OD02BH8736	26-01-2020	456213
196	OALSBAL349	OD02BH8740	26-01-2020	417575
197	OBLSGAN269	OD02BH8751	26-01-2020	512332
198	OBLSBAL343	OD02BH8752	27-01-2020	595555
199	OALSMAY368	OD02BH8737	27-01-2020	414903
200	OALSJAG446	OD02BH8739	27-01-2020	366727
201	OALSRAY290	OD02BH8749	27-01-2020	329122
202	OBLSBHA335	OD02BH8744	28-01-2020	271401
203	OALSKAL461	OD02BH8741	28-01-2020	422846
204	OALSKAL460	OD02BH8742	28-01-2020	398384
205	OBLSSUN389	OD02BH8746	28-01-2020	297559
206	OALSSUN391	OD02BH8750	28-01-2020	343285
207	OBLSBAL355	OD02BH8743	29-01-2020	437152
208	OALSKOR294	OD02BH8753	29-01-2020	420715
209	OALSNAV217	OD02BH8960	29-01-2020	368253
210	OBLSPUR252	OD02BH8961	30-01-2020	288706
211	OALSANU235	OD02BH8954	30-01-2020	381764
212	OALSCUT109	OD02BH8962	31-01-2020	311010
213	OBLSKAL466	OD02BH8950	31-01-2020	321361
214	OALSBAR430	OD02BH8956	31-01-2020	502395
215	OALSBOL503	OD02BH8957	31-01-2020	390948
216	OALSKOR292	OD02BH8952	31-01-2020	376260
217	OALSBOL506	OD02BH8958	31-01-2020	466052

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
218	OALSNAW532	OD02BH8963	31-01-2020	407668
219	OALSDHE406	OD02BH8953	01-02-2020	403276
220	OBLSBAL352	OD02BH8959	01-02-2020	563554
221	OALSNAW530	OD02BH8951	01-02-2020	434671
222	OALSNAW522	OD02BH8964	02-02-2020	357459
223	OBLSMAY375	OD02BJ0778	08-02-2020	533647
224	OBLSPUR245	OD02BJ0858	08-02-2020	304651
225	OALSPUR249	OD02BJ0782	09-02-2020	333672
226	OALSDEO469	OD02BJ0840	09-02-2020	349350
227	OALSBHA330	OD02BJ0774	09-02-2020	481618
228	OBLSBHA234	OD02BJ0841	09-02-2020	322715
229	OALSRAY289	OD02BJ0776	09-02-2020	288351
230	OALSMAY367	OD02BJ0781	09-02-2020	378673
231	OALSJAG442	OD02BJ0848	09-02-2020	464550
232	OALSBHA132	OD02BJ0768	10-02-2020	597463
233	OALSJAJ314	OD02BJ0780	10-02-2020	486259
234	OALSKEN491	OD02BJ0845	10-02-2020	414433
235	OALSRAY286	OD02BJ0859	10-02-2020	515734
236	OBLSGAN266	OD02BJ0846	10-02-2020	516408
237	OALSANU309	OD02BJ0856	10-02-2020	376169
238	OALSNAW526	OD02BJ0857	10-02-2020	441324
239	OALSKAN555	OD02BJ0855	10-02-2020	343600
240	OALSRAY283	OD02BJ1420	10-02-2020	371844
241	OALSSUN400	OD02BJ0844	11-02-2020	304320
242	OALSRAY121	OD02BJ1403	11-02-2020	492039
243	OBLSKEO411	OD02BJ0851	11-02-2020	510272
244	OALSKOR124	OD02BJ0863	11-02-2020	449077
245	OALSKOR298	OD02BJ0839	11-02-2020	376025
246	OALSNAW557	OD02BJ0853	11-02-2020	340643
247	OALSANU308	OD02BJ0772	11-02-2020	445795
248	OALSANU125	OD02BJ0861	11-02-2020	486805
249	OALSBOL500	OD02BJ0843	12-02-2020	411852
250	OBLSJAJ312	OD02BJ1463	13-02-2020	425919
251	OALSBOL558	OD02BJ0860	13-02-2020	554695
252	OBLSBAL347	OD02BJ1417	14-02-2020	382378
253	OALSSAM145	OD02BJ0854	14-02-2020	443461
254	OALSKEO421	OD02BJ1419	14-02-2020	648745
255	OALSMAY369	OD02BJ1457	14-02-2020	443430
256	OBLSNAW524	OD02BJ1459	14-02-2020	311789
257	OBLSBHA329	OD02BJ1409	15-02-2020	532747
258	OALSGAN273	OD02BJ1464	15-02-2020	301174

