

GOVERNMENT OF ANDHRA PRADESH

COMMISSIONER OF HEALTH & FAMILY WELFARE

EXPRESSION OF INTEREST

Commissioner of Health & Family Welfare calling for the Expression of Interest for providing the IT Solutions to the 108 ambulances. Important dates for notification.

1	Pre bid Meeting	19.01.2015 AT 11 AM
2	Last date of submission of proposals	27.01.2015 UP TO 5 PM

I. **Introduction:** Government is operating 108 Ambulances Services in the State of Andhra Pradesh with 465 Ambulances where in 436 for Operation and 29 for Reserve. Centralized Call Centre is existing at Secunderabad. The 108 operations are implemented through Public and Not for Profit partnership with M/s GVK Emergency Management Research Institute. 108 Emergency Response Services basically provides Transport services to Victims / Patients in emergency conditions. The details of service provision are as follows:



When a Service seeker calls the 108, then call directly connects to call centre and in call centres the service requested is systematically identified and nearest ambulance will be allocated. After allocation of

ambulance, the Emergency Management Technician and Service seeker will be on call conference and continuous monitoring of Patient / Victim status monitored till the ambulance reaches the scene. Once the ambulance reaches the scene, Emergency Management Technician provides the first aid and contact the Medical Officer available at Call Centre and based on the requirement Patient / Victim will be shifted to hospital and Patient / Victim handed over hospital.

After handing over patient to the Hospital the same will be intimated to Call centre and Ambulance goes to base location. While shifting the patient to the Hospital entire medical status and services provided will be recorded in PCR (Patient Care Record) from three forms will be sent Call Centre through Courier. Currently Cell Phone, Camera and RF Set are available, the every 108 services for IT communication.

II. **Requirement:** Health Medical & Family Welfare Department is envisaging for utilizing the latest advances in the communication technology and Software to improve the performance of Emergency Response Services and optimum utilization of existing fleet of ambulance by close monitoring with the help of technology. It is proposed to have the comprehensive IT services and communication technology in the ambulances with the Tabs for providing the following services.

- a. GPS tracking of ambulance
- b. 3G Phone connectivity
- c. Online entry of PCR Data form
- d. Video connectivity with centralized Call Centre
- e. Software applications and maintenance of Database

Now, the Health Medical and Family Welfare department is looking for the service providers to come with a comprehensive solution for the above stated requirements.

III. **Qualification for the bidders:** Expression of Interest called from the reputed IT firms with the suitable solutions to the 108 ambulances. Qualification of the bidders are following:

- a. IT firm with providing Software or Hardware solutions for more than 5 years
- b. Annual turnover shall be more than Rs. 2.00 Crs per annum for the last three years.
- c. Shall have an office in Andhra Pradesh including Hyderabad
- d. Shall have adequate manpower for implementing the solution.

IV. **Guidelines for submission of Bids:** Interested IT firms, who fulfil the Qualification in the para-II shall submit the detailed Technical proposal which includes Software and Hardware requirements, If requires firm shall give the Presentation and Live demo wherever required. Firms shall submit the financial proposals in a separate sealed cover with financial proposal shall be indicated with total Capital Cost and Operating cost per month.

V. **Identification of Successful Bidder:** Two stage bidding process will be adopted for identification of successful bidder. Technical proposals IT firms/companies who fulfilled the conditions in para-II, shall be scrutinized and will be finalized for the financial bidding. Financial quotes of Firms / Companies whose technical bids be opened and finalized based on lowest quote.

Commissioner of Health &
Family Welfare