



Department of Health and Family Welfare Government of Chhattisgarh
Request for Proposal
For
“Selection of Service Provider for Fleet Management of 102 Mahatari Express”

Volume 2 – Scope of Work and Specifications

RFP Number: 06/DHS/102/2023

Date: 21.03.2023

Last date for Bid Submission:

Client Details:

Directorate of Health Services,

Department of Health and Family Welfare

Government of Chhattisgarh,

Sector-19, North Block, Atal Nagar Raipur, Chhattisgarh

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1. Scope Summary

Following is the scope of work summary for the project:

S No	Scope	Description
1.	Fleet Management and Operations	The successful bidder needs to maintain entire Fleet deployed under Dial 102 Mahatari Express across the State and needs to maintain 24x7 operations including availability of Ambulances and drivers.
2.	Establishment of Command & Call Center –	<ul style="list-style-type: none"> • The successful bidder needs to establish a 30 seat call centre, • The vendor shall establish a 30 seat command and call centre duly integrated with the dial 112. • The call received for 102 ambulance services will get diverted to 112 which is a Single Number Based Integrated Emergency Communication and Response System (IECRS). • All infrastructures, capitals, assets, human resources of this call center shall be the responsibility of the vendor. • The call centre should have disaster recovery system so that it can work in any emergency situation. • However any form of data, case studies, success stories report shall not be used for any other commercial purpose or any publication without permission of the Authority. • Calls made from a landline or mobile phone/device to the emergency number 108/112 will be routed to a Public Safety Answering Point (PSAP), which are akin to a call centre. The details of caller along with location will be handed over to Service provider to provide Ambulance in shortest possible time. • There shall be a dedicated Primary Rate Interface line (PRI) toll free number 102 which shall be integrated with 112 service • There should be provision for integration with Dial 112 services for implementation of services in desired time. • The applicant has to submit a detailed plan for proper integration with 112 service to address jurisdictional and technical issues. • Ability to log calls with GIS and GPS integrated ambulance monitoring system should also be installed. • The command and operation centre of service

S No	Scope	Description
		<p>provider shall monitor and record the data of the patients' which has been transported to hospitals upto 48 hrs (during hospitalization phase). Telephonically or manually, even it can be done during third party evaluation.</p> <ul style="list-style-type: none"> • One Telephone Call to the concerned mobile number of the patient has to be made by the Command Center and the condition of the patient need to be noted down. • Patient Care Record (PCR) shall be maintained which shall include patient systems, vital medical parameters and details of drugs and disposables consumed during the transportation period. • Any referral of patient from the centre attended by 102 shall also be maintained in the Patient Care Record (PCR) • The Vendor will provide and send a weekly report to DHS in the pre-provided format district wise on the trips completed. This report may be generated from the Software. • The Vendor will provide the Admin Log in ID and password for DHS to monitor online Calls status, vehicles deployment and trips details. All its Data will be stored and aggregated to DHS. • After the selection of successful bidder, Selected Agency has to develop an Application and software for the service. • The Agency will provide a dedicated staff who will provide daily report and other Technical support to DHS (Dept.Section) and will be responsible for day to day activities. • When 112 service (एक्के नंबर सब्बो बर) will be fully operational in all Districts of the State, as single call center for all helpline services, then the operational rate of 102 call center will be reduced.
3.	Districts Covered	<p>All districts in Chhattisgarh</p> <p>In case of addition of new district, the successful bidder needs to provide additional Ambulance or re-distribute from existing districts based on the instructions of the Department.</p>
4.	Project Support Manpower	<p>The project team and all essentials supporting staff (including district supervisors) shall be deployed to</p>

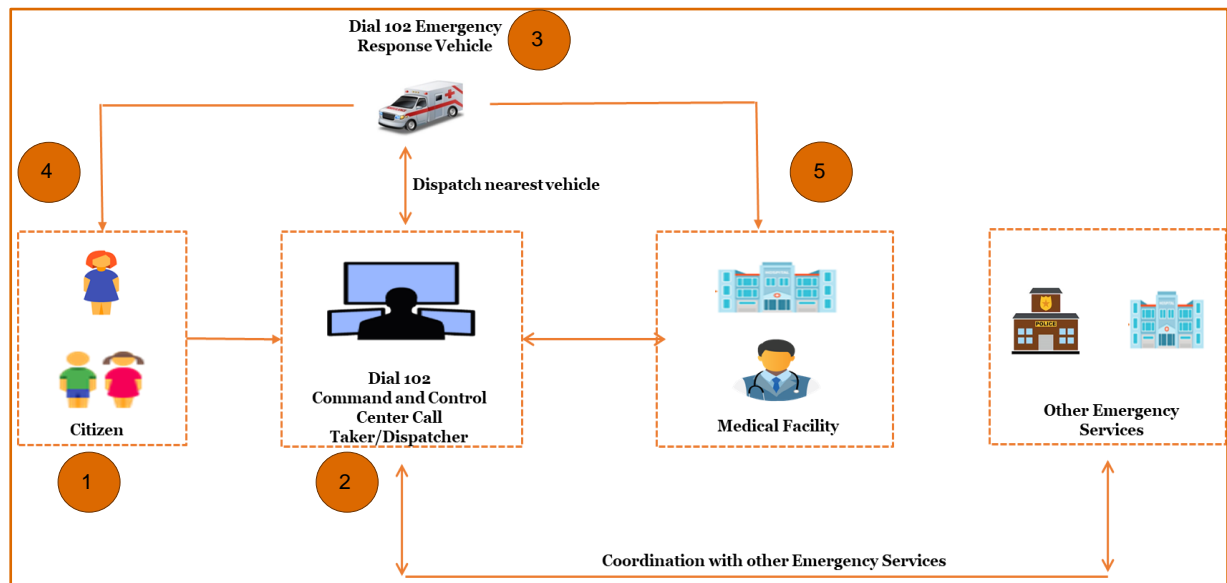
S No	Scope	Description
		manage overall project.
5.	Ambulances Involved	<p>The successful bidder needs to provide 380 new Ambulances within 3 months from the date of agreement. However, past these 380 Ambulances, if new Ambulances are required than successful bidder needs to provide the same within 60 days. The number of additional Ambulances if required will be informed to the service provider in advance.</p> <p>In case of delay in deployment of Ambulance beyond 60 days, penalty will be levied as per SLA terms.</p>
6.	GPS Device	<ul style="list-style-type: none"> i. Successful bidder to procure GPS devices for all Ambulances along with dual sim for live tracking. ii. Both sim should be of different service provider. iii. GPS devices should be replaced in case of damage or loss. iv. The bidder has to provide GPS data API with the Department (and ICC service provider).
7.	Transition from existing service provider	<p>Till deployment of new Ambulances, the bidder needs to take handover of existing 315 Ambulances and manage the 24*7 operations in respective districts.</p> <p>The existing district wise deployment of Ambulances is given in the Annexure 1. The revised list will be shared after contract signing.</p> <p>The bidder needs to complete entire transition of existing Ambulances and project documents from existing bidder within 30days time frame without any interruption to existing services.</p> <p>The major activities involved during transition are as following:</p> <ul style="list-style-type: none"> ▪ Handover of existing Ambulances,

S No	Scope	Description
		<ul style="list-style-type: none"> ▪ SOP, training documents etc. from existing bidder.
8.	102 Call Centre Transition phase and Schedule Implementation	<p>Payment Mechanism :-</p> <ol style="list-style-type: none"> 1. Before commissioning of the project (Only few ambulances are operational by the new agency, whereas after the Establishment of new call center by new selected Agency, the payment will be made to new selected Agency as per the cost discovered through the bidding process. 2. After the selection of new Agency, within T+60 days the Agency will have to deploy 200 Ambulances, apart from this, the Agency will use the old 180 ambulances. 3. The payment after T+60 will be made as per following:- <ol style="list-style-type: none"> 3.1 For the new 200 Ambulances payment will be made as per the rate discovered in this Tender(L-1). 3.2 For the old 180 Ambulances the payment will be made as per the existing rate of the old Agency. 3.3 And Surrender of old Ambulances to ensure availability of 380 Ambulances for 102 services as a combination of new and old Ambulances. 4. The payment after T+150 will be made as per following:- Assuming that the agency has deployed all the 380 new Ambulances, the payment shall be made as per the rate discovered in this tender(L-1).
9.	Addition of Ambulances owned by the Department	<p>Department may provide additional Ambulances procured by the Department to the bidder.</p> <p>The bidder needs to manage only operations & provide maintenance of these Ambulances. The cost of operation & maintenance of each ambulance will be calculated as per monthly rate quoted by the bidder.</p> <p>The department may provide some existing ambulances apart from 380 new ambulances to the service provider for operations and maintenance.</p> <p>Integration of extra Ambulances</p> <p>The Ambulances which will provided by local District Authority such as DMF, CSR, or received from any other heads and other Govt. owned Ambulances shall have the feasibility to integrate with existing 102 Ambulance services and their operational cost 35% (+5% up) will be provided against the quoted L-1 Rate per ambulance per month for the operation of Govt. owned/ Provided Ambulances.</p>

S No	Scope	Description
10.	Standard Operating Procedures (SOPs)	The bidder will prepare Standard Operating Procedure (SOP) for operation and maintenance of entire fleet management which includes the roster planning, servicing, downtime etc. Bidder needs to update/modify SOP every 6 months. All SOPs need to be approved by the department.
11.	Incorporation of good practices	The bidder need to ensure incorporation of good practices of fleet management in the project to meet 24*7 availability of Ambulances and drivers.
12.	Helpdesk	The bidder would need to provision for helpdesk manpower to ensure seamless resolution of issues, faults, problem related to Ambulances, drivers etc.
13.	Mobile Phones and SIM Cards	The bidder is required to provide Mobile Phones with 2 SIM Cards with data connectivity for each Ambulance. The SIM cards should be of 2 different service providers.
14.	Coordination with Integrated Call Centre and Third-Party Auditor (TPA)	Coordination with integrated call center for providing ambulance transportation / referral services. Coordination with TPA to provide data access, regular reporting to ensure & validate overall quality of services.

2. Proposed workflow of Dial 102

Following is the depictive illustration of an incident received at Dial 102 Command and Control Centre.