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
259	OALSBHA133	OD02BJ1470	15-02-2020	525378
260	OALSKAL458	OD02BJ1461	16-02-2020	502556
261	OALSMAY139	OD02BJ1408	16-02-2020	502060
262	OALSNAW529	OD02BJ1460	16-02-2020	365982
263	OALSNAW527	OD02BJ1404	16-02-2020	305005
264	OALSBAR425	OD02BJ1410	16-02-2020	387752
265	OALSSUN393	OD02BJ1458	17-02-2020	223962
266	OBLSPUR251	OD02BJ1405	17-02-2020	271125
267	OALSBOL505	OD02BJ1416	17-02-2020	383064
268	OALSNUA537	OD02BJ1462	17-02-2020	412900
269	OALSKEN489	OD02BJ1402	17-02-2020	399110
270	OALSMAL212	OD02BJ1406	17-02-2020	428729
271	OALSNAW478	OD02BJ1456	17-02-2020	414729
272	OBLSJAG449	OD02BJ1467	17-02-2020	382567
273	OALSSAM380	OD02BJ1465	18-02-2020	686627
274	OALSBAR427	OD02BJ1468	18-02-2020	432065
275	OALSGAJ509	OD02BJ1412	18-02-2020	312744
276	OALSGAN276	OD02BJ2668	18-02-2020	314068
277	OBLSJAJ319	OD02BJ2672	19-02-2020	390940
278	OALSNAW472	OD02BJ2660	19-02-2020	319634
279	OALSDHE410	OD02BJ2670	19-02-2020	340897
280	OBLSKHU214	OD02BJ2664	19-02-2020	373026
281	OALSMAL560	OD02BJ2661	20-02-2020	358450
282	OALSKAL455	OD02BJ2663	20-02-2020	432052
283	OALSKAN552	OD02BJ2671	20-02-2020	367328
284	OBLSKEO414	OD02BJ1466	20-02-2020	304693
285	OALSRAY287	OD02BJ2667	21-02-2020	328108
286	OALSKOR300	OD02BJ2665	21-02-2020	504279
287	OALSDHE405	OD02BJ2669	22-02-2020	345011
288	OALSSAM378	OD02BJ1413	22-02-2020	397770
289	OALSBOL496	OD02BJ0775	22-02-2020	495997
290	OALSCUT238	OD02BJ3290	24-02-2020	217111
291	OALSGAN267	OD02BJ5945	06-03-2020	324178
292	OBLSBHA326	OD02BJ5954	07-03-2020	541908
293	OALSNAW225	OD02BJ5972	07-03-2020	388381
294	OALSRAY241	OD02BJ5958	07-03-2020	344896
295	OBLSKEO208	OD02BJ5948	08-03-2020	406337
296	OALSDHE152	OD02BJ5935	09-03-2020	357684
297	OBLSNAY471	OD02BJ3293	11-03-2020	450948
298	OALSRAY288	OD02BJ6170	12-03-2020	343870
299	OBLSKEN487	OD02BJ5946	12-03-2020	486758

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
300	OALSANU307	OD02BJ5941	12-03-2020	413043
301	OALSBAL342	OD02BJ5937	13-03-2020	572364
302	OALSBAL353	OD02BJ6167	13-03-2020	442526
303	OALSPUR112	OD02BJ5949	13-03-2020	356953
304	OALSKEN254	OD02BJ5944	13-03-2020	420914
305	OBLSBHA336	OD02BJ5938	13-03-2020	337777
306	OBLSKHU213	OD02BJ6165	14-03-2020	336096
307	OALSKAN550	OD02BJ5956	14-03-2020	415184
308	OBLSKEO422	OD02BJ6188	14-03-2020	495707
309	OBLSPUR244	OD02BJ6759	15-03-2020	276112
310	OALSKAL464	OD02BJ6173	15-03-2020	322807
311	OALSPUR247	OD02BJ6735	16-03-2020	303291
312	OALSKOR123	OD02BJ6169	16-03-2020	548303
313	OALSNAW528	OD02BJ6792	17-03-2020	291839
314	OBLSKAL285	OD02BJ5951	17-03-2020	437653
315	OALSGAN260	OD02BJ6785	17-03-2020	308708
316	OALSKEN490	OD02BJ6787	18-03-2020	327069
317	OALSGAJ514	OD02BJ5940	18-03-2020	345179
318	OALSBAL137	OD02BJ6745	18-03-2020	639656
319	OALSNUA533	OD02BJ6744	19-03-2020	457100
320	OALSBOL501	OD02BJ5952	19-03-2020	366737
321	OALSNUA535	OD02BJ5953	19-03-2020	453653
322	OBLSNUA538	OD02BJ6197	19-03-2020	437234
323	OBLSBHA332	OD02BJ6791	20-03-2020	497080
324	OALSNUA534	OD02BJ6741	20-03-2020	437115
325	OALSKOR293	OD02BJ6761	20-03-2020	301521
326	OBLSBAR303	OD02BJ6750	20-03-2020	457596
327	OBLSBHA334	OD02BJ6736	20-03-2020	433038
328	OALSDHE408	OD02BJ6738	20-03-2020	334639
329	OALSANU311	OD02BJ6749	20-03-2020	337552
330	OALSANU310	OD02BJ6752	20-03-2020	292358
331	OBLSJAG447	OD02BJ6730	20-03-2020	360606
332	OALSBAR433	OD02BJ6727	20-03-2020	282592
333	OALSMAY359	OD02BJ6754	20-03-2020	414556
334	OALSANU306	OD02BJ6747	21-03-2020	360624
335	OBLSGAN262	OD02BJ6784	21-03-2020	274063
336	OALSBAR432	OD02BJ5950	21-03-2020	447115
337	OALSBHA331	OD02BJ6770	21-03-2020	428315
338	OALSGAN113	OD02BJ6790	21-03-2020	413307
339	OALSBAL345	OD02BJ6771	21-03-2020	573800
340	OALSJAG444	OD02BJ6733	21-03-2020	370205

