

**GOVERNMENT OF ANDHRAPRADESH
COMMISSIONARATE OF HEALTH & FAMILY WELFARE
RFP FOR 108 EMERGENCY RESPONSE SERVICES**

**CORRIGENDUM Dt 08.08.2016
RFP NO 3463/PPP/2009 Dt 27.08.2016**

SN	Service Level Indicator	Existing Penalty Clause in the RFP read with Corrigendum Dt 21.07.2016 at Para 5	Penalty clause shall be read as
3	Every Medical emergency requested shall be transported from scene to hospital or lower health facility to higher health facility. There shall not be any single emergencies unattended.	For every medical emergency not transported from scene to hospitals, there shall be a penalty of Rs 10000/-	For every medical emergency not transported from scene to hospitals, there shall be a penalty of Rs 10000/- The following cases are exempted under the above penal clause 1. In case on reaching scene by 108 ambulance, caller/victim requires only first aid and reluctant to go to hospital 2. In case of all nearest ambulances are busy and caller/victim is not in a position to wait or ERCP recommends for immediate hospitalization
4	100% of Calls for attending emergency shall be received by the call centre. There shall be no call untended	For every 1% of calls not attended there shall be a 0.1% decrease in the operational cost per ambulance	For every 1% of calls not attended there shall be a 0.1% decrease in the operational cost per ambulance Minimum 8 seconds time is allowed to pick up the calls.

SD/-
COMMISSIONER OF HEALTH &
FAMILY WELFARE