S no	Head	Workflow Description
1.	Beneficiary/Caller	Beneficiary/Caller Dials 102 to avail services
2.	Dial 102 Command	<ul style="list-style-type: none"> Call Center Executive(Call Taker/Dispatcher) receives the call

	<p>&Control Center Call Taker/Dispatcher (Call Center Expert)</p>	<ul style="list-style-type: none"> ▪ Enter the details of caller, type of request, location details etc. in the Call Center Application ▪ Assign nearest available Ambulance ▪ Information will be sent to Ambulance assigned through mobile application. ▪ The mobile application will be provided by the selected Agency.
<p>3.</p>	<p>Dial 102 Fleet Service Provider</p>	<ul style="list-style-type: none"> ▪ Once information is received the Ambulance will send acknowledgement by pressing “Acknowledge” button on Mobile Application. ▪ Ambulance starts from deployed location and changes the status in Mobile Application to “En-route”. ▪ On reaching the beneficiary location the status is updated to “Reached at Beneficiary Location” and enters trip start details in the mobile application. ▪ Ambulance drops beneficiary to nearest government health facility and changes status to “Dropped at Medical Facility”. ▪ Provision is to made for dropping beneficiary back to their starting location or the next medical facility depending on requirement of continuum of care. Ambulance may be assigned new service request post waiting period defined by the department during SOP finalization. Similar SOP for drop back and referral shall be defined during project execution. ▪ In case of referral to other medical facility at different location nearest ambulance shall be assigned. ▪ After dropping the beneficiary or expiration of waiting period, Ambulance returns to its base or leaves for location of next service request assigned by the Call Center Executive.

3. Fleet Management

Following are the minimum requirements (but not limited to) to be performed by the bidder during the project tenure:

A. Manpower Deployment

- i. Bidder to deploy drivers for all operational Mahatari Express (102) Ambulances to meet the requirement of 24*7 fleet operation
- ii. Bidder must comply with labour law(s) mentioned in RFP Vol -1 General Terms and Conditions and latest revision of Minimum Wage Act, 1948 for drivers and all other manpower throughout the contract period.
- iii. Bidder will deploy 90% drivers having Chhattisgarh domicile.
- iv. Bidder to provide following minimum key members. However, the bidder is free to increase the number of resources for smooth operations.

SL. No	Profile	Qty	Role & Responsibility
1	Project Manager	1	<ul style="list-style-type: none"> • Responsible for overall Project Management • Coordination with Department and other major Stakeholders involved • Ensure 24*7 availability of Ambulances and drivers • Responsibility of overall management of fleet of Ambulances, including attendance, monitoring, hiring of driver, validation of trip detail report generated by mobile application, SLA reporting and management • Overall responsibility to close project documents and get approval certificate from the department before project commissioning
2	Operations Manager	1	<ul style="list-style-type: none"> • Responsible for preparing servicing and maintenance schedule to minimize non-availability of Ambulances. • Responsible for issue resolution of Ambulances not available for service • Responsible to manage drivers, fleet queries received at helpdesk
3	Fleet Supervisor	1 per shift covering 24x7 operations	<ul style="list-style-type: none"> • Assisting Operations Manager in day today work • Receive and log complaints received at helpdesk

			<ul style="list-style-type: none"> Resolution of complaints within stipulated timeline finalized in consultation with department Monitoring and review of Driver duty rosters prepared by District Fleet Supervisor(s) Monitoring and validation of required reports as per prescribed format
4	District fleet coordinator	1 for each district	<ul style="list-style-type: none"> Responsible for overall fleet management at their respective districts Preparation of roster for driver and Ambulances Responsible for highlighting issues to the Project manager/Supervisor Fleet Operations Responsible for travel within district for streamlining fleet operations and issue resolution. Will report to the office of CHMO as and when required. Preparation and submission of required reports as per prescribed format Preparation and submission of Driver duty roster to office of CHMO
5	EMT	1 EMT per Community Health center, 3 EMT per Community Health center (The CHC's which are located near accident prone areas) and 3 EMT per District Hospital 24x7 operations.	<p>Basic Qualification: B.Sc. Nursing with certificate in Emergency.</p> <p>Basic Skills: Emergency management Skills like Bleeding Control, Oxygen Therapy and Medicine Administration.</p> <p>EMT staff shall be well versed with Basic Life Support (BLS) skills and certificate from government recognized institutes need to be produced.</p> <p>The bidder shall conduct 3 months basic training of identified / shortlisted EMTS based on basic qualification criteria and interpersonal soft skills. EMTS will be required to qualify examination of EMTs before deployment. Training norms/courses and examination set shall be duly approved by the department.</p> <p>(The training plan will include soft skills training, Do's/Don'ts training, basic training for usage of equipment's available in the Ambulances and disaster management skills)</p> <p>As their job is to receive and stabilise any critical/Emergency patients received in the hospital.</p>

6	Driver	1 per ambulance covering 24x7 operations	<ul style="list-style-type: none"> • Performing all the mechanical checks before starting the activity shift such as checking the fuel, oil, transmission fluid, wiper fluid, and coolant, and reporting any needed repairs. • Working in collaboration with 104 health helpline emergency services team. • Cleaning and sanitizing the ambulance. • Providing medical support if the patient requires care before reaching the hospital with help of call center. • Maintaining driving log with daily entries and noting patients' names and addresses, trip entries along with Patient care Record etc. <p>Basic Qualification:</p> <ul style="list-style-type: none"> • 8th Standard (Pass) with valid driving license for LMV (Commercial) or HMV (Commercial) • The bidder would provide the required training to driver as per the SOP approved by Health Department
7	Doctors	1	<p>Basic Qualification: MBBS DGO or MS (OBGY)</p> <p>The successful service provider needs to deploy/provide a Doctor to assist Driver during Emergency situation related to Women and Child to support 24X7 operations.</p>

Qualification Criteria for Key Resources

<p>Project Manager</p>
<p>Mandatory Criteria</p> <ul style="list-style-type: none"> a) Resource should be in fulltime payroll of the bidder b) Minimum Educational Qualification: <ul style="list-style-type: none"> • Post-Graduate c) Minimum 10 years of work experience after Post Graduation d) Minimum 2 years of Project Management / Program Management experience (Emergency response project like Dial 100/Dial 112/ Dial 108 or large fleet management of more than 100 vehicles)
<p>Operations Manager</p>
<p>Mandatory Criteria</p> <ul style="list-style-type: none"> a) Resource should be in fulltime payroll of the bidder b) Educational Qualification: <ul style="list-style-type: none"> •Any Graduate c) Minimum 7 years of overall experience d) Minimum 4 years of supervisory fleet experience

Note:

- i. Mandatory Police Background Verification to be conducted for all drivers proposed by the bidders. Only drivers with no adverse report shall be allowed for deployment in field.
- ii. Department will provision resources to monitor the deployment of the manpower and verify the following for all drivers: -
 - Background verification
 - Test – Driving, Drug, Alcohol, Eyesight, Cataract, Colour Blindness and general physical
 - Drug and Alcohol test may be conducted randomly on department's discretion.
- iii. Bidder to provide fortnightly roster for deployment of drivers at-least in 3 days advance
- iv. If any driver is found with expired license or found drunk on duty will be removed and bidder to provide replacement immediately. In such case, if the emergency services are disrupted, applicable penalty as per SLA mentioned in RFP Vol -1 will be levied.
- v. If same/any driver will be found as is i.e. violating rules for more than 3 times than driver will be removed and bidder to provide replacement immediately.
- vi. Any delay in operation due to negligence of the drivers would be liable to the bidder and applicable penalty will be levied.
- vii. Bidder to capture attendance of all manpower including drivers and submit to department on monthly basis.
- viii. Bidder to provide mandatory accidental insurance and ESIC benefits to all drivers and other manpower

B. Driver Uniform and Training

- i. Bidder to ensure minimum 2-day training of all drivers of soft skills training, Do's/Don'ts training, basic training for usage of basic equipment's available in the Ambulances and basic disaster management skills
- ii. Bidder to provide user manual and SOP document in all Ambulances
- iii. The training plan, user manual and SOP document must be approved by the department.
- iv. Bidder to provide uniform, ID cards, sports shoes, winter clothes etc. to all drivers every year
- v. Set of new uniform and accessories to be provided to new onboarded manpower
- vi. Bidder to ensure availability of 3 extra quantity of each items (all standard size) at all time in inventory at all districts

C. Emergency Medical Technician (EMT) – The Selected Agency will provide 1 EMT per Community Health center, 3 EMT per Community Health center (The CHC's which are located near accident prone areas) and 3 EMT per District Hospital 24x7 operations.

4. Ambulance Requirements

It will be mandatory that the bidder shall be completely responsible for adherence to various applicable laws including Motor Vehicle Act and its latest revision for the entire length of contract period. Following are the minimum functional requirements (but not limited to) to be performed by the bidder during the project tenure:

A. Ambulance Availability:

- i. Bidder to purchase and deploy 380 new Ambulances and ensure availability to meet 24*7 fleet operations. Bidder may provision additional Ambulance(s) to adequately manage the 100 % availability of ambulances.
- ii. RTO registration must be issued after date of LOI.
- iii. On completion of 2.5 lakhs kilometer travel distance, the Ambulance should be replaced with new Ambulance.
- iv. Agency has to return all Govt. owned and Agency owned private ambulances which have completed 2.5 lakhs kilometer.
- v. Till on-boarding of new Ambulances, the bidder is required to maintain fleet of existing Ambulances at cost of 112577.9 /-(excluding taxes) per Ambulance per month and terms. The district wise details of Ambulances given in Annexure-1.
- vi. Bidder to provide a smart phone with dual SIM in every ambulance. Both SIM should be of different telecom service provider.
- vii. The location of all deployed Ambulances will be captured by smart phone through Mobile application provided by selected agency. The smart phone provided should be available 24*7.
- viii. The Agency shall tie-up with private ambulance provider in every district, in order to provide service (in case of dire emergency), the 102 ambulance engaged in any other call, The agency may include the cost of such services in the invoices raised for the month. The agency shall share the details of these private ambulance provider to the CM&HO of the district for verification and provide the list of the same.

B. Ambulance Insurance

- i. Bidder to ensure minimum of third party insurance of all Ambulances deployed on this project.

C. Consumable items in Ambulances

- i. List of consumable items is provided in the Section-8“Bill of Material”.
- ii. Bidder to ensure availability of all consumables in all Ambulances at all time.
- iii. Random checking will be conducted by the department or their nominated agency to ensure availability of items. If acceptable quantity is not found, penalty will be levied as per SLA terms mentioned in RFP.
- iv. Bidder to provide adequate provision for replenishment of consumed or expired items.
- v. Bidder to maintain replenishment/ replacement cycle of consumables as per following:

Item	Replenishment Cycle
Stickers on Ambulances as per branding finalized by the Department	Bidder needs to reapply the sticker every 18 months
Spill proof car seat covers and floor mats	Bidder has to replace covers and floor mats every 18 months or damaged. Bidder should ensure that the seat covers are clean and free of contamination throughout the contract period.
Beacon Lights and Siren	In case of damage, malfunction or loss
Dual sim mobile phone with two SIM	In case of damage, malfunction or loss
LED Torch (With USB port to be charged in car)	In case of damage, malfunction or loss
Mobile Charging Points-3 Nos. (2 fast charging port (+3.2A))	In case of damage, malfunction or loss
Foldable and portable stretcher	Rusted, non-usable item to be replaced immediately. Replacement envisaged once during the entire contract period
Delivery Tray	In case of damage or loss
Baby Tray	In case of damage or loss

D. Branding

- i. Branding (including stickers) on Ambulances to be completed by the bidder as per the requirement of the Department
- ii. Bidder to provide sample designs for the department’s approval
- iii. In case of any damage the bidder needs to replace or repair the branding at no additional cost

E. Fabrication

- i. The Beacon and Siren need to be fitted before deployment

- ii. In case of any damage the bidder needs to replace or repair the parts at no additional cost

F. Return of Govt. and private owned ambulances

The successful Agency has to return all Govt. and private ambulances post attainment of retirement criteria set by the department or expiry of the term of the agreement. Department will verify the conditions of these Ambulances like chassis/frame condition, paint, tire condition, engine condition etc. either from their designated resources or from external party.