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
341	OALSKHU103	OD02BJ6769	21-03-2020	347752
342	OALSMAY361	OD02BJ6793	22-03-2020	341937
343	OALSJAJ325	OD02BJ6748	22-03-2020	370870
344	OALSJAG443	OD02BJ6756	22-03-2020	344102
345	OBSLJAJ322	OD02BJ6780	22-03-2020	423866
346	OALSPUR250	OD02BJ6751	22-03-2020	363509
347	OALSMAY364	OD02BJ6755	22-03-2020	490917
348	OBSLRAY284	OD02BJ6732	23-03-2020	334124
349	OBSLJAJ320	OD02BJ6788	23-03-2020	336967
350	OBSLJAJ315	OD02BJ6772	23-03-2020	374056
351	OBSLBHA240	OD02BJ6753	23-03-2020	443176
352	OALSBAR486	OD02BJ6795	24-03-2020	359785
353	OALSKAN556	OD02BJ6737	24-03-2020	431101
354	OALSKAN554	OD02BJ6742	24-03-2020	438364
355	OALSBHA134	OD02BJ6743	24-03-2020	460690
356	OBSLJAJ323	OD02BJ6774	24-03-2020	331568
357	OALSKAN211	OD02BJ6728	24-03-2020	439368
358	OALSSUB548	OD02BJ6781	25-03-2020	505316
359	OALSSUB549	OD02BJ6794	25-03-2020	502140
360	OALSBOL502	OD02BJ6775	25-03-2020	414140
361	OALSMAY358	OD02BJ6783	26-03-2020	499909
362	OALSBOL504	OD02BJ6729	26-03-2020	480325
363	OALSSUN394	OD02BJ6172	27-03-2020	375549
364	OALSKAL203	OD02BJ6773	27-03-2020	413275
365	OALSJHA517	OD02BJ5943	28-03-2020	345089
366	OALSSUN516	OD02BJ5936	28-03-2020	242846
367	OALSSUN398	OD02BJ6168	29-03-2020	206527
368	OALSJAJ321	OD02BJ6778	29-03-2020	336261
369	OALSSUN395	OD02BJ6166	29-03-2020	226273
370	OALSSUN397	OD02BJ6760	29-03-2020	219133
371	OALSSAM381	OD02BJ6731	30-03-2020	383121
372	OALSKEO420	OD02BJ6739	01-04-2020	312964
373	OBSLGAN257	OD02BJ9584	01-04-2020	265714
374	OALSJAG451	OD02BJ9588	01-04-2020	300063
375	OALSANU202	OD02BJ9731	01-04-2020	313555
376	OALSCUT106	OD02BJ9590	01-04-2020	428167
377	OALSJAG448	OD02BJ9586	01-04-2020	381083
378	OALSSAM383	OD02BJ9747	01-04-2020	456348
379	OALSKEO423	OD02BJ6734	02-04-2020	375989
380	OBSLKEO206	OD02BJ9721	02-04-2020	351720
381	OBSLBHA337	OD02BJ9577	02-04-2020	445357

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
382	OBLSDHE403	OD02BJ9583	02-04-2020	398909
383	OALSDHE150	OD02BJ9581	02-04-2020	344688
384	OBLSPUR242	OD02BJ9720	03-04-2020	250858
385	OALSCUT231	OD02BJ9578	03-04-2020	228675
386	OALSSAM377	OD02BJ9751	03-04-2020	504366
387	OALSJAG450	OD02BJ9587	03-04-2020	308013
388	OBLSCUT228	OD02BJ9580	03-04-2020	235192
389	OALSJAJ318	OD02BJ9753	03-04-2020	326936
390	OALSJHA519	OD02BJ9716	03-04-2020	307871
391	OALSKAL218	OD02BJ9732	03-04-2020	396798
392	OALSJHA515	OD02BJ6758	03-04-2020	426080
393	OBSKEO207	OD02BJ9719	03-04-2020	385688
394	OALSGAN268	OD02BJ9585	04-04-2020	329893
395	OALSJAJ131	OD02BJ9591	05-04-2020	344100
396	OBSKHU216	OD02BJ9737	06-04-2020	256527
397	OALSKAL465	OD02BJ9665	07-04-2020	324282
398	OALSBOL499	OD02BJ9582	07-04-2020	467557
399	OALSDHE201	OD02BJ9727	07-04-2020	369824
400	OALSKAL457	OD02BJ9734	07-04-2020	547679
401	OALSNAY210	OD02BJ9717	07-04-2020	402224
402	OALSKHU102	OD02BJ9723	08-04-2020	353506
403	OALSNAY476	OD02BJ9648	11-04-2020	434462
404	OALSNAY474	OD02BJ9749	11-04-2020	422538
405	OBLSCUT227	OD02BJ9621	11-04-2020	314177
406	OBSBAL340	OD02BJ9589	11-04-2020	628385
407	OALSBAL350	OD02BJ9690	12-04-2020	480760
408	OALSBAL136	OD02BJ9579	13-04-2020	497092
409	OALSSUN387	OD02BJ9729	13-04-2020	300329
410	OALSKEO154	OD02BJ9709	13-04-2020	549833
411	OALSKEO415	OD02BJ9710	13-04-2020	491574
412	OALSJHA399	OD02BJ9752	13-04-2020	379306
413	OALSSUN146	OD02BJ9741	13-04-2020	282950
414	OALSSUN148	OD02BJ9750	13-04-2020	237735
415	OALSGAN114	OD02BJ9650	14-04-2020	305031
416	OALSBAR428	OD02BJ9645	14-04-2020	398946
417	OALSJAJ130	OD02BJ9633	15-04-2020	445209
418	OALSMAL224	OD02BJ9725	15-04-2020	319673
419	OALSBAR437	OD02BJ9688	15-04-2020	439487
420	OBSANU429	OD02BJ9649	15-04-2020	459833
421	OALSNUA536	OD02BJ9658	17-04-2020	402516
422	OALSJHA518	OD02BJ9677	19-04-2020	390077

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
423	OALSRAY282	OD02BJ9637	19-04-2020	403064
424	OBLSKEN483	OD02BJ9635	19-04-2020	348891
425	OALSMAY360	OD02BJ9661	20-04-2020	375005
426	OALSGAN255	OD02BJ9625	20-04-2020	273586
427	OALSSUB543	OD02BJ9657	21-04-2020	405141
428	OALSRAY440	OD02BJ9691	21-04-2020	366362
429	OALSMAY372	OD02BJ9652	21-04-2020	640430
430	OALSKOR122	OD02BJ9718	21-04-2020	477780
431	OBLSKOR291	OD02BJ9697	21-04-2020	371041
432	OALSRAY120	OD02BJ9676	21-04-2020	506923
433	OALSNAW523	OD02BJ9672	22-04-2020	408922
434	OBLSBOU541	OD02BJ9743	22-04-2020	367043
435	OALSKAL462	OD02BJ9684	22-04-2020	405986
436	OALSNAW521	OD02BJ9647	22-04-2020	352106
437	OBLSKAL459	OD02BJ9694	23-04-2020	392660
438	OALSCUT229	OD02BJ9671	24-04-2020	322873
439	OALSCUT232	OD02BJ9689	25-04-2020	259278
440	OBLSPUR481	OD02BJ9643	25-04-2020	263921
441	OALSGAN274	OD02BJ9659	25-04-2020	217068
442	OBLSBAL344	OD02BJ9683	25-04-2020	417419
443	OALSGAN280	OD02BJ9662	25-04-2020	309174
444	OALSBAR431	OD02BJ9735	25-04-2020	392101
445	OBLSJHA520	OD02BJ9736	26-04-2020	295236
446	OALSKOR482	OD02BJ9654	26-04-2020	404953
447	OBLSMAY357	OD02BJ9739	26-04-2020	157118
448	OALSBOU542	OD02BJ9748	27-04-2020	414792
449	OALSMAY143	OD02BJ9714	29-04-2020	387384
450	OALSPUR246	OD02BJ9686	29-04-2020	371200
451	OALSGAN119	OD02BJ9740	29-04-2020	385577
452	OALSKAL463	OD02BJ9667	30-04-2020	312277
453	OALSPUR248	OD02BJ9629	01-05-2020	320985
454	OALSKEN479	OD02BJ9651	01-05-2020	533533
455	OALSCUT239	OD02BJ9663	02-05-2020	290259
456	OALSKAL456	OD02BJ9628	02-05-2020	396195
457	OBLSANU305	OD02BJ6782	02-05-2020	263060
458	OALSCUT105	OD02BJ9634	03-05-2020	328782
459	OALSSUB545	OD02BJ9702	03-05-2020	453236
460	OALSCUT108	OD02BJ9622	04-05-2020	249655
461	OBLSMAY370	OD02BJ9623	04-05-2020	378958
462	OALSKEO417	OD02BJ9703	04-05-2020	441373
463	OALSMAY371	OD02BJ9638	04-05-2020	445146