G. Ambulance Eligibility Criteria

The eligibility of Ambulance will be verified at the time of deployment and every six monthly as per following:

Eligibility Criteria	At the time of Deployment	Every six months
Initial inspection by department	Y	-
Date of registration should be post issuance of LOI	Y	-
Third Party Insurance	Y	Y
ODO reading less than 500 Km	Y	-
Spill Proof Mats and Seat Covers	Y	Y
Non approved vehicle modifications	Y	Y
Accessories as per RFP	Y	Y
Consumable items mentioned	Y	Y
No scratches, cracks, dents, rust or any other interior / exterior aesthetic, mechanical or electrical issues	Y	Y
Valid Pollution Under Control Certificate	Y	Y
Commercial Registration in Chhattisgarh State	Y	-
Pre-deployment Inspection by Department	Y	-

H. Trip Definition:

Trip definition: Beneficiary transportation from one location to another will be treated as one trip.

Distances travelled kilometers in following conditions are considered in trip for the purpose of payment calculation:

- i. Distance between ambulance deployment location to beneficiary location,
- ii. Distance between beneficiary pickup location to nearest suitable Govt. health facility,

- iii. Distance between one Govt. health facility to another Govt. health facility (in case of referral),
- iv. Distance between Govt. health facility to beneficiary drop location.

Note:

- i. All trips must be captured in the mobile application. If driver fails to update the status of service request on mobile application, the payment for same will be considered post audit by Third Party Auditor (TPA) assigned by the department.
- ii. Trip(s) assigned by call center but not serviced by successful bidder will be subject to penalty as per Vol-1 of RFP.
- iii. All trips will be subject to audit by Third Party Auditor.

I. Helpdesk

The bidder will provide necessary Fleet Supervisor staff to cater complaints and requests at helpdesk (at Dial 102 integrated contact center), which will serve as a single point of contact for all ambulance and driver related incidents and service requests. Helpdesk facility (3 workstations) will be provided by department via integrated contact center agency.

The scope of work includes:

- i) The helpdesk will be single point of contact for seamless fleet operations.
- ii) The integrated contact center shall provide online helpdesk ticketing solution for reporting issues / problems with the ambulances and manpower via call, email, in-person etc.
- iii) The Helpdesk shall undertake the following activities:
 - Log issues / complaints under the scope of work and issue an ID number against the issue / complaint.
 - Assign severity level to each issue / complaint.
 - Track each issue / complaint to resolution
 - Escalate the issues / complaints, to department if necessary, as per the escalation matrix defined in discussion with Department.
 - Analyze the issue / complaint statistics
 - Creation of knowledge base on frequently asked questions to aid the users

5. COVID-19 Considerations

1. Ambulance sanitization: All Ambulances to be sanitized before the start and at the end of every trip as per the protocols of DHS. The temperature of every beneficiary and attendant(s) shall be captured at start and end of the trip.
2. Delay in delivery/replacement of equipment or ambulance maintenance: In case, of delay in delivery/replacement of equipment or ambulance maintenance due to COVID-19 related situation, the Department may provide waiver to the bidder. However, the bidder needs to provide proper justification for such cases. The limit of waiver will be approved by the department only.
3. In case driver/manpower tested positive: In case any driver/manpower is found COVID-19 positive, the bidder needs to immediately inform the department and follow the instruction of department. In case of non-availability of manpower due to COVID-19 pandemic, the penalty may be levied as per SLA conditions. The successful bidder may seek penalty exemption on a case to case basis.

6. Bill of Material

Bidder to provide following items to meet the overall Fleet Management requirement of the project:

Sr. No.	Description	Minimum Qty
1.	Ambulances	380
2.	ERV branding and fabrication	380
3.	Spill proof car seat covers and floor mats	380
4.	Mobile phone	380
5.	SIM Card	760
6.	Beacon Lights and Siren	380
7.	LED Torch (With USB port to be charged in car)	380
8.	Mobile Charger for vehicle	380
9.	Portable Fire extinguisher (Dry or Wet) in each Ambulance	380
10.	Foldable and portable stretcher	380
11.	Delivery tray, Baby tray, Medicine tray and Medical equipment	380

Note:

- The number of Ambulances and supporting equipment's may be modified (i.e. increased or decreased) during the course of the project tenure. The prior intimation will be provided to the successful bidder in advance.
- For entire project tenure, bidder to ensure availability of consumable items.
- Successful bidder has to install GPS device in vehicle as a redundant source of ambulance location and to capture the distance travelled by ambulance for billing purpose. In case, of installation of GPS device, the bidder shall provide access of the same to the department via API.

7. Minimum Specification Requirements.

Following section describe the minimum specification requirements of various components. Bidders are free to proposed components of higher specifications.

i. Ambulance specification

No	Particular	Description
1.	Type of vehicles	Four wheeler
2.	Minimum power in HP	70
3.	Ambulance Emission compliance	BS-VI
4.	Number of doors	3 or more
5.	Ground Clearance	Minimum 180 mm
6.	Other Key Features	Air conditioned and Power Steering
7.	Ambulance External Dimensions	Length in mm- Minimum of 3900 Height in mm- Minimum of 1650 Width in mm- Minimum of 1700
8.	Seating capacity of Patient Cabin/Compartment	Patient bench: Dimensions ($\pm 10\%$ tolerance) of the bench are length = 1800mm, width =500mm, height = 480-500mm Squad bench / Attendant Seat to seat 2 persons and with concealed storage area beneath the entire bench. Dimensions ($\pm 10\%$ tolerance) of the bench are length = 1200mm, width =450mm, height = 480-500mm
9.	-	The patient cabin/compartment must accommodate scoop stretcher including adequate space for seating of persons other than beneficiary.

ii. Scoop Stretcher

S.No	Description
1.	<ul style="list-style-type: none"> ▪ The device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency. ▪ The device must be manufactured in an ISO 13485 certified facility. ▪ The scoop stretcher should be easily foldable in one swift movement. The frame should be made of high-quality anodized aluminum and blades should be made up of extruded aluminum. ▪ The weight of the stretcher should not be more than 10 Kgs. ▪ Clutch enabled detachable interlocking between right and left halves. Clutch design - center or lateralized. ▪ Adjustable length ▪ Maximum Unfolded Dimension: Length: 1800\pm50 mms., Width: 440\pm50 mms., Height: 60\pm10 mms. ▪ Maximum Folded Dimension: Length: 1300\pm50 mms., Width: 440\pm50 mms., Height: 60\pm10 mms

iii. Spill proof car seat covers and floor mats

S.No	Description
2.	Easy to clean and maintain
3.	Waterproof

iv. Mobile phone

S.No	Particular	Description
1.	Operating System	Android v10 or above
2.	RAM	4 GB or more
3.	Features Required	Bluetooth, WiFi Hotspot etc.
4.	SIM Slot	Dual SIM
5.	Form Factor	Touch screen phone
6.	Rear Camera	8MP or more
7.	Front Camera	5MP or more
8.	Display Size	5.45inch or more
9.	Battery	4000 mah lithium Polymer battery or more
10.	Charger	USB cable & Adapter
11.	Cover	Minimum armored or better

v. Beacon Lights and Siren

S. No	Particular	Description
Beacon light		
1.	Lighting Type	LED, High Intensity Discharge, Flashing
Siren		
1.	Sound	As per maximum permissible limit defined for ambulance

vi. Stickers on Ambulances

S. No	Particular	Description
1.	Stickers	Design to be finalized as per DHS

vii. LED Torch

S. No	Particular	Description
1.	Bulb type	LED
2.	Built-in rechargeable	Lithium Battery
3.	Charging through	USB port
4.	Battery capacity	3000 mAH or more
5.	Run time	10 hours

viii. Mobile Charging Points-3 Nos. (2 fast charging port (+3.2A))

S. No	Particular	Description
1.	No of ports	3
2.	2 port with fast charging	+3.2 A

ix. Delivery Tray

S.No	Particular	Description
1.	Surgical Scissor	Metzenbaum 11.5 CM
2.	Artery Forceps	Straight, 14 CM
3.	Sponge Holding Forceps	Straight, 18 CM
4.	Graves vaginal speculum	Steel, seize- 10.CM*4.0 CM
5.	Urinary Catheter	Type- intermittent, size- 20 Fr
6.	Bowl for antiseptic lotion	steel
7.	Kidney tray	Steel, 20 CM
8.	Gauge Piece	-
9.	Cotton Swab	-
10.	Sanitary Pad	Length- 29CM, Thickness- 0.5-1 CM
11.	Gloves	Size number 6.5 and 7 2 set each

x. Baby Tray

S.No	Particular
1.	Pre-warmed towels/sheets for wrapping the baby (minimum 2 sets)
2.	Mucus extractor
3.	Bag & Mask- Bag-One adult, hand-operated. Valves must operate in all weather;One infant, hand-operated. Valves must operate in all weather. Mask size- 0, 1,2,3,4 and 5
4.	Sterilized thread / Cord clamp
5.	Needle (26 gauge) & syringe (1ml)
6.	Inj Vitamin K
7.	Gloves (size-7)

(Xi) Medicine Tray

S.No	Particular	Description
1.	Oxytocin injection	Multiple dose vial
2.	Gentamycin injection	Multiple dose vial
3.	Vitamin K injection	5 ampules
4.	Betamethasone injection	Multiple dose vial
5.	Hydralazine injection	Multiple dose vial
6.	Cap Ampicillin 500 mg	1 strip of 10 tablets
7.	Tab Metronidazole 400 mg	1 strip of 10 tablets
8.	Tab Paracetamol 500 mg	1 strip of 10 tablets
9.	Tab ibuprofen 400 mg	1 strip of 10 tablets
10.	Tab B complex	1 strip of 15 tablets
11.	Tab Misoprostol 200 micrograms	2 strips

Note:- Availability of other over the counter drugs(OTC)

(xii) Medical Equipment list

S.No.	Particular	Description/Specification
1.	Thermometer	Digital
2.	B.P. Instrument	Scale 0-300 mm hg.

Note:

In case the component proposed in the bidder proposal is not available in future, and the component needs to be replaced by successful bidder, the bidder needs to provide different model of similar or higher specification, post approval from DHS. Maintenance and warranty for every component needs to be provide by successful bidder for the entire length of contract.