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
464	OBLSSUN392	OD02BJ9620	04-05-2020	225086
465	OALSGAN259	OD02BJ9687	06-05-2020	249037
466	OBLSMAL297	OD02BJ9706	07-05-2020	491841
467	OALSDHE547	OD02BJ9627	12-05-2020	371239
468	OALSKAN215	OD02BJ9695	15-05-2020	445195
469	OALSGAJ513	OD02BJ9724	15-05-2020	276502
470	OBLSGAN272	OD02BJ9707	15-05-2020	338505
471	OALSMAY140	OD02BJ9698	15-05-2020	475540
472	OALSNUA230	OD02BJ9704	15-05-2020	328620
473	OALSGAN275	OD02BJ9679	15-05-2020	260127
474	OBLSBAL348	OD02BJ9685	16-05-2020	424536
475	OALSKAL454	OD02BJ9644	16-05-2020	376788
476	OALSMAL563	OD02BJ9660	18-05-2020	318280
477	OALSMAL562	OD02BJ9678	19-05-2020	259250
478	OALSBAR438	OD02BJ9636	19-05-2020	450712
479	OALSMAL561	OD02BJ9670	19-05-2020	424895
480	OALSSUB544	OD02BJ9738	19-05-2020	447825
481	OALSBOL498	OD02BJ6174	19-05-2020	531258
482	OALSBOU540	OD02BJ9681	19-05-2020	369210
483	OALSMAL564	OD02BJ9653	20-05-2020	281335
484	OALSBOL495	OD02BJ9624	20-05-2020	527513
485	OALSBAR435	OD02BJ9682	20-05-2020	351676
486	OBLSGAN281	OD02BJ9674	21-05-2020	563955
487	OALSBAR426	OD02BJ9626	21-05-2020	344866
488	OALSGAJ510	OD02BJ9713	21-05-2020	239907
489	OALSGAJ512	OD02BJ9655	21-05-2020	265965
490	OALSKEO156	OD02BJ9722	21-05-2020	451528
491	OALSBAR434	OD02BJ9746	21-05-2020	373950
492	OALSBAR439	OD02BJ9730	21-05-2020	350140
493	OALSANU126	OD02BJ9745	21-05-2020	465915
494	OALSBAR436	OD02BJ9664	22-05-2020	349607
495	OALSGAN265	OD02BJ9728	22-05-2020	224814
496	OALSGAN271	OD02BJ9673	22-05-2020	259247
497	OALSBOL497	OD02BJ9618	22-05-2020	505082
498	OBLSGAN270	OD02BJ9701	22-05-2020	335293
499	OBLSBHA222	OD02BJ9675	22-05-2020	346944
500	OALSBHA221	OD02BJ9699	23-05-2020	340609
501	OALSSUB546	OD02BJ9711	23-05-2020	440678
502	OBLSKEN492	OD02BJ9632	23-05-2020	284806
503	OALSBOL508	OD02BJ9642	23-05-2020	487498
504	OALSBOL507	OD02BJ9680	25-05-2020	498035

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
505	OALSANU127	OD02BJ9744	26-05-2020	361987
506	OALSKOR295	OD02BJ9742	26-05-2020	303469
507	OALSKAN551	OD02BJ9668	26-05-2020	320253
508	OALSKAN553	OD02BJ9715	27-05-2020	380467
509	OALSSUN147	OD02BJ9712	27-05-2020	273161
510	OALSKAL453	OD02BJ9733	27-05-2020	360503
511	OBLSSUN223	OD02BJ9656	28-05-2020	350774
512	OALSSUN149	OD02BJ9705	28-05-2020	202515
513	OALSJAG697	OD02BN5362	01-01-2021	260047
514	OALSCUT710	OD02BN5378	01-01-2021	249714
515	OBLSKHU711	OD02BN5322	01-01-2021	233657
516	OBLSJAJ678	OD02BN7580	01-01-2021	366918
517	OBLSJAJ680	OD02BN7611	01-01-2021	317855
518	OBLSKHU713	OD02BN7532	01-01-2021	178293
519	OBLSKHU714	OD02BN7576	01-01-2021	212775
520	OALSCUT657	OD02BN7540	01-01-2021	145079
521	OBLSCUT658	OD02BN7544	01-01-2021	133986
522	OBLSCUT659	OD02BN7553	01-01-2021	283808
523	OBLSCUT660	OD02BN7691	01-01-2021	158607
524	OALSCUT682	OD02BN7016	01-01-2021	233576
525	OBLSKHU683	OD02BN7035	01-01-2021	247831
526	OALSKHU684	OD02BN7001	01-01-2021	268243
527	OALSKHU685	OD02BN7098	01-01-2021	271898
528	OALSKHU686	OD02BN7055	01-01-2021	214544
529	OBLSKHU687	OD02BN7010	01-01-2021	177704
530	OBLSKHU688	OD02BN7018	01-01-2021	202439
531	OALSKHU689	OD02BN7095	01-01-2021	230774
532	OBLSKHU706	OD02BN7043	01-01-2021	200510
533	OALSKHU707	OD02BN7079	01-01-2021	325052
534	OALSKHU708	OD02BN7064	01-01-2021	273597
535	OBLSCUT720	OD02BN7071	01-01-2021	172308
536	OALSCUT721	OD02BN7003	01-01-2021	178973
537	OALSCUT722	OD02BN7057	01-01-2021	225798
538	OBLSKHU724	OD02BN7031	01-01-2021	163317
539	OBLSKHU725	OD02BN7065	01-01-2021	151041
540	OALSGAN728	OD02BN7041	01-01-2021	373499
541	OALSPUR729	OD02BN7066	01-01-2021	349167
542	OALSPUR730	OD02BN7019	01-01-2021	299863
543	OALSKEN732	OD02BN7014	01-01-2021	331062
544	OALSKEN733	OD02BN7058	01-01-2021	261832
545	OALSKEN734	OD02BN7026	01-01-2021	396669

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
546	OALSJAJ736	OD02BN7082	01-01-2021	341969
547	OALSKEN705	OD02BN5434	02-01-2021	327014
548	OBLSPUR695	OD02BN5338	02-01-2021	207149
549	OALSPUR693	OD02BN5341	02-01-2021	209398
550	OALSKHU718	OD02BN5346	02-01-2021	251473
551	OALSKHU712	OD02BN5383	02-01-2021	161456
552	OBLSBAL671	OD02BN5330	02-01-2021	343402
553	OALSBAL670	OD02BN5324	02-01-2021	484879
554	OBLSBAL663	OD02BN5325	02-01-2021	Out of fleet
555	OALSBAL672	OD02BN5373	02-01-2021	457252
556	OALSMAY676	OD02BN5395	02-01-2021	281750
557	OALSMAY673	OD02BN5333	02-01-2021	415724
558	OALSMAY677	OD02BN5374	02-01-2021	460777
559	OALSMAY674	OD02BN5359	02-01-2021	305822
560	OALSSUN740	OD02BN5491	02-01-2021	202932
561	OALSSUN739	OD02BN5327	02-01-2021	204996
562	OBLSBAL667	OD02BN7501	02-01-2021	358917
563	OALSBAL668	OD02BN7584	02-01-2021	439172
564	OALSGAN699	OD02BN7527	02-01-2021	356677
565	OBLSJAJ679	OD02BN7620	02-01-2021	262121
566	OALSJAJ681	OD02BN7588	02-01-2021	309386
567	OALSKEN704	OD02BN7561	02-01-2021	432425
568	OALSPUR692	OD02BN7528	02-01-2021	336169
569	OALSSAM738	OD02BN7507	02-01-2021	467571
570	OBLSBAL664	OD02BN7559	02-01-2021	293525
571	OBLSBAL666	OD02BN7535	02-01-2021	347787
572	OALSMAY675	OD02BN7579	02-01-2021	387854
573	OALSPUR690	OD02BN7503	02-01-2021	308935
574	OBLSPUR691	OD02BN7529	02-01-2021	346090
575	OBLSPUR694	OD02BN7554	02-01-2021	194242
576	OBLSKHU716	OD02BN7662	02-01-2021	181180
577	OBLSKHU717	OD02BN7505	02-01-2021	309335
578	OBLSSAM737	OD02BN7549	02-01-2021	208505
579	OALSCUT661	OD02BN7674	02-01-2021	152150
580	OBLSKHU709	OD02BN7009	02-01-2021	288491
581	OBLSKHU719	OD02BN7087	02-01-2021	241915
582	OALSCUT723	OD02BN7097	02-01-2021	151321
583	OBLSGAN726	OD02BN7022	02-01-2021	295005
584	OALSGAN727	OD02BN7099	02-01-2021	206392
585	OALSKEN731	OD02BN7042	02-01-2021	350746

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
586	OBLSGAN702	OD02BN5308	03-01-2021	254688
587	OALSGAN700	OD02BN5323	03-01-2021	224631
588	OBLSPUR696	OD02BN5357	03-01-2021	236843
589	OBLSBAL665	OD02BN5372	03-01-2021	393045
590	OBLSBAL662	OD02BN7546	03-01-2021	334430
591	OBLSBAL669	OD02BN7539	03-01-2021	272423
592	OALSGAN701	OD02BN7645	03-01-2021	226067
593	OBLSGAN703	OD02BN7504	03-01-2021	216505
594	OBLSJAG698	OD02BN5343	04-01-2021	212087
595	OALSJHA735	OD02BN5347	04-01-2021	296722
596	OBLSKHU715	OD02BN5381	24-01-2021	252654
597	OALSCUT176	OD02BQ2203	14-04-2021	248461
598	OALSSUN157	OD02BQ2281	15-04-2021	149296
599	OALSJHA177	OD02BQ2270	15-04-2021	279799
600	OALSNUA184	OD02BQ2279	15-04-2021	314505
601	OALSSUB180	OD02BQ2247	15-04-2021	312409
602	OALSBOL178	OD02BQ2102	15-04-2021	418921
603	OALSKEN163	OD02BQ2298	15-04-2021	170192
604	OALSBAL181	OD02BQ2234	15-04-2021	364383
605	OALSMAY171	OD02BQ2162	15-04-2021	267445
606	OALSKEO159	OD02BQ2163	15-04-2021	291238
607	OALSMAY170	OD02BQ2278	15-04-2021	384974
608	OALSBHA182	OD02BQ2273	15-04-2021	330328
609	OALSGAN179	OD02BQ2252	15-04-2021	170528
610	OALSKAN166	OD02BQ2195	15-04-2021	318521
611	OALSSUN158	OD02BQ2213	16-04-2021	149811
612	OALSANU172	OD02BQ2184	16-04-2021	295819
613	OALSKEO161	OD02BQ2142	16-04-2021	283655
614	OALSKOR165	OD02BQ2189	16-04-2021	263628
615	OALSSAM168	OD02BQ2117	16-04-2021	368890
616	OALSSAM167	OD02BQ2243	16-04-2021	350265
617	OALSDEO175	OD02BQ2269	16-04-2021	268004
618	OALSBOU169	OD02BQ2274	16-04-2021	286645
619	OALSBAR164	OD02BQ2280	16-04-2021	280394
620	OALSKAL183	OD02BQ2217	16-04-2021	279514
621	OALSDHE173	OD02BQ2296	17-04-2021	254424
622	OALSGAJ174	OD02BQ2265	17-04-2021	233087
623	OALSKEO160	OD02BQ2127	18-04-2021	254892
624	OALSRAY162	OD02BQ2250	26-04-2021	329337
<b>Boat Ambulance</b>				
625	OBTAKEN5001	O.M.L-19-177	25-02-2019	