8. Project Timelines

Stages	Activities	Completion Timeline (in days)	Major Deliverables
Implementation Phase	Contract Signing	T	<ul style="list-style-type: none"> Master Agreement
	Project Manpower Deployment	T+ 7	<ul style="list-style-type: none"> Deployment of project manpower including project manager, supervisor fleet management,
	Existing fleet survey and submission of report	T+15	<ul style="list-style-type: none"> Conduct assessment of all existing operational fleet as on Contract Signing Date and submission of report
	Driver - background verification	T+ 25	<ul style="list-style-type: none"> Background Verification Report Bidder to ensure background verification of 100% manpower (Driver) required to takeover existing fleet operations
	Driver- onboarding and Training	T+ 25	<ul style="list-style-type: none"> Training Completion certificate for each Driver and evaluation of staff by department Bidder to ensure onboarding of 100% manpower (Driver) required to takeover existing fleet operations
	Project Documents	T+ 30	<ul style="list-style-type: none"> Submission of SOP documents, training documents
	Transition Phase	T + 30	<ul style="list-style-type: none"> Transition of all existing Ambulances Transition/handover documents Handover of all available spares from old to new service provider
	Driver - background verification	T+ 55	<ul style="list-style-type: none"> Background Verification Report Bidder to ensure background verification of 100% manpower (Driver) required to operate 380 ambulances

	Driver– onboarding and Training	T+ 55	<ul style="list-style-type: none"> ▪ Training Completion certificate for each Driver and evaluation of staff by department ▪ Bidder to ensure onboarding and training of 100% manpower (Driver) required to operate 380 ambulances
	New Ambulance Deployment & Call Centre -Phase - I	T+ 60	<ul style="list-style-type: none"> ▪ Deployment of Ambulances with branding and other equipment's ▪ Deployment of 200 new Ambulances ▪ Surrender of old Ambulances to ensure availability of 380 ambulances for 102 services as a combination of new and old ambulances ▪ Department's inspection report on new Ambulances ▪ Testing and establishment of new 30 seats call centre and to ensure its Functionality.
	New Ambulance Deployment -Phase II	T+ 150	<ul style="list-style-type: none"> ▪ Deployment of Ambulances with branding and other equipment's ▪ Deployment of remaining 180 new Ambulances ▪ Surrender of remaining old Ambulances ▪ Department's inspection report on new Ambulances ▪
	Project Commissioning	T+ 150	<ul style="list-style-type: none"> ▪ All Districts
Operation Phase		5 Years from date of Project Commissioning	<ul style="list-style-type: none"> ▪ Monthly SLA report along with following supporting documents: ▪ Monthly Attendance report for all manpower deployed on this project ▪ Inventory Management

			<p>report</p> <ul style="list-style-type: none"> ▪ Helpdesk report ▪ Fleet Management report and QA report
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Note:

The quantity and template of various reports required during Operation and Maintenance Phase needs to be approved by the Department before project commissioning. In case, the approval is not taken the respective payment of O&M will be kept on hold till approval from the department.

Successful Bidder should complete all the activities within the defined timelines as indicated above. The Successful Bidder will be eligible for the payment based on the completion of activities and approval of the relevant deliverables.

Acceptance Criteria for Project Commissioning

The successful completion of the project requires completion of minimum following items:

- i. Bidder to submit compliance report to all the project activities mentioned in the RFP
- ii. Deployment of all drivers after background verification
- iii. Training to all deployed manpower is completed
- iv. Initiation of services in each district
- v. Deployment of all Ambulances along with necessary branding and fabrication.
- vi. Availability of consumable items.
- vii. Other items if any, finalized and agreed after discussion with Department and successful bidder.
- viii. Approval on system/manual SLA reports required for SLA computation and payment.
- ix. In case of any exception, the bidder must take written approval from the Department. Department will have the sole authority to provide any exception (subject to compliance in later period) only on basis of valid reasons or decision of department.

9. Payment Terms:

9.1. **Before commissioning of the project (Only few ambulances are operational by the new agency, whereas after the Establishment of new call center by new selected Agency, the payment will be made to new selected Agency as per the cost L-1 discovered through the bidding process.**

9.1.1 The payment of the old ambulances to be done to the New agency as per the number of the ambulances operated by them @ old rate (existing rate).

9.1.2 The payment of the new ambulances to be done to the new agency as per the number of ambulances operated by them @ new rate (L-1 rate).

9.2. After commissioning of the project

The payment of all 380 ambulances as discovered in the bidding process shall be paid to the new agency.

MILESTONE	PAYMENT DURATION	DELIVERABLES
102 AMBULANCE SERVICES	MONTHLY	<ul style="list-style-type: none"> ▪ Monthly SLA report along with following supporting documents: ▪ Attendance report of drivers. ▪ Helpdesk report ▪ Fleet Management report and QA report

Note:

- Invoice will be submitted on the monthly basis. 85% of the monthly fixed cost quoted in commercial bid will be disbursed within 30 working days of invoice submission along with SLA supporting documents. The quarterly payment will be done within 30 working days post submission of all the SLA reports by the service provider to the satisfaction of the department.
- Remaining monthly payable amount will be disbursed post SLA computation of the relevant quarter by Third-Party Auditor (TPA) and submission of SLA Audit Report(s)
- Payments will be subject to availability of satisfactory SLA data to be submitted by successful bidder and acceptance of data by department in consultation with their assigned Third-Party Auditor (TPA).
- Template of SLA report and essential data shall be finalized in consultation with successful bidder, Third-Party Auditor and Department during implementation phase of the project.
- The quarterly payment will be done within 30 working days post submission of all SLA reports by the bidder to the satisfaction of department.
- Successful bidder needs to capture details in closure report for each trip (i.e. from beneficiary pickup location to nearest Govt. health facility) of the doctor/medical staff authorized of receiving facility. The data will be captured in the mobile app. Format of the closure report will be provided by the department during requirement phase.

This information is mandatory and will be subject to validation, before processing payments.

- Implementation phase penalty amount (if applicable) will be deducted equally form the first six (6) months invoices of O & M Phase i.e. Penalty amount of one month = Total Penalty amount of implementation phase divided by six (6).

9.3 General Terms and Conditions

- i. The Successful Bidder shall be in obligation to pay the salary on or before 10th of every month to its deployed Manpower
- ii. The Successful Bidder shall discharge its liability for the deployed manpower in respect of Employees Provident Fund under The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, if applicable.
- iii. The Successful Bidder shall also have to bear all other liabilities as per existing "Contract Labour (Regulation and Abolition) Act, 1970" and other applicable Labour Act as amended from time to time, if applicable.
- iv. The Successful Bidder will have to make the payments of salary directly into a Bank Account of deployed manpower.
- v. The Successful Bidder shall provide details to all project employees through payment slip.
- vi. Department shall not pay any additional cost towards the establishment of office, Administrative & support staff deployed for administering the Manpower outsourcing contract to the Successful Bidder
- vii. The Successful Bidder shall also submit periodical reports on various Labour laws compliance such as Contract Labour (Registration & Abolition) Act-1970, Employees Provident Fund Act etc., under intimation to maintain the designation of the principal employer, if applicable.
- viii. The Successful Bidder shall in the event of his employees sustain any injury or disablement due to an accident or any other cause arising out of and in the course of his employment, provide necessary medical treatment and pay compensation, if any, required under the Employee's Compensation Act, 2010 and other applicable law.
- ix. If any of the persons engaged by the Successful Bidder misbehaves with any officials of the Department, beneficiary and their families, and other stakeholders of Department or commits any misconduct in connection with the property of the Department or suffers from any serious communicable diseases, the Successful Bidder shall be liable to replace them immediately.
- x. The successful bidder will be responsible for compliance of all the applicable laws and obligations arising out from the action of providing services of all personnel and Department shall not be responsible for any such liability or lapses.
- xi. During the subsistence of the contract, Department shall not undertake any monetary liability other than the amount payable to the successful bidder for the services of personnel provided by them. Other liabilities, if any, shall be solely rest on the successful bidder.
- xii. Credentials of Manpower
 - The manpower deployed by the Successful Bidder shall be of sound physical and mental health and should not be under the influence of any drug or liquor during duty and have full knowledge and experience to competently complete the job assigned to them. In case it is found that any loss has occurred to the government's interest due to deployment of such manpower, the same shall

have to be recovered by the Successful Bidder without any extra cost to the Department

- The successful bidder shall be responsible for the discipline and conduct of the hired personnel sponsored and in case the personnel lack in discipline and their quality of work deteriorates during the course of their service, the successful bidder shall provide replacement services of suitable personnel.

9.4 Contract Period

- i. The contract shall commence from the date mutually agreed upon and shall continue for defined period in bid data sheet or more as the case may be unless it is curtailed or terminated by the authority owing to deficiency in service, sub-standard quality of manpower deployed, breach of any conditions of contract etc. or change in requirements.
- i. The Agreement shall automatically expire on completion of agreement period unless it is extended for further period by mutual consent of the Successful Bidder and the Department.
- ii. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period as will be mutually agreed upon by the Successful Bidder and the Department. However, there can be only two extensions of one year each can be made. It is essential because the project can further be extended for a defined timeline subjected to approval by Govt. of India.
- iii. The Department reserves the right to terminate the agreement by issuing prior notice of 1 month to the Successful Bidder.
- iv. The Successful Bidder will be bound to furnish details to the Department while submitting the tender or at subsequent stage as per tender document. Any such document furnished by the Successful Bidder found to be false at any stage, it would be deemed to be a breach of terms of agreement making it liable for legal action against Successful Bidder apart from termination of the agreement forthwith.