SL	Ambulance Code	Ambulance Regd. No.	Replacement Date	Total KM
626	OBTAMAL5002	O.M.L-29-57	26-12-2020	
627	OBTAKAL5003	O.M.L-10-01	17-12-2020	
628	OBTAMAL5004	O.M.L-29-56	28-12-2020	
629	OBTAKEN5005	O.M.L-19-178	11-10-2020	
630	OBTAKOR5006	O.M.L-27-57	04-01-2021	

**ANNEXURE-14: FORMAT OF BANK GUARANTEE FOR EMD****EMD (Bank Guarantee Format)**

*[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]*

To  
The Bid Inviting Authority

Whereas *(insert the name of the bidder)* (hereinafter called the "Bidder") has submitted its proposal dated *(insert date)* for *Operation and Management of Emergency Medical Ambulance (108), Boat Ambulance, 24x7 Referral Transport (108-JE) and Health Helpline Services (104) in Odisha* (hereinafter called the "Proposal") against the RFP *(Insert RFP reference number)* issued by Mission Director, NHM, DoH&FW, Government of Odisha (hereinafter called "Authority").

Know all persons by these presents that we *(insert name of the bank)* of *(insert address of the bank)* (Hereinafter called the "Bank") having our registered office at *(insert regd. office address of bank)* are bound unto *<insert the name and address of the procuring authority>* (hereinafter called the "Authority") in the sum of *(insert guarantee amount)* for which payment will and truly to be made to the said Authority, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

The conditions of this obligation are:

- (1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this Bid.
- (2) If the Bidder having been notified of the acceptance of his Bid by the Authority during the period of its validity: -
  - a) Fails or refuses to furnish the performance security for the due performance of the contract. or
  - b) Fails or refuses to accept/execute the contract. or
  - c) If it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged

We undertake to pay the Authority the above amount upon receipt of its first written demand, without the Authority having to substantiate its demand, provided that in its demand the Authority will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of forty-five days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Our..... branch at.....\* (Name & Address of the .....\* branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....\* branch a written claim or demand and received by us at our .....\* branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

\* the Branch of the bank should be at Bhubaneswar.

***Signature of the Authorised Officer of the Bank)***

***Name and Designation of the Officer***

***Seal, name & Address of the Bank and the Branch***

**ANNEXURE-15: BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY**

**Issuing Bank:** *[insert: Bank’s Name, and Address of Issuing Branch or Office]*

**Beneficiary:** *[insert: Name and Address of Authority]*

**Date:** \_\_\_\_\_

**PERFORMANCE GUARANTEE No.:** \_\_\_\_\_

We have been informed that *[insert: name of the Awardee]* (hereinafter called "the Agency") has entered into Contract No. *[insert: reference number of the contract]* dated \_\_\_\_\_ with you, *for Operation and Management of Emergency Medical Ambulance (108), Boat Ambulance, 24x7 Referral Transport (108 JE) and Health Helpline Services (104) in Odisha* (hereinafter called "the Contract"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Agency, we *[insert: name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert: amount in figures]* (Rs\_\_\_\_) *[insert: amount in words]*<sup>26</sup> upon receipt by us of your first demand in writing accompanied by a written statement stating that the Agency is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

This guarantee shall be valid until the ..... day of ....., 20.....

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Our..... branch at .....<sup>27</sup> (Name & Address of the ..... branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....branch a written claim or demand and received by us at our .....branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

<sup>26</sup> The Guarantor shall insert the amount as specified in the RFP.

<sup>27</sup> the Branch of the bank should be at Bhubaneswar, Odisha.

\_\_\_\_\_  
*[signature (s)]*

***Signature of the Authorised Officer of the Bank)***

***Name and Designation of the Officer***

***Seal, name & Address of the Bank and the Branch***

**ANNEXURE-16: FORMAT FOR PRE-BID QUERIES**

The bidder will have to ensure that their queries in soft copy for the pre-bid meeting should reach the TIA through email at [missiondirector@nic.in](mailto:missiondirector@nic.in) & [nasnhmodisha@gmail.com](mailto:nasnhmodisha@gmail.com) on or before the date of Pre-bid meeting in the prescribed format as mentioned below.

S.No	RFP Document (Clause and Page number)	Content of RFP requiring clarification(s)	Clarification Requested

Any other form of submission will not be entertained.

Signature.....  
 (Authorized Signatory with Date and Seal)

Name, Designation and Address

**ANNEXURE-17: CV FORTMAT FOR KEY PERSONNEL**

Format of Curriculum Vitae (CV) for Proposed Key Personnel

1. Proposed Position/Role:-
2. Name of Staff:-
3. Qualification: -
4. Date of Joining with the current Agency: -
5. Total Years of Experience:-
6. Detailed Tasks Assigned:-

**Key Qualifications:**

[Give an outline of staff members experience and training most pertinent to tasks on assignment. Describe level of responsibility (Managerial, Supervisory, etc.) held during relevant previous assignments and give dates and locations.]

**Education:**

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained.]

**Employment Record:**

[Starting with present position, list in reverse order every employment held. List all positions held by staff member, giving dates, names of employing organizations, titles of positions held, and locations of assignments, size of the fleet managed (in case of fleet manager). Also give types of activities performed and Client references, where appropriate.]

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to disqualification of CV.

Date:

Signature of Key Professional with Date

Authorized Signatory with Date and Seal:  
Name, Designation and Address:

NB: CV write-up restricted to 4 pages only with quality information relevant to the key professional requirements.

**ANNEXURE-18: LIST OF MINIMUM ATTRIBUTES TO BE CAPTURED**

<b>Sample Case Record</b>	
<b>PROJECT</b>	108/102- Depending on Ambulance type
<b>EM TYPE</b>	EMERGENCY/ Non EMERGENCY/ IFT Emergency / IFT Non Emergency
<b>CHIEF COMPLAINT</b>	Abdominal problem
<b>JOB NO</b>	Unique Job No
<b>CLOSING STATUS</b>	Availed
<b>AREA</b>	URBAN/RURAL/SEMI URBAN
<b>VEHICLE NO</b>	Ambulance Registration No
<b>AMBY CODE</b>	Ambulance Tracking ID
<b>BASE LOCATION</b>	MGMTBampur
<b>CALL DTM</b>	6/21/2023 12:00:24 AM
<b>DISPATCHED DATE TIME</b>	6/21/2023 12:04:18 AM
<b>CALL TO DISPATCH</b>	00:03:54
<b>START ODOMETER</b>	14081
<b>SCENE ARRIVAL TIME</b>	6/21/2023 12:54:18 AM
<b>SCENE ODOMETER</b>	14110
<b>CALL TO SCENE</b>	00:53:54
<b>HOSPITAL IN TIME</b>	6/21/2023 2:13:18 AM
<b>HOSPITAL IN ODOMETER</b>	14133
<b>BACK TO BASE TIME</b>	6/21/2023 2:48:18 AM
<b>BACK to BASE ODOMETER</b>	14139
<b>Back to Base Location KMs</b>	58
<b>Closure Time</b>	Time when case is closed at Call Center
<b>CALLER NAME</b>	
<b>CALLER PHONE NO</b>	
<b>PICKUP DISTRICT</b>	Angul
<b>PICK UP CITY/VILLAGE</b>	Urukula - Handapa
<b>PICKUP HOSPITAL 1</b>	
<b>PICKUP LANDMARK</b>	V-PURSUMAL G-URUKULA L-ANGANWADI B-KISORNAGAR
<b>PICKUP LOCATION</b>	V-PURSUMAL G-URUKULA L-ANGANWADI B-KISORNAGAR
<b>DROP DISTRICT</b>	Angul
<b>DROP CITY</b>	Rajkishor Nagar - Kishorenagar
<b>DROPOFF HOSPITAL 1</b>	R K NAGAR COMMUNITY HEALTH CENTER
<b>DROPOFF LANDMARK</b>	
<b>IPD NO</b>	
<b>OPD NO</b>	5472
<b>REASON FOR IPDOPD</b>	
<b>HOSPITAL TYPE</b>	Government Hospital - CHC/PHC/SDH/MCH/DHH etc
<b>SYMPTOMS</b>	Loose Motion
<b>REASON</b>	Closed (Patient Admitted in Govt Hospital)
<b>AVAIL CANCEL REMARKS</b>	CHC
<b>DRIVER NAME</b>	ZR200578 - SantoshBehera
<b>EMT NAME</b>	ZT181180 - BirendraPadhan

<b>HELPER NAME</b>	ZS220054 - Sushanta Behera
<b>MANJHI / SEACUNNIES NAME</b>	Name of Boat Staff
<b>LAUNCH DRIVER NAME</b>	Name of Boat Staff
<b>NO OF PATIENT</b>	Number of patients carried
<b>PATIENTNAME</b>	Name of patient
<b>PATIENT PHONE NO</b>	
<b>GENDER</b>	Male
<b>PATIENT AGE</b>	35 Year
<b>PATIENT REMARKS</b>	
<b>REFER NUMBER</b>	
<b>BENEFICIARY TYPE</b>	Mother / Infant / Child
<b>TYPE OF CHECK-UP</b>	Pre Natal/ Post Natal / Neonate
<b>DELIVERY DONE IN AMBULANCE</b>	YES/NO
<b>Whether PCR ACKNOWLEDGED</b>	YES/NO
<b>ACKNOWLEDGED BY</b>	Name of Doctor or Medical Staff
<b>PCR ACKNOWLEDGEMENT DATE</b>	6/21/2023 2:30:18 AM

**ANNEXURE-19: FORMAT FOR TURNOVER CERTIFICATE**

**TURNOVER CERTIFICATE**

*(On the letterhead of Chartered Accountant/Statutory Auditor)*

We/I have verified the financial statement of accounts, books of accounts, returns and other documents of..... having registered office at ..... pertaining to the financial year 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23. Based on our verification of the aforesaid statements, books, and documents, we certify that the following details are true to the best of our information and according to the explanation given to us.

*(Amount in INR Lakhs)*

Financial Information	Financial Year					Average
	2022-23	2021-22	2020-21	2019-20	2018-19	
	(Audited/ Provisional)	(Audited)	(Audited)	(Audited)	(Audited)	
<b>Total Turnover</b>						
<b>Turnover from Similar line of activity (i.e., Ambulance and Health Helpline Service))</b>						
<b>Net worth</b>						

I/We further certify that M/s..... is in similar business for more than five years as on <due date of submission of bid>.

Date:  
Place:

Signature and seal of the Audit/CA firm

**UDIN** : .....