10. Annexures

Annexure 1: Details of existing Ambulances

SR NO	Reg.No	Location	Block	District	Model	Launch Date	Tot Run Km (30th Nov'22)	Year in Operati on till 30 th NOVEMBER-2022
1	CG025634	CHC Batauli	Batauli	Surguja	TATA SUMO	2-Sep-13	457684	9.25
2	CG025623	CHC-Lakhanpur	Lakhanpur	Surguja	TATA SUMO	2-Sep-13	518379	9.25
3	CG025630	CHC-Narmadapur	Mainpat	Surguja	TATA SUMO	3-Sep-13	463793	9.25
4	CG025618	CHC-Sitapur	Sitapur	Surguja	TATA SUMO	3-Sep-13	474365	9.25
5	CG025627	CHC-Udaipur	Udaipur	Surguja	TATA SUMO	3-Sep-13	578681	9.25
6	CG025619	DH-1 Ambikapur	Ambikapur	Surguja	TATA SUMO	2-Sep-13	578093	9.25
7	CG026879	PHC Kamleshwarpur	Mainpat	Surguja	Mahindra Bolero	15-Oct-16	338007	6.13
8	CG026878	PHC Lundra	Lundra	Surguja	Mahindra Bolero	15-Oct-16	347186	6.13
9	CG025635	UPHC Nawapara	Ambikapur	Surguja	TATA SUMO	3-Sep-13	481493	9.25
10	CG025624	DH-2 Ambikapur	Ambikapur	Surguja	TATA SUMO	2-Sep-13	498540	9.25
11	CG025628	PHC-Darima	Ambikapur	Surguja	TATA SUMO	4-Sep-13	543242	9.24
12	CG025626	CHC-Dhourpur	Lundra	Surguja	TATA SUMO	2-Sep-13	465441	9.25
13	CG025617	PHC-Raghunathpur	Lundra	Surguja	TATA SUMO	3-Sep-13	490073	9.25
15	CG025711	CHC-Kusmi	Kusmi	Balrampur	TATA SUMO	12-Sep-13	537735	9.22
15	CG025736	CHC-Ramanujganj	Ramanujganj	Balrampur	TATA SUMO	15-Sep-13	944153	9.21
16	CG025723	CHC-Shankargarh	Shankargarh	Balrampur	TATA SUMO	15-Sep-13	614922	9.21
17	CG026880	CHC-Wadrafnagar	Wadrafnagar	Balrampur	Mahindra Bolero	15-Oct-16	638309	6.13
18	CG025692	CHC-Bhaiyyathan	Bhhaiyathan	SURAJPUR	TATA SUMO	12-Sep-13	829851	9.22
19	CG025676	DH-1 Balrampur	Balrampur	Balrampur	TATA SUMO	12-Sep-13	724651	9.22
20	CG027126	DH-2 Balrampur	Balrampur	Balrampur	TATA SUMO	22-Apr-17	493027	5.61
21	CG026881	PHC Dumarkhola	Balrampur	Balrampur	Mahindra Bolero	15-Oct-16	426802	6.13
22	CG027128	CHC Rajpur	Rajpur	Balrampur	TATA SUMO	22-Apr-17	365950	5.61
23	CG027125	PHC Chalgali	Wadrafnagar	Balrampur	TATA SUMO	22-Apr-17	369785	5.61
24	CG027127	PHC Chando	Kusmi	Balrampur	TATA SUMO	22-Apr-17	301946	5.61
25	CG027129	PHC Samri	Kusmi	Balrampur	TATA SUMO	22-Apr-17	329149	5.61
26	CG027124	PHC Sulsuli	Wadrafnagar	Balrampur	TATA SUMO	22-Apr-17	607476	5.61
27	CG025675	PHC-Bariyon	Rajpur	Balrampur	TATA SUMO	12-Sep-13	448776	9.22
28	CG025616	PHC-Raghunatnagar	Wadrafnagar	Balrampur	TATA SUMO	3-Sep-13	737610	9.25
29	CG025737	PHC-Sanawal	Ramanujganj	Balrampur	TATA SUMO	15-Sep-13	869866	9.21
30	CG025794	CHC-Bagicha 1	Bagicha	Jashpur	TATA SUMO	11-Sep-13	435761	9.22
31	CG026877	CHC-Bagicha 2	Bagicha	Jashpur	Mahindra Bolero	15-Oct-16	305498	6.13
32	CG025631	CHC-Duldula	Duldula	Jashpur	TATA SUMO	5-Sep-13	431036	9.24

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33	CG025696	CHC-Kansabel	Kansabel	Jashpur	TATA SUMO	10-Sep-13	439701	9.23
34	CG025764	CHC-Kunkuri	Kunkuri	Jashpur	TATA SUMO	11-Sep-13	426759	9.22
35	CG025682	CHC-Manora	Manora	Jashpur	TATA SUMO	7-Sep-13	637087	9.24
36	CG025698	CHC-Pathhalgaon	Pathhalgaon	Jashpur	TATA SUMO	10-Sep-13	346476	9.23
37	CG025713	CHC-Pharsabahar	Pharsabahar	Jashpur	TATA SUMO	12-Sep-13	358860	9.22
38	CG025718	DH-1 Jashpur	Jashpur	Jashpur	TATA SUMO	13-Sep-13	465303	9.22
39	CG025703	DH-2 Jashpur	Jashpur	Jashpur	TATA SUMO	15-Sep-13	402384	9.21
40	CG025836	CHC-Sana	Bagicha	Jashpur	TATA SUMO	5-Sep-13	453323	9.24
41	CG025688	PHC-Tamta	Pathhalgaon	Jashpur	TATA SUMO	11-Sep-13	444918	9.22
42	CG025594	CHC-Khadganwa	Khadganwa	Manendrag arhChirmiriBharatpur	TATA SUMO	29-Aug-13	582487	9.26
43	CG025595	CHC-Ramanujnagar	Ramaanujnagar	Surajpur	TATA SUMO	29-Aug-13	553266	9.26
44	CG025632	CHC-Sonhat	Sonhat	Manendrag arhChirmiriBharatpur	TATA SUMO	30-Aug-13	624129	9.26
45	CG025621	DH Baikunthpur	Baikunthpur	Koriya	TATA SUMO	30-Aug-13	833918	9.26
46	CG025625	PHC Bacharapodi	Bacharapodi	Koriya	TATA SUMO	30-Aug-13	694417	9.26
47	CG025596	CHC Patna	Baikunthpur	Koriya	TATA SUMO	28-Aug-13	648002	9.26
48	CG026875	CHC Kotadol	Bharatpur	Manendrag arhChirmiriBharatpur	Mahindra Bolero	15-Oct-16	564462	6.13
49	CG025620	CHC-Chirmiri	Khadganwa	Manendrag arhChirmiriBharatpur	TATA SUMO	30-Aug-13	829519	9.26
50	CG025592	CHC-Janakpur	Bharatpur	Manendrag arhChirmiriBharatpur	TATA SUMO	28-Aug-13	802844	9.26
51	CG025593	CHC-Manendragarh	Manendrag arh	Manendrag arhChirmiriBharatpur	TATA SUMO	28-Aug-13	747676	9.26
52	CG025899	PHC-Kelhari	Manendrag arh	Manendrag arhChirmiriBharatpur	TATA SUMO	8-Oct-13	435403	9.15
53	CG025793	CHC Odgi	Odgi	Surajpur	TATA SUMO	19-Sep-13	480058	9.20
54	CG025702	CHC-Bhatgaon	Bhhaiyathan	Surajpur	TATA SUMO	15-Sep-13	534515	9.21
55	CG026874	PHC-Biharpur	Odgi	SURAJPUR	Mahindra Bolero	15-Oct-16	263525	6.13
56	CG025827	CHC-Pratappur	Pratappur	Surajpur	TATA SUMO	25-Sep-13	662925	9.19
57	CG025804	CHC-Premnagar	Premnagar	Surajpur	TATA SUMO	19-Sep-13	576270	9.20
58	CG025792	DH-Surajpur	Surajpur	Surajpur	TATA SUMO	25-Sep-13	718741	9.19
59	CG025825	PHC-Batra	Bhhaiyathan	Surajpur	TATA SUMO	19-Sep-13	574713	9.20
60	CG025978	CHC-Masturi	Masturi	Bilaspur	TATA SUMO	7-Oct-13	489063	9.15
61	CG025564	CHC BILHA	Bilha	Bilaspur	TATA SUMO	18-Sep-13	436589	9.21
62	CG025563	CHC Thakatpur	Takhatpur	Bilaspur	TATA SUMO	18-Sep-13	591407	9.21
63	CG025819	CHC KOTA	Kota	Bilaspur	TATA SUMO	7-Sep-13	475345	9.24
64	CG025567	CIMS	Bilaspur	Bilaspur	TATA SUMO	18-Sep-13	688182	9.21
65	CG026859	DH-1 Bilaspur	Bilaspur	Bilaspur	Mahindra Bolero	15-Oct-16	344849	6.13
66	CG025572	DH-2 Bilaspur	Bilaspur	Bilaspur	TATA SUMO	18-Sep-13	653931	9.21
67	CG025565	DH-3 Bilaspur	Bilaspur	Bilaspur	TATA SUMO	18-Sep-13	506575	9.21
68	CG025569	PHC Chapora	Kota	Bilaspur	TATA SUMO	18-Sep-13	546084	9.21
69	CG025575	PHC Pachpedi	Masturi	Bilaspur	TATA SUMO	18-Sep-13	430786	9.21
70	CG025573	PHC Seepat	Masturi	Bilaspur	TATA SUMO	18-Sep-13	564515	9.21
71	CG026861	CHC Marwahi	Marwahi	GPM	Mahindra Bolero	15-Oct-16	388466	6.13
72	CG026858	PHC-Amadand	Gaurela	GPM	Mahindra Bolero	15-Oct-16	528121	6.13

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73	CG026856	DH-1 Gaurela	Gaurela	GPM	Mahindra Bolero	15-Oct-16	531149	6.13
74	CG025574	PHC Bastibagra	Gaurela	GPM	TATA SUMO	18-Sep-13	510854	9.21
75	CG025579	PHC Siwni	Marwahi	GPM	TATA SUMO	18-Sep-13	526610	9.21
76	CG026857	DH-2 Gaurela	Gaurela	GPM	Mahindra Bolero	15-Oct-16	445068	6.13
77	CG026860	CHC - Lormi	Lorami	Mungeli	Mahindra Bolero	15-Oct-16	382504	6.13
78	CG025798	CHC - Sargaon	Pathariya	Mungeli	TATA SUMO	12-Sep-13	576020	9.22
79	CG025809	DH-2 Mungeli	Mungeli	Mungeli	TATA SUMO	12-Sep-13	406845	9.22
80	CG025719	DH-1 Mungeli	Mungeli	Mungeli	TATA SUMO	15-Sep-13	493990	9.21
81	CG025724	PHC - Khudiya	Lorami	Mungeli	TATA SUMO	15-Sep-13	357800	9.21
82	CG025734	PHC achanakmarg	Lorami	Mungeli	TATA SUMO	15-Sep-13	440146	9.21
83	CG025562	PHC Khaprikala	Lorami	Mungeli	TATA SUMO	18-Sep-13	578703	9.21
84	CG025605	CHC-Lailunga	Lailunga	Raigarh	TATA SUMO	29-Aug-13	578853	9.26
85	CG025604	CHC-Gharghoda	Gharghoda	Raigarh	TATA SUMO	28-Aug-13	500442	9.26
86	CG025612	CHC-Pusour	Pusor	Raigarh	TATA SUMO	28-Aug-13	475703	9.26
87	CG025609	CHC-Tamnar	Tamnar	Raigarh	TATA SUMO	29-Aug-13	388775	9.26
88	CG025610	CHC Chaple	Kharsiya	Raigarh	TATA SUMO	29-Aug-13	457270	9.26
89	CG025597	Civil Hospital Kharsia	Kharsiya	Raigarh	TATA SUMO	29-Aug-13	455413	9.26
90	CG025611	DH-1 Raigarh	Raigarh	Raigarh	TATA SUMO	27-Aug-13	567286	9.27
91	CG025598	DH-2 Raigarh	Raigarh	Raigarh	TATA SUMO	29-Aug-13	538687	9.26
92	CG025685	CHC-Dabhra	Dabra	Sakti	TATA SUMO	12-Sep-13	433690	9.22
93	CG025717	CHC-Malkharoda	Malkharoda	Sakti	TATA SUMO	12-Sep-13	496090	9.22
94	CG026871	PHC Chandrapur	Dabra	Sakti	Mahindra Bolero	15-Oct-16	349457	6.13
95	CG026866	PHC Hasod	Jaijapur	Sakti	Mahindra Bolero	15-Oct-16	353750	6.13
96	CG025799	PHC-Kurda	Sakti	Sakti	TATA SUMO	15-Sep-13	467146	9.21
97	CG025887	CHC Lawan	BalodaBazar	Baloda Bazar	TATA SUMO	7-Oct-13	637081	9.15
98	CG025968	CHC Kashdol	Kasdol	Baloda Bazar	TATA SUMO	3-Oct-13	528921	9.16
99	CG026865	CHC Palari	Palari	Baloda Bazar	Mahindra Bolero	15-Oct-16	578079	6.13
100	CG025901	CHC Simga	Simga	Baloda Bazar	TATA SUMO	8-Oct-13	496053	9.15
101	CG026864	DH-1 Balodabazar	BalodaBazar	Baloda Bazar	Mahindra Bolero	15-Oct-16	461148	6.13
102	CG025898	DH-2 Balodabazar	BalodaBazar	Baloda Bazar	TATA SUMO	7-Oct-13	486916	9.15
103	CG025910	PHC Katgi	Kasdol	Baloda Bazar	TATA SUMO	7-Oct-13	655249	9.15
104	CG025847	PHC Rohasi	Palari	Baloda Bazar	TATA SUMO	8-Oct-13	568135	9.15
105	CG025977	PHC Suhela	Simga	Baloda Bazar	TATA SUMO	8-Oct-13	550813	9.15
106	CG025729	CHC Bhatapara	Bhatapara	Baloda Bazar	TATA SUMO	15-Sep-13	623625	9.21
107	CG025606	CHC-Baramkela	Baramkela	Sarangarh Bilaigarh	TATA SUMO	29-Aug-13	553856	9.26
108	CG025602	CHC Sarangarh	Sarangad	Sarangarh Bilaigarh	TATA SUMO	28-Aug-13	581267	9.26
109	CG026876	PHC Lendhara	Baramkela	Sarangarh Bilaigarh	Mahindra Bolero	15-Oct-16	347266	6.13
110	CG025805	CHC Bhilaigarh	Bilaigarh	Sarangarh Bilaigarh	TATA SUMO	30-Sep-13	614701	9.17
111	CG025857	CHC Sarsiwa	Sarsiwa	Sarangarh Bilaigarh	TATA SUMO	8-Oct-13	691911	9.15

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112	CG025732	PHC Saragaon	Bamnindih	Janjgir-Champa	TATA SUMO	15-Sep-13	419459	9.21
113	CG026872	CHC Pamgarh	Pamgarh	Janjgir-Champa	Mahindra Bolero	15-Oct-16	437214	6.13
115	CG026870	DH-Janjgir	Nawagarh	Janjgir-Champa	Mahindra Bolero	15-Oct-16	424346	6.13
115	CG025731	CHC-Kharaud	Pamgarh	Janjgir-Champa	TATA SUMO	15-Sep-13	374084	9.21
116	CG025730	PHC-Nawagarh	Nawagarh	Janjgir-Champa	TATA SUMO	15-Sep-13	471983	9.21
117	CG025944	CHC KARTALA	Kartala	Korba	TATA SUMO	3-Oct-13	574702	9.16
118	CG025929	CHC Khatgora	Kathghora	Korba	TATA SUMO	3-Oct-13	390525	9.16
119	CG025969	CHC Poundiproda	Pondiuproda	Korba	TATA SUMO	3-Oct-13	488658	9.16
120	CG025881	DH-1 Korba	Korba	Korba	TATA SUMO	11-Oct-13	541620	9.14
121	CG025940	DH-2 Korba	Korba	Korba	TATA SUMO	3-Oct-13	506871	9.16
122	CG026884	CHC Pali	Pali	Korba	Mahindra Bolero	15-Oct-16	275280	6.13
123	CG025953	PHC Jatga	Pondiuproda	Korba	TATA SUMO	5-Oct-13	403817	9.16
124	CG026873	PHC Saragbundiya	Kartala	Korba	Mahindra Bolero	15-Oct-16	290912	6.13
125	CG025907	PHC Hardibazar	Pali	Korba	TATA SUMO	7-Oct-13	402790	9.15
126	CG025888	PHC Saragbundiya	Kartala	Korba	TATA SUMO	7-Oct-13	371316	9.15
127	CG026882	PHC-Ajarbahar	Korba	Korba	Mahindra Bolero	10-Jan-17	239041	5.89
128	CG025963	Ayurvedic College	Durg	Durg	TATA SUMO	12-Oct-13	328288	9.14
129	CG025966	CHC Ahiwara	Dhamdha	Durg	TATA SUMO	3-Oct-13	487463	9.16
130	CG025812	CHC Bori	Dhamdha	Durg	TATA SUMO	3-Oct-13	307031	9.16
131	CG025928	CHC Dhamda	Dhamdha	Durg	TATA SUMO	3-Oct-13	459138	9.16
132	CG025945	CHC Jheet	Patan	Durg	TATA SUMO	5-Oct-13	343988	9.16
133	CG026847	CHC Kumhari	Dhamdha	Durg	Mahindra Bolero	15-Oct-16	299221	6.13
134	CG025884	CHC Patan	Patan	Durg	TATA SUMO	7-Oct-13	464669	9.15
135	CG025890	CHC Utai	Patan	Durg	TATA SUMO	5-Oct-13	399944	9.16
136	CG025943	DH-1 Durg	Durg	Durg	TATA SUMO	3-Oct-13	562341	9.16
137	CG025870	DH-2 Durg	Durg	Durg	TATA SUMO	7-Oct-13	542848	9.15
138	CG025891	DH-3 Durg	Durg	Durg	TATA SUMO	5-Oct-13	385742	9.16
139	CG025930	LBS Hosp Supela 1	Durg	Durg	TATA SUMO	5-Oct-13	427980	9.16
150	CG025947	LBS Hosp Supela 2	Durg	Durg	TATA SUMO	14-Oct-13	272890	9.13
151	CG026848	PHC Batrel	Patan	Durg	Mahindra Bolero	15-Oct-16	243172	6.13
152	CG025934	PHC Bhilai-3	Patan	Durg	TATA SUMO	3-Oct-13	391210	9.16
153	CG025776	PHC Murmunda	Dhamdha	Durg	TATA SUMO	5-Sep-13	260735	9.24
154	CG025895	PHC Nikum	Durg	Durg	TATA SUMO	7-Oct-13	366172	9.15
155	CG025979	CHC Gandai	Chuhikhada n	Khairagarh ChhuikhadanGandai	TATA SUMO	7-Oct-13	379316	9.15
156	CG025636	CHC-Chuikhadan	Chuhikhada n	Khairagarh ChhuikhadanGandai	TATA SUMO	5-Sep-13	620966	9.24
157	CG025707	Civil Hospital Khairagarh	Khairagarh	Khairagarh ChhuikhadanGandai	TATA SUMO	9-Sep-13	728435	9.23
158	CG025833	PHC Pandadah	Khairagarh	Khairagarh ChhuikhadanGandai	TATA SUMO	9-Sep-13	410751	9.23
159	CG026743	PHC Salewada	Chuhikhada n	Khairagarh Chhuikhad	TATA WINGER 3200	10-Jul-16	196636	6.39

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				anGandai	WB			
150	CG025782	PHC-Bakarkatta	Chuhikhada n	Khairagarh ChhuikhadanGandai	TATA SUMO	5-Sep-13	422475	9.24
151	CG025773	CHC-AmbagarhChowki	Ambagrhchowki	MohlaManpurChowki	TATA SUMO	5-Sep-13	627161	9.24
152	CG025779	PHC LB Nagar	Dongergarh	Rajnandgaon	TATA SUMO	5-Sep-13	444445	9.24
153	CG025695	CHC-Mohla	Mohla	MohlaManpurChowki	TATA SUMO	10-Sep-13	589651	9.23
154	CG025765	PHC Aaundhi	Manpur	MohlaManpurChowki	TATA SUMO	5-Sep-13	307124	9.24
155	CG025780	PHC-Gotatola	Mohla	MohlaManpurChowki	TATA SUMO	5-Sep-13	304782	9.24
156	CG026742	CHC Dongergarh	Dongergarh	Rajnandgaon	TATA WINGER 3200 WB	10-Jul-16	161271	6.39
157	CG025834	CHC-Churia	Churiya	Rajnandgaon	TATA SUMO	9-Sep-13	623241	9.23
158	CG025815	CHC-Dongergaon	Dongergaon	Rajnandgaon	TATA SUMO	11-Sep-13	556784	9.22
159	CG025637	CHC-Ghumka	Rajnandgaon	Rajnandgaon	TATA SUMO	5-Sep-13	494586	9.24
160	CG025697	DH-1 Rajnandgaon	Rajnandgaon	Rajnandgaon	TATA SUMO	10-Sep-13	660737	9.23
161	CG025980	DH-2 Rajnandgaon	Rajnandgaon	Rajnandgaon	TATA SUMO	7-Oct-13	673806	9.15
162	CG026750	DH-3 Rajnandgaon	Rajnandgaon	Rajnandgaon	TATA WINGER 3200 WB	10-Jul-16	360040	6.39
163	CG026852	PHC Mohra	Dongergarh	Rajnandgaon	Mahindra Bolero	15-Oct-16	345752	6.13
164	CG026752	PHC Tappa	Dongergaon	Rajnandgaon	TATA WINGER 3200 WB	10-Jul-16	377285	6.39
165	CG025767	PHC-Arjuni	Dongergaon	Rajnandgaon	TATA SUMO	5-Sep-13	425398	9.24
166	CG025818	PHC-Gaindatola	Churiya	Rajnandgaon	TATA SUMO	6-Sep-13	397046	9.24
167	CG025829	CHC-Manpur	Manpur	MohlaManpurChowki	TATA SUMO	6-Sep-13	442318	9.24
168	CG025814	CHC-Arjunda	Gunderdehi	Balod	TATA SUMO	25-Sep-13	364934	9.19
169	CG025787	PHC-Deori	Dondilohara	Balod	TATA SUMO	19-Sep-13	280404	9.20
170	CG025821	CHC-Dondi	Dondi	Balod	TATA SUMO	19-Sep-13	310760	9.20
171	CG025810	CHC-Dondilohara	Dondilohara	Balod	TATA SUMO	19-Sep-13	369850	9.20
172	CG025686	CHC-Gunderdehi	Gunderdehi	Balod	TATA SUMO	12-Sep-13	484461	9.22
173	CG025687	CHC-Gurur	Gurur	Balod	TATA SUMO	12-Sep-13	328773	9.22
174	CG025709	DH Balod	Balod	Balod	TATA SUMO	15-Sep-13	408130	9.21
175	CG025714	PHC Chiklakasa	Dondi	Balod	TATA SUMO	12-Sep-13	208802	9.22
176	CG026854	PHC Mahud	Gunderdehi	Balod	Mahindra Bolero	15-Oct-16	228384	6.13
177	CG026853	PHC Manchewa	Dondilohara	Balod	Mahindra Bolero	15-Oct-16	172974	6.13
178	CG025725	PHC-Palari	Gurur	Balod	TATA SUMO	15-Sep-13	243179	9.21
179	CG025802	CHC-Berla	Berla	Bemetra	TATA SUMO	19-Sep-13	707989	9.20
180	CG025906	CHC-Khandsara	Bemetara	Bemetra	TATA SUMO	7-Oct-13	530887	9.15
181	CG025791	CHC-Nawagarh	Nawagarh	Bemetra	TATA SUMO	25-Sep-13	532180	9.19
182	CG025733	CHC-Saja	Saja	Bemetra	TATA SUMO	15-Sep-13	548661	9.21
183	CG025770	CHC-Thanakhamria	Saja	Bemetra	TATA SUMO	5-Sep-13	383441	9.24

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184	CG026855	DH Bemetara	Bemetara	Bemetra	Mahindra Bolero	15-Oct-16	371309	6.13
185	CG025824	PHC Devkar	Saja	Bemetra	TATA SUMO	19-Sep-13	547130	9.20
186	CG026747	PHC Kusmi	Bemetara	Bemetra	TATA WINGER 3200 WB	10-Jul-16	371404	6.39
187	CG025967	PHC-Devrbija	Berla	Bemetra	TATA SUMO	3-Oct-13	497763	9.16
188	CG025931	PHC-Sambalpur	Nawagarh	Bemetra	TATA SUMO	3-Oct-13	607472	9.16
189	CG025771	CHC-Bodla	Bodla	Kabeerdham	TATA SUMO	12-Sep-13	424071	9.22
190	CG025690	CHC-Pandariya	Pandariya	Kabeerdham	TATA SUMO	12-Sep-13	430552	9.22
191	CG025838	CHC-S-Lohara	SahaspurLohara	Kabeerdham	TATA SUMO	12-Sep-13	434878	9.22
192	CG025831	DH-Kawardha	Kawardha	Kabeerdham	TATA SUMO	6-Sep-13	556964	9.24
193	CG026862	CHC-Pipariya	Kawardha	Kabeerdham	Mahindra Bolero	15-Oct-16	315868	6.13
194	CG02AU1314	PHC Chilphi	Bodla	Kabeerdham	Mahindra Bolero	1-Feb-19	124851	3.83
195	CG02AU1213	PHC Chhirpani	Pandariya	Kabeerdham	Mahindra Bolero	1-Feb-19	164076	3.83
196	CG02AU1212	PHC Daldali/Baijalpur	Bodla	Kabeerdham	Mahindra Bolero	1-Feb-19	112750	3.83
197	CG026863	CHC Kukdur	Pandariya	Kabeerdham	Mahindra Bolero	15-Oct-16	292724	6.13
198	CG02AU1415	PHC Rampur	SahaspurLohara	Kabeerdham	Mahindra Bolero	1-Feb-19	186206	3.83
199	CG02AU1617	PHC Raveli	Kawardha	Kabeerdham	Mahindra Bolero	1-Feb-19	178352	3.83
200	CG026744	PHC Rengakhar	Bodla	Kabeerdham	TATA WINGER 3200 WB	10-Jul-16	224781	6.39
201	CG025797	PHC-Taregaon	Bodla	Kabeerdham	TATA SUMO	12-Sep-13	389258	9.22
202	CG025681	PHC-Bhimbhoi	SahaspurLohara	Kabeerdham	TATA SUMO	12-Sep-13	397907	9.22
203	CG025789	PHC-Kunda	Pandariya	Kabeerdham	TATA SUMO	12-Sep-13	374326	9.22
204	CG02AU1516	SHC Junwani	Bodla	Kabeerdham	Mahindra Bolero	1-Feb-19	106821	3.83
205	CG025722	CHC-Gidam	Gidam	Dakshin BastarDantewada	TATA SUMO	15-Sep-13	556585	9.21
206	CG025680	CHC-Kattekalayan	Katekalayan	Dakshin BastarDantewada	TATA SUMO	12-Sep-13	246974	9.22
207	CG026839	CHC-Kuwakonda	Kuwakonda	Dakshin BastarDantewada	Mahindra Bolero	15-Oct-16	234085	6.13
208	CG025828	DH-1 Dantewada	Dantewada	Dakshin BastarDantewada	TATA SUMO	15-Sep-13	456558	9.21
209	CG026746	DH-2 Dantewada	Dantewada	Dakshin BastarDantewada	TATA WINGER 3200 WB	10-Jul-16	369071	6.39
210	CG025735	PHC-Bacheli	Kuwakonda	Dakshin BastarDantewada	TATA SUMO	15-Sep-13	268332	9.21
211	CG025763	PHC-Barsoor	Gidam	Dakshin BastarDantewada	TATA SUMO	11-Sep-13	351542	9.22

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212	CG025806	PHC-Palnar	Kuwakonda	Dakshin BastarDantewada	TATA SUMO	12-Sep-13	350189	9.22
213	CG025877	CHC Keshkal	Keshkal	Kondagaon	TATA SUMO	12-Oct-13	431124	9.14
215	CG026836	CHC Makadi	Makadi	Kondagaon	Mahindra Bolero	15-Oct-16	265320	6.13
215	CG025961	CHC Pharasgaon	Pharasgaon	Kondagaon	TATA SUMO	12-Oct-13	505540	9.14
216	CG025913	CHC Vishrampuri	Vishrampuri	Kondagaon	TATA SUMO	12-Oct-13	309763	9.14
217	CG025973	PHC Anatpur	Makadi	Kondagaon	TATA SUMO	12-Oct-13	402176	9.14
218	CG025938	PHC Dhanora	Keshkal	Kondagaon	TATA SUMO	5-Oct-13	293998	9.16
219	CG025975	DH-1 Kondagaon	Kondagaon	Kondagaon	TATA SUMO	12-Oct-13	731955	9.14
220	CG025949	DH-2 Kondagaon	Kondagaon	Kondagaon	TATA SUMO	12-Oct-13	536709	9.14
221	CG025880	PHC Badedongar	Pharasgaon	Kondagaon	TATA SUMO	8-Oct-13	334179	9.15
222	CG025974	PHC Banskot	Vishrampuri	Kondagaon	TATA SUMO	12-Oct-13	287885	9.14
223	CG025882	CHC Mardapal	Kondagaon	Kondagaon	TATA SUMO	12-Oct-13	330922	9.14
224	CG025803	DH- Narayanpur	Narayanpur	Narayanpur	TATA SUMO	19-Sep-13	422433	9.20
225	CG026837	PHC Benur	Narayanpur	Narayanpur	Mahindra Bolero	15-Oct-16	321178	6.13
226	CG026838	PHC Kohakmeta	Orcha	Narayanpur	Mahindra Bolero	15-Oct-16	238301	6.13
227	CG025769	PHC-Chote Donger	Narayanpur	Narayanpur	TATA SUMO	19-Sep-13	270654	9.20
228	CG025937	CHC Badekilepal	Bastanar	Bastar	TATA SUMO	5-Oct-13	508698	9.16
229	CG025933	CHC Bhanpuri	Bhanpuri	Bastar	TATA SUMO	5-Oct-13	479860	9.16
230	CG025982	CHC Dharbha	Darbha	Bastar	TATA SUMO	12-Oct-13	403349	9.14
231	CG025946	CHC Lohandiguda 1	Lohandiguda	Bastar	TATA SUMO	5-Oct-13	473569	9.16
232	CG025774	CHC Nangoor	Jagdarpur	Bastar	TATA SUMO	19-Sep-13	318382	9.20
233	CG025936	CHC Tokapal 1	Tokapal	Bastar	TATA SUMO	5-Oct-13	578899	9.16
234	CG026835	CHC Tokapal 2	Tokapal	Bastar	Mahindra Bolero	15-Oct-16	263225	6.13
235	CG026889	Maharani-1	Jagdarpur	Bastar	Mahindra Bolero	10-Jan-17	335039	5.89
236	CG025893	Maharani-2	Jagdarpur	Bastar	TATA SUMO	5-Oct-13	480093	9.16
237	CG025699	Maharani-3	Jagdarpur	Bastar	TATA SUMO	11-Sep-13	387326	9.22
238	CG025972	PHC Bastar	Bastar	Bastar	TATA SUMO	12-Oct-13	446580	9.14
239	CG025965	CHC KARPAWAND	Karpawand	Bastar	TATA SUMO	7-Oct-13	439794	9.15
240	CG025932	PHC Nagarnar	Jagdarpur	Bastar	TATA SUMO	5-Oct-13	391403	9.16
241	CG025615	PHC Mundagaon	Bhanpuri	Bastar	TATA SUMO	29-Aug-13	325630	9.26
242	CG025889	CHC-Lohandiguda 2	Lohandiguda	Bastar	TATA SUMO	5-Oct-13	510547	9.16
243	CG026843	CHC Nelsanar	Bhairamgarh	Bijapur	Mahindra Bolero	15-Oct-16	321050	6.13
244	CG025801	CHC-Bhairamgarh	Bhairamgarh	Bijapur	TATA SUMO	11-Sep-13	456303	9.22
245	CG025712	PHC-Orcha	Orcha	Narayanpur	TATA SUMO	12-Sep-13	280380	9.22
246	CG025683	CHC-Bhopalpatnam	Bhopalpatnam	Bijapur	TATA SUMO	10-Sep-13	349073	9.23

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247	CG025822	DH-1 Bijapur	Bijapur	Bijapur	TATA SUMO	7-Sep-13	599260	9.24
248	CG026842	DH-2 Bijapur	Bijapur	Bijapur	Mahindra Bolero	15-Oct-16	440762	6.13
249	CG025694	PHC-Awapalli	Bijapur	Bijapur	TATA SUMO	12-Sep-13	295915	9.22
250	CG025768	PHC-Kuturu	Bhairamgarh	Bijapur	TATA SUMO	11-Sep-13	342270	9.22
251	CG026841	CHC Tongpal	Chindgarh	Sukma	Mahindra Bolero	15-Oct-16	248259	6.13
252	CG025795	CHC-Chindgarh	Chindgarh	Sukma	TATA SUMO	19-Sep-13	454693	9.20
253	CG025823	CHC-Konta	Konta	Sukma	TATA SUMO	25-Sep-13	356356	9.19
254	CG025790	DH-Sukma	Sukma	Sukma	TATA SUMO	25-Sep-13	454533	9.19
255	CG025813	CHC-Dornapal	Konta	Sukma	TATA SUMO	19-Sep-13	316299	9.20
256	CG025783	PHC-Pushpal	Chindgarh	Sukma	TATA SUMO	19-Sep-13	249005	9.20
257	CG026844	CHC Bagbahara	Bagbahara	Mahasamund	Mahindra Bolero	15-Oct-16	357000	6.13
258	CG025897	CHC Pithora	Pithora	Mahasamund	TATA SUMO	7-Oct-13	646645	9.15
259	CG025869	CHC Saraipali	Saraipali	Mahasamund	TATA SUMO	7-Oct-13	631009	9.15
260	CG025905	DH-1 Mahasamund	Mahasamund	Mahasamund	TATA SUMO	7-Oct-13	700153	9.15
261	CG025911	DH-2 Mahasamund	Mahasamund	Mahasamund	TATA SUMO	8-Oct-13	524713	9.15
262	CG025886	CHC Basna	Basna	Mahasamund	TATA SUMO	7-Oct-13	475877	9.15
263	CG025873	PHC Mungaser	Bagbahara	Mahasamund	TATA SUMO	7-Oct-13	395204	9.15
264	CG025883	PHC Patewa	Mahasamund	Mahasamund	TATA SUMO	7-Oct-13	706084	9.15
265	CG025876	PHC Sankara	Pithora	Mahasamund	TATA SUMO	7-Oct-13	561225	9.15
266	CG025894	PHC-Jhalap	Pithora	Mahasamund	TATA SUMO	7-Oct-13	562996	9.15
267	CG026741	CHC Kharora	Tilda	Raipur	TATA WINGER 3200 WB	10-Jul-16	397851	6.39
268	CG026887	CHC-Dharsiwa	Dharsiwa	Raipur	Mahindra Bolero	10-Jan-17	293747	5.89
269	CG026751	CHC-Tilda	Tilda	Raipur	TATA WINGER 3200 WB	10-Jul-16	375682	6.39
270	CG026883	MEKAHARA-1	Dharsiwa	Raipur	Mahindra Bolero	15-Oct-16	295387	6.13
271	CG025710	Mekahara-2	Dharsiwa	Raipur	TATA SUMO	15-Sep-13	484607	9.21
272	CG025816	PHC-Dondekela	Dharsiwa	Raipur	TATA SUMO	7-Sep-13	546019	9.24
273	CG025684	PHC-Urla	Dharsiwa	Raipur	TATA SUMO	10-Sep-13	503758	9.23
274	CG025956	DH - Gariyband	Gariyabandh	Gariyaband	TATA SUMO	12-Oct-13	418780	9.14
275	CG025964	CHC - Chhura	Chura	Gariyaband	TATA SUMO	14-Oct-13	336387	9.13
276	CG025971	CHC-Deobhog	Deobhog	Gariyaband	TATA SUMO	12-Oct-13	346194	9.14
277	CG025976	CHC-Fingeshwar	Fingeshwar	Gariyaband	TATA SUMO	12-Oct-13	374124	9.14
278	CG025868	CHC-Mainpur	Mainpur	Gariyaband	TATA SUMO	8-Oct-13	436514	9.15
279	CG025950	CHC-Rajim	Fingeshwar	Gariyaband	TATA SUMO	12-Oct-13	410103	9.14
280	CG025951	PHC Kochvay	Gariyabandh	Gariyaband	TATA SUMO	12-Oct-13	216409	9.14
281	CG026846	PHC panduka	Chura	Gariyaband	Mahindra Bolero	15-Oct-16	184340	6.13
282	CG026845	PHC Rasela	Chura	Gariyaband	Mahindra Bolero	15-Oct-16	171765	6.13

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283	CG025962	PHC URMAL	Mainpur	Gariyaband	TATA SUMO	12-Oct-13	352493	9.14
284	CG025638	CHC-Aarang	Arang	Raipur	TATA SUMO	5-Sep-13	553867	9.24
285	CG025640	CHC-Abhanpur	Abhanpur	Raipur	TATA SUMO	5-Sep-13	533531	9.24
286	CG025835	PHC-Khorpa	Abhanpur	Raipur	TATA SUMO	7-Sep-13	453186	9.24
287	CG025772	DH-1 Raipur	Dharsiwa	Raipur	TATA SUMO	5-Sep-13	528872	9.24
288	CG025817	DH-2 Raipur	Dharsiwa	Raipur	TATA SUMO	7-Sep-13	527787	9.24
289	CG025788	PHC-Champaran	Abhanpur	Raipur	TATA SUMO	12-Sep-13	490997	9.22
290	CG025778	PHC-Mandir Hasod	Arang	Raipur	TATA SUMO	5-Sep-13	471015	9.24
291	CG025958	CHC-Bakhara	Kurud	Dhamtari	TATA SUMO	12-Oct-13	386649	9.14
292	CG025878	Civil Hospital Kurud	Kurud	Dhamtari	TATA SUMO	8-Oct-13	350279	9.15
293	CG025912	CHC-Magarlod	Magarlod	Dhamtari	TATA SUMO	8-Oct-13	318666	9.15
294	CG025955	Civil Hospital Nagari 1	Nagari	Dhamtari	TATA SUMO	7-Oct-13	493411	9.15
295	CG025981	Civil Hospital Nagari 2	Nagari	Dhamtari	TATA SUMO	8-Oct-13	446570	9.15
296	CG026748	DH-1 Dhamtari	Dhamtari	Dhamtari	TATA WINGER 3200 WB	10-Jul-16	322813	6.39
297	CG025970	DH-2 Dhamtari	Dhamtari	Dhamtari	TATA SUMO	12-Oct-13	444709	9.14
298	CG026849	PHC Belargaon	Nagari	Dhamtari	Mahindra Bolero	15-Oct-16	261554	6.13
299	CG026885	PHC Borai	Nagari	Dhamtari	Mahindra Bolero	10-Jan-17	146451	5.89
300	CG025852	PHC Karelibaldi	Magarlod	Dhamtari	TATA SUMO	8-Oct-13	365511	9.15
301	CG025948	PHC-Sirri	Kurud	Dhamtari	TATA SUMO	14-Oct-13	361690	9.13
302	CG025874	CHC Antagarh	Antagarh	Uttar BastarKanker	TATA SUMO	7-Oct-13	409464	9.15
303	CG025871	CHC Bhanupratappur	Bhanupratappur	Uttar BastarKanker	TATA SUMO	5-Oct-13	545811	9.16
304	CG025954	CHC Durgukondal	Durgukondal	Uttar BastarKanker	TATA SUMO	3-Oct-13	424828	9.16
305	CG025903	CHC Narharpur	Narharpur	Uttar BastarKanker	TATA SUMO	5-Oct-13	426315	9.16
306	CG025872	Civil Hospital Pakhanjur	Koylibeda	Uttar BastarKanker	TATA SUMO	7-Oct-13	408837	9.15
307	CG025925	CHC-Charama	Charama	Uttar BastarKanker	TATA SUMO	3-Oct-13	291771	9.16
308	CG025935	DH-1 Kanker	Kanker	Uttar BastarKanker	TATA SUMO	5-Oct-13	360684	9.16
309	CG025941	DH-2 Kanker	Kanker	Uttar BastarKanker	TATA SUMO	3-Oct-13	404315	9.16
310	CG025904	PHC Amabada	Antagarh	Uttar BastarKanker	TATA SUMO	7-Oct-13	180273	9.15
311	CG025939	PHC Badegaon	Koylibeda	Uttar BastarKanker	TATA SUMO	3-Oct-13	371777	9.16
312	CG026850	PHC Bandey	Koylibeda	Uttar BastarKanker	Mahindra Bolero	15-Oct-16	275522	6.13
313	CG026851	PHC Damkasa	Durgukondal	Uttar	Mahindra	15-Oct-16	261786	6.13

				BastarKan ker	Bolero			
315	CG025926	PHC Halba	Charama	Uttar BastarKan ker	TATA SUMO	3-Oct-13	288033	9.16
315	CG025957	PHC Korar	Bhanupratap pur	Uttar BastarKan ker	TATA SUMO	3-Oct-13	406406	9.16

Annexure 2: Scope and General Terms for Existing Fleet operations only

Basic Scope:

- Assessment of existing fleet for identification of usable ambulances
- Takeover of existing ambulances, spares, accessories, workflow, standard operating procedure (SOP) document from current service provider
- Preventive maintenance to ensure zero breakdown during a service request
- Background verification, onboarding, training of drivers for ambulance to ensure 24X7 availability of services. These hired personnel may later be used for new fleet of ambulances
- Operations and management of fleet to ensure availability of Mahatari Express services to beneficiaries across the state

General Terms and Conditions for existing fleet operations

- The service provider shall be fully responsible for adherence to various laws applicable to them including Labor laws and Minimum Wages Act
- The service provider shall be fully responsible for providing insurance coverage to their hired personnel
- Department shall not be responsible for accidents or mishap at work
- Mobilization time** - From the time of receipt of notification from Call Center, ambulance must be dispatched and mobilized within 2 minutes.
- 100 % payment shall be made to the service provider, in case 90% of the service requests are catered within a stipulated time period of 60 minutes. The time period is to be calculated as time from call received at ambulance to arrival at caller's location. Penalty of 10% for every 10% breach post 90% or part thereof shall be considered in case of noncompliance.
- Establishment and Operation of Call Center would not be part of fleet management service provider's scope of work.
- Service provider shall operate the old fleet of vehicles at a predefined rate of outgoing service provider at Rs. 112577.9 per ambulance per month.
- These conditions will be applicable for only 3 months from contract signing or till deployment of 380 new vehicles whichever is earlier, by the bidder and only for existing fleet.

Annexure 3 Vehicle Handover Template

Mahatari Express Ambulance (102) Handover / Takeover Report

Vehicle Information	
Vehicle Number:	
ODO Meter Reading:	
District:	
Date:	

Detailed Checklist	
Service Record	Available [] Unavailable [] Remarks:
Spare Tire	Available [] Unavailable [] Remarks:
Vehicle Jack Kit	Available [] Unavailable [] Remarks:
Tire Condition (All Tires)	Good [] Bad [] Remarks:
Body Rust	Yes [] No [] Remarks:
Engine Oil Level	OK [] Not OK [] Remarks:
Brake Fluid Level	OK [] Not OK [] Remarks:
Transmission Fluid Level	OK [] Not OK [] Remarks:
Coolant Level	OK [] Not OK [] Remarks:
Dashboard Notification / Lights	Caution Notifications displayed [] Caution Notification not displayed [] Remarks:
Wheel Alignment	OK [] Not OK [] Remarks:
Wheel balancing	OK [] Not OK [] Remarks:
Body Dents, Scratches	Minor [] Major [] Remarks:
Battery Health	OK [] Not OK [] Remarks:
Head Lamp / Tail Lamp / Blinkers / Siren / Beacon Light / Horn	OK [] Not OK [] Remarks:
Aesthetics	OK [] Not OK [] Remarks:

On Behalf of Handover Agency:
Signature with Seal:
Designation:
Date:

On Behalf of Takeover Agency:
Signature with Seal:
Designation:
Date: