



Tender No. : 6.1/APMSIDC/2024-25, Dt: 31.01.2025

GOVERNMENT OF ANDHRA PRADESH

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Web Site: <https://tender.approcurement.gov.in>

TENDER DOCUMENT

FOR

**IDENTIFICATION OF SERVICE PROVIDER FOR
OPERATION AND MAINTAINANCE OF 108
AMBULANCES, 104 MOBILE MEDICAL UNITS AND
EMERGENCY RESPONSE CENTER**

Implementing Agency:

**ANDHRA PRADESH MEDICAL SERVICES & INFRASTRUCTURE
DEVELOPMENT CORPORATION**

(Formerly APMHIDC)

(AN ENTERPRISE OF GOVT. OF A.P.)

**2nd Floor, Plot No:09, survey number: 49, IT Park, Mangalagiri,
Guntur District- 522503.**

e-mail: aphmhdc@gmail.com & ed.apmsidc16@gmail.com

Ph. No: 8978644900

Disclaimer

Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) on behalf of “Dr NTR VST, Government of Andhra Pradesh” is procuring integrated services related to Operations and Maintenance of Emergency Response Services (108), Mobile Medical Units(104) and Emergency Response Center.”

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

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List of Abbreviations

S. No.	Abbreviation	Description
1.	ALS	Advanced Life Support
2.	AP	Andhra Pradesh
3.	APMSIDC	Andhra Pradesh Medical Services & Infrastructure Development Corporation
4.	APTS	Andhra Pradesh Technology Services Limited
5.	BDS	Bid Data Sheet
6.	BG	Bank Guarantee
7.	BLS	Basic Life Support
8.	CA	Chartered Accountant
9.	CC Camera	Closed-Circuit Camera
10.	DD	Demand Draft
11.	ERC	Emergency Response Centre
12.	EMD	Earnest Money Deposit
13.	EMT	Emergency Medical Technician
14.	ERS	Emergency Response Services
15.	GoAP	Government of Andhra Pradesh
16.	GPS	Global Positioning System
17.	GST	Goods and Services Tax
18.	HR	Human Resources
19.	INR	Indian Rupee
20.	IT	Information Technology
21.	L1	Lowest Cost Bidder
22.	LOA	Letter of Award
23.	MMR	Maternal Mortality Rate
24.	NMR	Neonatal Mortality Rate
25.	NPA	Non-Performing Asset
26.	OEM	Original Equipment Manufacturer
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S. No.	Abbreviation	Description
27.	PSU	Public Sector Unit

28.	RFP	Request for Proposal
29.	TIA	Tender Inviting Authority
30.	VTS	Ambulance Tracking System
31	ANM	Auxiliary Nurse Midwife
32	ASHA	Accredited Social Health Activist
33	AWW	Anganwadi Worker
34	BDS	Bid Data Sheet
35	DM&HO	District Medical and Health Office
36	DMLT	Diploma in Medical Laboratory Technology
37	HER	Electronic Health Records
38	ERP	Enterprise Resource Planning
39	FDHS	Fixed Day Health Services
40	GNM	General Nursing and Midwife
41	GPS	Global Positioning System
42	GST	Goods and Services Tax
43	IEC	Information Education and Communication
44	LED	Light Emitting Diode
45	MLT	Medical Laboratory Technology
46	MMU	Mobile Medical Unit
47	MO	Medical Officer
48	MPHEO	Multipurpose Health Extension Officer
49	MPHA	Multipurpose Health Assistant
50	NHM	National Health Mission
51	NVBDCP	National Vector Borne Disease Control Programme
52	OPD	Out Patient Department
53	PC	Personal Computer
54	PHC	Primary Health Care
55	RNTCP	Revised National Tuberculosis Control Program
56	VHNSC	Village Health Nutrition and Sanitation Committee
57	ACD	Automatic Call Distribution
58	AHT	Average Handle Time
59	AICTE	All India Council for Technical Education
60	AIS	Accounting Information System

61	AMC	Annual Maintenance Contract
62	API	Application Program Interface
63	APIIC	Andhra Pradesh Industrial Infrastructure Corporation
64	APSDC	Andhra Pradesh State Data Center
65	ASA	Average Speed to Answer
66	AVLS	Automatic Vehicle Location
67	AVLT	Automatic Vehicle Location and Tracking
68	BCP	Business Continuity Planning
69	BDS	Bid Data Sheet
70	BGP	Border Gateway Protocol
71	BLC	Backlight Compensation
72	BOM	Bill of Material
73	BOQ	Bill of Quantities
74	CAD	Computer Aided Design
75	CAPEX	Capital Expenditure
76	CHC	Community Health Care
77	CO	Communication Officer
78	COTS	Commercial Off-the-Shelf
79	CRM	Call Record Management
80	CTI	Computer Telephony Integration
81	CV	Curriculum Vitae
82	DC	Data Center
83	DO	Dispatch Officer
84	DR	Disaster Recovery
85	DVI	Digital Visual Interface
86	DWDR	Digital Wide Dynamic Range
87	EDID	Extended Display Identification Data
88	EMC	Electromagnetic Compatibility
89	EMD	Earnest Money Deposit
90	EMS	Element Management System
91	EPABX	Electronic Private Automatic Branch Exchange
92	ERS	Emergency Response Services
93	ESI	Employee's State Insurance

94	ESIC	Employee State Insurance Corporation
95	FCC	Federal Communications Commission
96	FRS	Functional Requirements Statement
97	GCC	General Conditions of Contract
98	GIS	Geographic Information System
99	GUI	Graphical User Interface
100	HDD	Hard Disk Drive
101	HDMI	High-Definition Multimedia Interface
102	HIV	Human Immunodeficiency Virus
103	HLC	Highlight Compensation
104	HRMS	Human Resources Management System
105	ID	Identification
106	IEEE	Institute of Electrical and Electronics Engineers
107	IO	Information Officer
108	IP PBX	Private Bank Exchange
109	IPR	Intellectual Property Rights
110	ITB	Information to Bidders
111	IVR	Interactive voice response
112	LCD	Liquid Crystal Display
113	LED	Light Emitting Diode
114	MD	Managing Director
115	MDI	Multiple Document Interface
116	MDT	Mobile Data Terminal
117	MERC	Mirror Emergency Response Center
118	MPLS	Multi-Protocol Label Switching
119	MSTP	Multiple Spanning Tree Protocol
120	NMS	Network Management System
121	NPA	Non-Performing Asset
122	NSP	Network Service Provider
123	OEM	Original Equipment Manufacturer
124	OPEX	Operational Expenditure
125	OSPF	Open Shortest Path First
126	PBX	Private Branch Exchange

127	PF	Provident Fund
128	PIM	Protocol-Independent Multicast
129	PRI	Primary Rate Interface
130	PSTN	Public Switched Telephone Network
131	PSU	Public Sector Unit
132	QCBS	Quality and Cost Based Selection
133	QOS	Quality of service
134	RFP	Request for Proposal
135	ROC	Registrar of Companies
136	RSTP	Rapid Spanning Tree Protocol
137	SATA	Serial Advanced Technology Attachment
138	SCC	Staff Selection Commission.
139	SDC	Spares Disposition Code/Selected Device Clear/ Software Development Computer
140	SDWAN	Software Defined Wide Area Network
141	SERC	Secondary Emergency Response Center
142	SLA	Service Level-Agreement
143	SMF	Sealed Maintenance Free
144	SMS	Short Message Service
145	SOA	Service Oriented Architecture
146	SOP	Standard Operating Procedure
147	SRS	Software Requirements Specification
148	SVGA	Super Video Graphics Array
149	SXGA	Super Extended Graphics Array
150	TCP	Total Contract Price
151	TCP	Transmission Control Protocol
152	TIA	Tender Inviting Authority
153	UDLD	Unidirectional Link Detection
154	UGC	University Grants Commission
155	UHD	Ultra-high-definition
156	UPS	Uninterruptible Power Supply
157	VGA	Video Graphics Array
158	VLAN	Virtual Local Area Network
159	VoIP	Voice Over Internet Protocol or IP

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1. Introduction

Andhra Pradesh (AP) is the 8th largest state in terms of area and has a population of around 6 Crore people. AP has about 4 Crore of its population residing in rural areas, which is about 60% of total population of the state.

State is implementing 108 Ambulance Services (731 operational ambulances and 37 back up). Mobile Medical Units (904 Operational and 32 back up) and Emergency Response Center with 100 seats capacity + 15 secondary call centers. 108 services and MMUs are being integrated and monitored by the Emergency Response Center located at Mangalagiri.

State decided to improve the existing 108 Ambulance Services, Mobile Medical Units, and Emergency Response Center duly attending the short comings identified by the Principal Accountant General. Accordingly, Government of Andhra Pradesh (GoAP) is decided to revamp the 108 Ambulance Services, Mobile Medical Units and Emergency Response Center.

In view of the above, and as per the suggestion received from the Heads of the Department Committee on Health, Government of Andhra Pradesh, is considering revamping its Emergency Response Services (108) 104 (Moobile Medical Units) along with call center through this RFP.

The process of selection of successful bidder is mentioned in Clause

Overall scope of current RFP

The purpose of this RFP is to invite proposals from interested parties to select Service Provider for **providing integrated Operation and Maintenance of Emergency Response Services (108). Mobile Medical Units (104 Services) and Emergency Response Services**. The detailed scope of work is provided in Section 5 of this RFP.

2. Bid Data Sheet

S. No	Information	Details
1.	Tender Inviting Authority (TIA)	Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), Government of Andhra Pradesh
2.	Purchaser/Client	Chief Executive Officer, Dr. NTR VST Mangalagiri
3.	Name of RFP	Selection of Service Provider for Integrated Operation and maintenance of Emergency Response Services (108), Mobile Medical Units (104) and Emergency Response Services call center in the state of Andhra Pradesh
4.	Details of O&M	<ol style="list-style-type: none"> 1. Ambulances (108) – 731+ 37 2. Mobile Medical Units- 904 + 32 3. ERC- Call center with 100 seats +15
5.	Contact details of Tender inviting authority	Designation: Executive Director Address: 2 nd Floor, PHYCARE Building, Plot No. 9, APIIC IT Park, Survey No. 49, Autonagar, Mangalagiri, Andhra Pradesh - 522503 E-mail id: aphmhdc@gmail.com & ed.apmsidc16@gmail.com Contact No: +91-8978644900
6.	RFP reference number	6.1/APMSIDC/2024-25, Dt:31.01.2025
7.	Date and time of publishing of RFP on e-Procurement portal	03.02.2025 @ 06.00 P.M
8.	Pre Bid Meeting	07.02.2025 @ 11.00 A.M O/o APMSIDC, 2nd Floor, IT Park, Mangalagiri 522503
9.	Non-Refundable Tender Cost	INR 1,18,000/- in online only. The Scanned Copy of the same should be uploaded in e-procurement platform.

S. No	Information	Details
10.	EMD/Bid Security	INR 1,00,00,000/- in form of Bank Guarantee (BG) or Demand Draft (DD) from any nationalized bank preferably SBI in favor of Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), Government of AP payable at Vijayawada
11.	Method of evaluation of bids	Quality cum Cost Based Selection
12.	Last date, time (deadline) and venue for receipt of proposals in response to this RFP notice through e-procurement portal, GoAP including scanned copies of tender fee and EMD	24.02.2025 @ 03.00 P.M
13.	Date and Time of submission of technical proposal including original copies of EMD (Physical Copy), tender document fee (Physical Copy)	24.02.2025 @ 03.00 P.M
14.	Date and time of opening of Technical Bids on e-Procurement portal	24.02.2025 @ 03.01 P.M
15.	Date and time for Technical presentation	Will be intimated later
16.	Date and time of Opening of Financial Bid on e-Procurement portal	Will be intimated later

S. No	Information	Details
17.	Bid validity period	180 days
18.	Contract period	5 years and extendable for another two years on review by the Government
20.	Annexures to be filled	<p>ANNEXURE I- List and details of 768 Ambulances</p> <p>ANNEXURE II- Standard List of Equipment to be maintained in Ambulance</p> <p>ANNEXURE III- Standard List of Medicines to be maintained in Ambulances</p> <p>ANNEXURE IV-List of IT equipment in ambulance and MMUs</p> <p>ANNEXURE V - Standard List of Equipment, Furniture and other items to be maintained in MMU</p> <p>ANNEXURE VI- Standard list of drugs and consumables supplied by the client to the MMU</p> <p>ANNEXURE VII- Standard list of confirmatory and rapid tests to be conducted in MMU</p> <p>ANNEXURE VIII- List of MMUs and Equipment available</p> <p>ANNEXURE IX- List of Proposals</p> <p>ANNEXURE X- Particulars of Bidder</p> <p>ANNEXURE XI- Undertaking for non blacklisting and not indulged in misappropriation/fraud</p> <p>ANNEXURE XII- Previous project experience</p> <p>ANNEXURE XIII- Bank Guarantee Format for Bid Security</p> <p>ANNEXURE XIV- Bank Guarantee format for Performance Security and Quarterly advance</p> <p>ANNEXURE XV- Financial Bid format</p> <p>ANNEXURE XVI- Format for power of attorney for bidder</p> <p>ANNEXURE XVII- Format for consortium agreement</p> <p>ANNEXURE XVIII- Format for power of attorney of lead bidder in case</p>

Checklist for the Bidder

S. No.	Bid Enclosures	Yes/No
1.	Letter of Proposal	
2.	Tender Fees	
3.	DD / Bank Guarantee of EMD	
4.	Particulars of the Bidder	
5.	PAN card copy	
6.	GST certification copy	
7.	Pre-qualification documents	
8.	Certificate of Incorporation of the Bidder	
9.	Audited financial reports of the Bidder	
10.	Blacklisting/Debaring certificate of the Bidder	
11.	Technical qualification documents	
12.	Whether all Forms and Annexures submitted as required in this RFP	
13.	Financial proposal (To be submitted on-line only)	

3. E-Procurement process

Inviting Bids through e-Procurement Portal

1. APMSIDC invites online bids (Two bid system) through e-Procurement portal from eligible bidders for engaging Service Provider for Integrated operation and maintenance of Emergency Response Services (108), Mobile Medical Units (104) and Emergency Response Services call center in the state of Andhra Pradesh.
2. A complete set of bidding documents can be downloaded from <https://tender.apecurement.gov.in> as per the date and time provided in the bid data sheet. However, a scanned copy of the Online receipt for INR 1,18,000/- shall be uploaded towards cost of Tender Document along with the bid, failing which the bid will be disqualified.
3. Eligible Bidders must submit their bids for the complete scope of work. Any bid submitted for incomplete scope shall be rejected.
4. Issuance of Bidding Documents will not be construed to mean that such bidders are automatically considered qualified
5. All bids must be accompanied by Bid Security as given in the table below, failing which the bid will be rejected
6. All bids must be submitted on or before last date and time as mentioned in the bid data sheet, through e-Procurement portal only (online).
7. Bids will be opened on the date and time as mentioned in the bid data sheet in the presence of the bidders or their representative, who choose to attend on the specified date and time at the Office of APMSIDC.
8. APMSIDC will not be responsible for any costs or expenses incurred by the bidders in connection with the preparation or delivery of bids.
9. APMSIDC reserves the right to reject any bid or bids without assigning any reason whatsoever.
10. In event of a date being declared as a closed holiday, the date for submissions of bids and opening of bids will be the following working day at the appointed time.

Procedure for offer submission:

1. The Bidders shall submit their response through e-Procurement portal at <https://tender.apecurement.gov.in> or <http://www.apecurement.gov.in/> by following the procedure given below.
2. The Bidders shall register on the following websites to submit the bids online:

- <https://tender.apeprocurement.gov.in> (for submission of pre-qualification, technical qualification and price bid formats)
3. Offline bids will not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement portal.
 4. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online formats displayed in e-Procurement website. The Bidders shall upload the scanned copies of all the relevant certificates, documents, etc., in support of their eligibility criteria/technical bids and other certificates/documents in the e- Procurement website. The Bidders shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document.
 5. Digital Certificate Authentication: The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement portal and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e- Procurement portal.
 6. Submission of Hard Copies: The scanned copies of DD/BG towards tender document fee and EMD shall be uploaded along with the bid through e-Procurement portal online. After submission of bid online, the Bidders are requested to submit the originals of DD/BG towards EMD and tender document fee to the Tender Inviting Authority as mentioned in the BDS.
 7. APMSIDC shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the Bidders are found to be false/fabricated/bogus, at any time such Bidders are liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution. The Bidders are requested to get a confirmed acknowledgement from the Tender Inviting Authority as a proof of submission of Hard Copies to avoid any discrepancy. The Bidders have to attach the required documents after uploading the same as required by Tender Inviting Authority in the tender conditions.
 8. Payment of Transaction Fee: All the participating bidders have to electronically pay a non-refundable transaction fee to M/s. APTS, the service provider through "Payment Gateway Service on E-Procurement portal", as per the Government Orders placed on the e-procurement website.
 9. Tender Document: The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-Procurement portal. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.
 10. Bid Submission Acknowledgement: The Bidders shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique

bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgement is not generated by the e-Procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The APMSIDC and M/s. APTS are not responsible for incomplete bid submission by users.

11. How to Apply

- a) Click at <http://www.apecurement.gov.in> or <https://tender.apecurement.gov.in> to download e-Procurement notification.
- b) Read the complete document carefully.
- c) Pre-qualification, Technical bids shall be submitted online, as well as hard copy in two separate envelopes and put both these envelopes inside a bigger envelope. On the bigger envelope mention the details of the Tender Inviting Authority as mentioned in the bid data sheet.
- d) Financial Bid shall be submitted online only
- e) The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

4. General References

- a. The Procurement process shall be done by Andhra Pradesh Medical Services & Infrastructure Development Corporation on behalf of “Dr NTR VST , Government of Andhra Pradesh”.
- b. Andhra Pradesh Medical Services & Infrastructure Development Corporation is hereafter referred to as “Tender Inviting Authority” in this document.
- c. Dr. NTR VST , Government of Andhra Pradesh shall issue the Letter of Award (LOA), sign and implement the contract with the successful bidder.
- d. Dr. NTR VST Government of Andhra Pradesh hereafter shall be referred to as “Purchaser/Client” in this document.
- e. The Applicant who is providing response to this bid is hereafter referred as “Bidder” in this document.
- f. The Bidder who is successful in post evaluation of proposals according to terms and conditions of this RFP is hereafter referred to as “Selected Bidder / Service Provider”.

5. Scope of Integrated Operation and maintenance

5.1. Service provider shall operate and maintain (O&M) the

5.1.1. 108 Ambulances,

5.1.2. Mobile Medical Units and

5.1.3. Emergency Response Center (Call Centre)

5.2. Service provider shall take over all the assets (Ambulances, MMUs, ERC, staff in the 108,104 and ERC and maintain during the agreement period

5.3. Gap analysis shall be conducted for assets and manpower with respect to requirements mentioned in the ANNEURE I and fill the gaps within 60 days from entering in to agreement

5.4. All the above three services are very essential and comes under the provisions of ESMA

5.5. Detailed Scope of Work of Ambulance Service (108 Services)

5.5.1. Every request received to ERC for transportation of medical emergency/emergency medical assistance shall be transported to Hospitals within Golden Hour. There shall be no medical emergency left out. Golden Hour is defined as time between call received in ERC to Ambulance reached to Hospital.

5.5.2. Every emergency shall be transported to hospital within one hour (Golden hour) duly providing onboard pre-hospital care as per protocols defined by the client

5.5.3. All 768 ambulances (731 Operational + 37 Back up) shall be operated on 24X7 basis with all medical equipment mentioned in ANNEXURE II all drugs and consumables mentioned in ANNEXURE III and all IT Equipment mentioned in ANNEXURE IV. All the back up ambulances shall also be available with all medicines and equipment on 24X7 basis.

5.5.4. All the ambulances (Operational-731 and reserve -37), medical equipment and IT equipment shall be maintained in good working condition. There shall be no down time for ambulances and equipment is allowed and Drugs and Consumables shall be replaced immediately after completion of each case. (Minimum Quantity of Drugs and Consumables shall be made available as per the ANNEXURE III)

5.5.5. Service provider shall replace the 190 ambulances in the existing fleet of 768 with new ambulances in due course.

Deployment of Manpower and their management

5.5.6. Ensure that every ambulance shall have at least one Pilot and one EMT, per shift (each of 12 hours) service provider shall **recruit 2.4 times of EMTs and 2.4 times of Pilots per ambulances. Total 1754 trained EMTs and 1754 trained pilots shall be deployed at any point of time. There shall be no vacancy of EMT and Pilot.**

5.5.7. Provide managerial staff at Regional (4 Regions) level, District level, and Sub-District level. There shall be at least one supervisory staff (OE) for every 10 on-road ambulances,

one District Manager per district, one Fleet Manager per district and one Regional-Manager per region-

5.5.8. Existing staff working in Emergency Response Services shall be taken-over by the Service Provider (those who pass the functional, life skills including values, ethics, attitude and service orientation) in consultation with the Client. Accordingly, Service Provider shall make the gap analysis to recruit, train, certify and deploy people. Service Provider shall ensure that a suitable annual performance assessment system is put in place for all staff for appropriate decisions with respect to salary increase, continuation or promotion. Service Provider shall have the right to not to recruit/ discontinue services of any staff on whom any criminal cases are registered, and those who disturb the function of 108 during the entire contract period.

5.5.9. Recruit and train qualified manpower required for delivery of emergency response services including care at site, providing onboard pre-hospital care as per protocols, transportation/ handing over of patients to appropriate and/or nearest hospital. In this regard, Service Provider shall consider weekly offs, holidays, leaves and time required for attending training programmes, etc. and accordingly plan for buffer staff recruitment.

5.5.10. Pay Structure of Staff: salaries to the staff in 108 ambulances shall be as follows

1. Salaries of EMTs and Pilots who are already working the ambulances shall be for 12 hours of shift duty. Existing salaries and slab system will be continued and Rs 2000/- will be added to the salaries. The revised slabs shall be as follows

<u>Designation</u>	<u>Less than 5 years' experience</u>	<u>5 to 10 years of experience</u>	<u>More than 10 years</u>
<u>Pilot</u>	<u>20,000</u>	<u>25,000</u>	<u>30,000</u>
<u>EMT</u>	<u>22,000</u>	<u>27,000</u>	<u>32,000</u>

2. Service provider shall provide the yearly increments to the staff @ 3% per annum on gross / CTC
3. Employer's contribution of EPF shall be paid by the service provider and proof of payment shall be submitted every month.

5.5.11. The staff so engaged/recruited/appointed by the Service Provider shall be exclusively on pay rolls of Service Provider and under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government.

5.5.12. Service Provider shall be solely responsible for performance and conduct of the staff.

5.5.13. Service Provider shall be fully responsible for adhering to provisions of various laws applicable including Labour laws. Service Provider shall also submit employee's salary slips, PF statement and other proofs required in compliance to various statutory provisions etc. to Government for monthly verification.

- 5.5.14. Service Provider is responsible to pay salaries to the staff by the end of the month and not later than 5th of the following month. Service provider shall have buffer funds of 3 months for payment of salaries irrespective of funds released by the Government_
- 5.5.15. Service Provider shall deploy one Project Manager full time at the Emergency Response Centre for stakeholder coordination (Ambulance Integrator/ Supplier, Emergency Response Centre and Client) and report to Client.
- 5.5.16. Service Provider shall record attendance of the staff through biometric device installed inside the ambulance.
- 5.5.17. Service Provider shall record the attendance (AEBAS /FRS with geo tagging) of all supervisory staff and report to the Client regularly.
- 5.5.18. Service Provider shall hire at least 50% of the personnel (skilled and non- skilled) from the locals of state of AP and every person engaged must be conversant with the local language (Telugu).
- 5.5.19. Service Provider shall mandatorily take comprehensive insurance coverage and maintain payrolls for all the staff.
- 5.5.20. Provide approved uniform (minimum 3 sets per annum, winter and rain jackets and appropriate shoes and gloves) to EMT and pilot.

Trainings

- 5.5.21. Every employee shall be trained and certified for the same.
- 5.5.22. Ensure certification of EMTs by Health Sector Skill Council (HSSC) and State Committee, prior to deployment in the ambulances.
- 5.5.23. Continuous improvement of all EMT staff through latest training programs to be conducted at district level, without any extra cost to the Government.
- 5.5.24. Service Provider shall develop-Training modules for BLS, ALS and neonatal ambulances and training schedules. Obtain the approvals of client before conducting the trainings. All the trainings conducted by the service provider will be monitored by the client

	For new recruits (one-time training)	For existing staff (refresher training)
EMT	60 days including Ambulance and hospital phase	6 days per every 6 months
Pilot	10 days	1 day per every 6 months

Processes/SOPs/Protocols

- 5.5.25. Client will provides the protocols/process/SOPs for operation and maintenance of 108 , 104 and ERC services in consultation with the service provider

- 5.5.26. each process and also medical protocols covering entire sequence right from receiving message from ERC till the patient/emergency victim is admitted in the hospital and follow up done after 48 hours (call to scene, scene to hospital, at hospital, handover, back to base and closing)
- 5.5.27. All the interactions, in various situations, between ERC and ambulance staff should also be covered in
- 5.5.28. The medical protocols cover medical pre-arrival instructions by EMT to the caller/victim and pre-hospital care provided at site and inside ambulance during the transport.
- 5.5.29. Training manuals for EMTs and pilots, for both new recruits and existing employees (refresher course).
- 5.5.30. Ambulance location, dispatch guidelines, backup deployment, ambulance repairs and upkeep.
- 5.5.31. Maintenance and replacement of medical equipment including calibration
- 5.5.32. Shall be clearly defined, adhered to and reported in case of any deviations for improvement.

~~5.6.~~ Ambulance Upkeep and Maintenance

- 5.6.1. Details of 768 Ambulances along with the base location, odometer reading, physical status as on [publication of tender is at ANNEXURE I. All the ambulances with the equipment will be handed over to the service provider. Service provider, upon receipt of fleet, Conduct Gap analysis for ambulances and equipment jointly with client and arrive at the requirement for repairs and replacement. Repairs and replacement shall be done by the service provider for which costs will be reimbursed by the client. Details of equipment to be maintained in the ambulance is at ANNEXURE II
- 5.6.2. Service provider shall replace 190 exiting ambulances (59-ALS and 131 BLS) with new ambulances duly procuring from the manufacturer and fabricator with the same specifications.
- 5.6.3. All ambulances shall be on-road at all times. All the segments shall be operated with ambulances on 24X7 basis with medical equipment, drugs and consumables, IT Equipment. Ambulances shall be operated in two shifts. Back up ambulances (37) shall always be ready for deployment_
- 5.6.4. Regular upkeep of the ambulances with fabrication & equipment including undertaking repairs at no extra cost to Client through **Ambulance and equipment manufacturer only.**
- 5.6.5. Over and above the standard warranty and standard insurance all costs towards the repair, maintenance, all risks including war, strike, riots and civil commotion and any other perils etc. shall be the responsibility of the Service provider. To cover these, the Service Provider

may take insurance and warranty support towards vehicle repair/replacement of the vehicle if required.

- 5.6.6. Standard warranty shall mean all manufacturing defects associated with vehicle, fabrication and equipment. Standard insurance shall cover all the costs associated with accident, fire and theft for vehicle, equipment and fabrication. Ambulance Supplier is responsible for providing standard warranty and standard insurance. Any other issues which are not covered under these standard warranty and insurance shall be taken care by the Service Provider as it is the responsibility of Service Provider to maintain the vehicle, fabrication and equipment throughout the tenure of the project **through authorized ambulance manufacturer and equipment manufacturer.**
- 5.6.7. Undertake yearly fitness testing and certification through Transport Department for which any fees/taxes required shall be paid by service provider.
- 5.6.8. Personal usage, wrong/ undesignated parking, willful damage of ambulance, fabrication and/or equipment shall be considered as misuse of ambulance. All costs associated with misuse of ambulance shall be the responsibility of Service Provider.
- 5.6.9. In case of ambulance breakdown, or being taken off road for whatsoever reason, Service Provider shall deploy backup ambulance on road, thereby ensuring no service disruption.
- 5.6.10. Follow all standards/procedures prescribed by ambulance/equipment OEMs in day-to-day usage, including scheduled maintenance.
- 5.6.11. Maintain fully equipped ambulances as per the ambulance manufacturers maintenance schedules throughout the contract period to prevent any structural or functional deterioration of assets.
- 5.6.12. Ambulance maintenance protocol sheet to be filled periodically. Maintenance sheet will include: Ambulance maintenance parameters like the condition/level of engine oil, brake oil and coolant level, clutch fluid, condition of air filter, tyre pressure, oxygen level, fuel level, proper working of siren, lights, charging of rechargeable equipment, availability of drugs, consumables, equipment check sheet and other hygiene factors.
- 5.6.13. Designs and branding of ambulances, if necessary, will be provided by the Client All the cost for branding and designing will be reimbursed by the client.
- 5.6.14. Any missing or damaged equipment in ~~existing~~ ambulances at the time of handing over will be provided by the Client ~~alone~~ and it shall be the responsibility of the Service Provider to install such equipment in ambulances and thereafter take care of their repair, ~~and~~ maintenance and replacement as mentioned for equipment in new ambulances in the RFP.
- 5.6.15. Calibration of all medical equipment inside Ambulance shall be done by the Service Provider.
- 5.6.16. On issuance of LoA the Service Provider shall immediately obtain necessary package

towards warranty, maintenance and insurance for all existing ambulances fabrication and equipment, at no extra cost to Government.

- 5.6.17. Service Provider shall enter into a agreement with Ambulance manufacturer for maintenance,- Repairs of ambulances.
- 5.6.18. Responsible for fumigation of the ambulances, as and when necessary/required, to prevent ambulance acquired infection.
- 5.6.19. All vehicles shall be parked at identified PHC or any other Government hospital/ Government facility. As given by client.
- 5.6.20. Finalize location of backup ambulances in consultation with the Client.
- 5.6.21. All backup ambulances shall be maintained in good condition at all times. Deploy backup ambulances as per the process finalized.
- 5.6.22. Provide emergency response services based only on instructions of the Emergency Response Centre and as per documented processes, SOPs and protocols
- 5.6.23. Procure drugs and consumables as mentioned in Form III and provide them to patients free of cost.
- 5.6.24. Service provider and its staff shall not collect any amount or any tips from patients or their attendees. If they collect amount or any tips, they are liable for criminal prosecution for offences punishable under the Indian penal code.
- 5.6.25. Interface with Emergency Response Centre and use all applications and services provided through the Emergency Response Centre
- 5.6.26. Every Medical Emergency Transport request from the ERC shall be attended by the ambulances. In no case, there shall be any emergency not attended and transported.
- 5.6.27. Abounded cases shall be barest minimum and every case shall be audited by client.
- 5.6.28. Monthly Average Reach Time (Time between Call received in ERC to ambulance reached to Scene) for each ambulance shall not be more than 18 Minutes in Urban Areas , 23 in Rural areas and 33 Tribal. Monthly Average transportation time (Time from Call to Hospital) for each ambulance shall not be more than one hour (Golden Hour) (Excluding IFT Cases) 95% of ambulances shall meet the reach time and Golden hour.
- 5.6.29. Through the available IT interfaces/Applications, Service Provider shall perform functions such as Routing, Employee Scheduling and biometric attendance, Payroll Software of Service Provider for employees (attendance, leave, PF,salary slip, etc. and other employee convenience services, Asset Management, Drugs & Consumables (Receipts, usage, requirement, status of fulfillment of indent), Pre-hospital Care Records, Reporting, Ambulance/ Fleet Management (fuel, Tyre, battery, etc. management), Ambulance maintenance sheet (Service schedules, breakdowns, fitness certification, etc.),

- 5.6.30. Shall update the following information through the IT application developed by the service provider : Total operational ambulances, Total Emergencies dispatched, Trips made per day, Numbers of life saved per month, Medicines issued, Ambulance Response Time- Rural, Urban and Tribal, Destination Hospital, Pregnancy Related Emergencies, Infant cases, Road Accident-Related Emergencies, Cardiac Arrest Related Emergencies, Response time from Call to dispatch, dispatch to scene, scene to hospital, Number of calls received- Actionable and non-actionable calls. Actionable calls include emergency and follow up calls and non- actionable calls include missed calls, blank calls, etc.
- 5.6.31. Shall install Dome Camera, MDT, two mobile phones, AVL, data card for ~~it~~ connectivity and two-way communication box for effective use. Connectivity to these devices such as SIM cards etc. including adequate data plans. Gap analysis shall be conducted for this purpose and gap to be filled by the service provider subject to satisfaction of client, reimbursement of cost will be borne by the Government-
- 5.6.32. Service Provider usually respects the patient's or attender's choice of destination hospital. In case the choice is not a Government hospital, EMT will take the approval of Supervisor. However, the number of such cases shall not be more than 15% of the total cases attended. The Service Provider will do daily reporting in IT platform and maintain monthly report of the cases transported to private facilities along with the total number of trips. Details of all such cases shall be analyzed by District Coordinator.
- 5.6.33. Service Provider, under no circumstances, collect any money from patients or their attenders.
- 5.6.34. Ensure best quality of service protocols and shall submit a half yearly report of clinical audit (done by a **clinical audit team or as nominated by the authority**). **client shall nominate the clinical audit team within three months from the days from the date of entering into MOU.**
- 5.6.35. Establish administrative office/ registered office at Mangalgiri/ Vijayawada, and all communications shall be made from this office.
- 5.6.36. **Any other service recommended for adding up in scope after MOU will be at Extra cost to service provider.**

6. Scope of Work of Mobile Medical Units:

- 6.1 All the existing MMUs along with the equipment and staff shall be taken over to the service provider.
- 6.2 Service Provider shall conduct clinics at the designated villages with PHC Medical Officer, Lab Technician, Data Entry Operator and PHC /VHC Staff as per the schedule given by the client.
- 6.3 Lab diagnostic tests shall be conducted as per the list given in the Annexure and provide the medicines at the clinic
- 6.4 DEO employed by the service provider shall generate and update the Electronic health record (Including ABHA ID) for all the citizens in the MMU catchment areas
- 6.5 Develop diseases profile of patients related to Communicable Diseases (CDs), Non-Communicable Diseases, Reproductive Child Health (RCH) and minor ailments, at Village, Mandal, District and State wise (Rural and Tribal areas). Develop the data base of health needs for every family in MMU casement areas under supervision of DM&HO and DC shall analyse the disease trends

Responsibilities of service provider

6.6 Manpower deployment

- 6.6.1 Every MMU shall have at least **one Lab Technician** for diagnostic services, a data entry operator for maintaining and updating EHRs and a driver for vehicle movement, present at the clinic. Consider weekly offs, holidays, leaves and time required for attending training programs and accordingly plan buffer staff of not less than 10% of total requirement shall be on the rolls.
- 6.6.2 Service Provider would avail the services of the Medical Officer, local ANM/MLHP during each MMU visit.
- 6.6.3 Existing staff Drivers, DEOs working in MMUs (104 FDHS) shall be taken-over by the service provider (those who pass the functional, life skills including values, ethics, attitude and service orientation) in consultation with the Client.
- 6.6.4 Service provider shall make gap analysis and recruit, deploy and maintain a team of competent personnel for running the MMUs.
- 6.6.5 Service Provider shall have the right to not to recruit/ discontinue services any staff on whom any criminal cases are registered. And those who disturbs the function of MMUs those who does not pass the functional, life skills including values, ethics, attitude and service orientation) in consultation with the Client.
- ~~6.6.6~~ Provide managerial staff at Regional/Zonal level, District level, and Sub-District level.

There shall be at least one supervisory staff (OE) for every 12 MMUs, one District Manager per district, one fleet manager per district and one Regional/Zonal Manager per region/zone.

6.6.7 Service Provider shall deploy one Project Manager full time at the Emergency Response Centre for stakeholder coordination (MMU Integrator/Supplier, Emergency Response **Centre and Client) and report to Client.**

6.6.8 The salaries to the MMU staff shall be as follows

<u>Designation</u>	<u><5 years</u>	<u>5 to 10 years</u>	<u>More than 10 years</u>
<u>Driver</u>	<u>16,000</u>	<u>21,000</u>	<u>26,000</u>

<u>Designation</u>	<u>Salary</u>
<u>Lab Technician</u>	<u>21,000</u>
<u>DEO</u>	<u>15,000</u>

6.6.9 Service provider shall provide the yearly increments to the staff @ 3% per annum on gross / CTC

6.6.10 Service Provider shall mandatorily take comprehensive insurance coverage and maintain payrolls for all the staff.

6.6.11 The Service Provider shall be responsible for all statutory compliances such as EPF and no additional payment shall be made by Government towards this. Service Provider shall also submit employee's salary slips, PF statement and other proofs required in compliance to various statutory provisions etc. to Government for monthly verification. Whenever government enhances the salaries of the outsourcing staff, The increase in salaries will be reimbursed Along with EPF contribution of Employer and Taxes to service provider.

6.6.12 Service Provider is responsible to pay salaries to the staff by the end of the month and not later than 5th of the following month. **Service provider shall have buffer funds of 3 months for payment of salaries irrespective whether bills are paid by the Government**

6.6.13 Staff so engaged/recruited/appointed by the Service Provider shall be exclusively on pay rolls of the Service Provider and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government.

6.6.14 Service Provider shall record attendance of the staff through biometric device installed

inside the MMU. The Medical Officer, MLHP, ANMs and ASHAs biometrics shall also be registered and recorded to capture their participation and involvement in the MMU services.

6.6.15 Service Provider shall record the attendance of all the supervisory staff and report to the Client regularly.

6.6.16 Service Provider shall hire at least 50% of the personnel (skilled and non- skilled) from the locals of state of AP and every person engaged must be conversant with the local language (Telugu).

6.6.17 Service Provider shall be solely responsible for performance and conduct of the staff.

6.7 Processes/SOPs/Protocols

6.7.1 Client will provide the SOPs in consultation with the Service Provider.

6.7.2 The process covers the entire sequence right from patient visiting MMU, till the patient is diagnosed and prescribed medicines. It also extends to following up patients at their houses in the village even though they are prescribed medicines by the PHC.

6.7.3 All the interactions in various situations between MO, ANM, data entry operator, Lab Technician at MMU and also visit to the village should also be covered.

6.7.4 Training manuals for MMU staff, for both new and refresher shall be prepared and obtain approvals within 30days from entering MOU.

6.7.5 The processes should also cover MMU location, scheduling of visits, backup deployment, MMU repairs and upkeep.

6.7.6 The processes should be defined clearly, adhered to and reported deviations for improvement.

6.7.7 Every patient / beneficiary shall be provided with the Beneficiary Card where in service provided at clinic shall be recorded in writing by the Medical Officer. Service provider shall provide the beneficiary card, as per the approval of client.

6.7.8 The Beneficiary Health Card will be used to record the prescription by the Medical Officer. The data in the BHC shall be uploaded in the electronic health record by the DEO

6.8 MMU UPKEEP AND MAINTAINANCE

6.8.1 List of MMUs with status as on tender publishing date is at ANNEXURE IX List of all the MMUs with the equipment shall be taken over the service provider, Gap analysis shall be conducted by the service provider and client jointly and gaps shall be filled immediately and Cost will be reimbursed by the Government

6.8.2 MMUs along with the Equipment shall be maintained by the service provider. For

attending repairs, regular maintenance and preventive maintenance shall enter an agreement with MMU Supplier. All the vehicles shall be paid with all required statutory taxes, fees, insurances etc

- 6.8.3 All costs towards the repair, maintenance, all risks including war, strike, riots and civil commotion and other perils etc. shall be the responsibility of the Service provider. To cover these, the Service Provider may take additional insurance and warranty support towards vehicle repair/replacement of the vehicle if required
- 6.8.4 List of equipment to be available in the MMUs is at ANNEXURE V All the equipment gap analysis shall be conducted with authority and previous service provider. All the equipment needs to be replaced, shall be identified and placed within 60 days to be procured by service provider which will be reimbursed by government. From entering into MOU. Thereafter all the equipment maintenance shall be the responsibility of the service provider. If any equipment is damaged or nonfunctioning, replace within 2 days and shall ensure this service provider shall keep buffer equipment.
- 6.8.5 Standard warranty shall mean all manufacturing defects associated with vehicle, fabrication and equipment. Standard insurance shall cover all the costs associated with accident, fire and theft for vehicle, fabrication and equipment. MMU Supplier is responsible for providing standard warranty and standard insurance. Any other issues which are not covered under these standard warranty and insurance shall be taken care of by the Service Provider as it is the responsibility of Service Provider to maintain the vehicle, fabrication and equipment throughout the tenure of the project.
- 6.8.6 MMUs along with fabrication shall be maintained by the service provider. For attending repairs, preventive maintenance, shall enter into agreement with MMU vehicles supplier. All the vehicles shall be paid with all statutory taxes, fees insurance etc..
- 6.8.7 Insurance for fabrication and equipment needs to be taken by the Service Provider.
- 6.8.8 Undertake fitness testing **as per RTA norms** and certification through Transport Department, **and required taxes, fees shall be paid by the service provider. Copies of fitness certificates shall be submitted to client by 1st April of every year**
- 6.8.9 Personal usage, wrong/ undesignated parking, willful damage of vehicle, fabrication and equipment shall be considered as misuse of vehicle. All costs associated with misuse of vehicle shall be the responsibility of Service Provider. **in case of default of this, suitable penalties will be imposed by the client.**
- 6.8.10 In case of MMU vehicle breakdown, or being taken off road for whatsoever reason, Service Provider shall immediately inform the client and shall be replaced by the back up ambulances.
- 6.8.11 Follow all standards/procedures prescribed by MMU/equipment OEMs in day-to-day usage, including scheduled maintenance.

- 6.8.12 Maintain fully equipped MMUs as per the MMU manufacturers maintenance schedules throughout the contract period to prevent any structural or functional deterioration of assets.
- 6.8.13 MMU maintenance protocol sheet to be filled periodically. Maintenance sheet will include: MMU maintenance parameters like the condition/level of engine oil, brake oil and coolant level, clutch fluid, condition of air filter, tyre pressure, oxygen level, fuel level, proper working of siren, lights, charging of rechargeable equipment, availability of drugs, consumables, equipment check sheet and other hygiene factors.
- 6.8.14 Necessary fuel for carrying operations on regular basis shall be taken care of by the Service Provider.
- 6.8.15 Under no circumstances, MMUs will be used to advertise the name, logo, other businesses and services of Service Provider.
- 6.8.16 All MMUs shall be on road **be road worthy** at any given point of time.
- 6.8.17 Ensure best quality of service protocols and shall submit a half yearly report of clinical audit (done by a **clinical audit team or as nominated by the authority**). **client shall nominate the clinical audit team within three months from the days from the date of entering into MOU.**
- 6.8.18 Responsible for fumigation of the MMU as when necessary/required, to prevent MMU acquired infection.
- 6.8.19 Provide comprehensive maintenance support such as repairing, regular servicing etc
- 6.8.20 Service provider shall develop and maintain e-log book which captures ODO meter reading, Preventive maintenance, repairs and other aspects of vehicle.**
- 6.8.21 Provide ***“towing support”*** in case of breakdown of vehicle at no extra cost to Government. Monthly status report on breakdowns, action taken and other details.

6.9 Service Delivery

- 6.9.1 All vehicles shall be parked at identified PHC or any other Government hospital/ Government facility. Any changes in the parking station shall be intimated by the Service Provider to client. However, it is the responsibility of Service Provider to take care of vehicles and equipment.
- 6.9.2 Service Provider would work in collaboration with the PHCs for efficient delivery of healthcare services. The roster planning of PHC doctor for each PHC shall be undertaken in consultation with the Client.
- 6.9.3 PHC MO shall provide diagnostic consultations to patients related to Communicable Diseases (CDs), Reproductive Child Health (RCH) and minor ailments. The complete

package of services to be available at all MMUs is provided in Form IV. For NCDs, first diagnostic treatment should be undertaken at PHC. For continuation of medication and checkup, MMU may provide for the same.

6.9.4 MMU shall conduct Lab diagnostic tests as mentioned at ANNEXURE VIII Every patient shall be provided printed format/message of Lab diagnostic report.

6.9.5 Service Provider shall provide prescribed drugs and consumables to patients free of cost. MO shall oversee the distribution of drugs by ANM.

6.9.6 Service Provider shall enter MMU-wise drugs and consumables status in the e-aushadhi/ any other application provided by the Client, on a daily basis. Collect required drugs and consumables from Central Drug Store as and when required. Drugs and consumables to be maintained in the MMU are mentioned in Form.....

6.9.7 Conduct clinics at the designated villages including hilly terrains as per pre-scheduled days with full strength of the staff and equipment and as per the Service Plan / Route plan / Calendar for MMU as approved by the Client. The fixed schedule shall be provided by the Client after signing the contract.

6.9.8 During visits, MMU services would be available for all patients from 09:30- 12:30. Post 13:30, all MMU staff would visit and provide necessary care to elderly, new- born child, pregnant women, post-natal care, disabled, chronic patients, palliative care patients and infant patients at their residence. PHC MO shall review the work of ASHAs and local ANMs and conduct health awareness programs along with Anganwadi workers. Necessary orders shall be issued to Anganwadi Workers (AWW) to participate and assist in MMU staff activities at village level during the health awareness programs. Every house in the village shall be covered in the afternoon session, by the MMU Staff along with MO, MLHP and ANM

6.9.9 MMU shall be in operation in field from Monday to Saturday (including second Saturday) every week excluding Sunday and other public holidays as per GoAP calendar and shall cover at least one village per day with not less than 24 Camps per month

6.9.10 Diagnostic reports shall be provided to the patient/beneficiary on a neatly designed report card. Medicines shall be given in a pouch. Design and logo for the reports and pouch will be provided by the Client.

6.9.11 Conduct health awareness programmes through audio visuals and other IEC material approved by the Client. advertisements and propaganda programs on hoardings, digital for awareness and any other service recommended beyond MOU will be at extra costs prescribed as per I&PR rates..

6.9.12 All ante-natal women in the village should be examined by the doctor available in the MMU every month, and any high-risk pregnancy cases detected should be referred to

suitable government health centre.

6.9.13 All common/ public drinking water sources in the village shall be tested for chlorination and reports shall be made available online to be accessed by Client. MPHS/MPHEO to provide list of water bodies to MMU staff. The MMU staff to collect samples from water bodies and provide the test report. Lab technician shall conduct the chlorination tests as per the protocol

6.9.14 Display a boards of 4^{ft} X 4^{ft} Iron sheet with good painting as per the desire given by the client shall be displayed in all villages (minimum of 2) about the date and time of visit and also provide dedicated helpline number of Client for submission of grievance and feedback on quality of services provided. The Service Provider should give wide publicity through public address system about date and time of the MMU in the village. MMU schedule shall be displayed in PHC in iron board or as wall paint @ (6^{ft} X 6^{ft}) cost for these display boards shall be borne by the service provider.

6.9.15 Service provider shall send electronic messages to citizens one day prior to the MMU visit.

6.9.16 Service provider shall conduct pretest calibration in every MMU every day and quarterly calibration audit shall be done by the external team or third party constituted by the authority. Expenditure for this purpose shall be borne by the service provider.

6.9.17 Service provider shall not collect any amount or any tips from patients or their attendees. If they collect amount or any tips, they are liable for criminal prosecution for offences punishable under the Indian penal code.

6.9.18 Every MMU shall be fitted with GPS/AVLT. Service Provide shall develop IT application for generation and updation of electronic health record for all citizens in the catchment area. Every MMU shall be provided with IT device Laptop/(Tab) as decided by the authority for generate and regular updation of electronic health records. In period of 6 to 12 months from the entering into agreement every citizen in the MMU catchment areas shall have ABHA id and electronic medical/health record. Service provider shall generate and display the disease profile of Village/Mandal/District and State ass CM Core Dash Board.

6.9.19 Job charts of the staff (Government and Service Provider)

6.9.19.1 Medical Officer (MO)

- a. MO will be the overall in-charge for effective functioning of MMU. The other staff of MMU will work under his/her supervision on a day-to-day basis.
- b. In case of referral to the nearest facility, the MO shall maintain suitable records (detail address and the cause of emergency in the register and log book of the vehicle) and issue a clear descriptive referral slip.

- c. MO of MMU and MO in-charge of the PHC shall take immediate appropriate actions during outbreaks of diseases and epidemic and inform concerned DM&HO as well as to render assistance as required and feasible.
- d. MO shall work in collaboration with Deputy DM&HO of concerned area and the MO in-charge of concerned PHC under whose area services are being rendered.
- e. MO shall work in coordination and cooperation with the health staff of the department, local authorities, Village Health Sanitation and Nutrition Committee (VHSNC) etc.
- f. Generate awareness regarding availability of MMU, services provided, frequency of visit and schedule of MMU.
- g. MO shall visit the villages after the clinic at 13:30 pm and meet patients as described above in scope of work and conduct awareness programmes.
- h. Supervise the conduct of chlorination of drinking water sources and update the data online.
- i. Shall supervise the creation and updating of electronic health records for every citizen in the catchment area. Every citizen shall be creating the ABHA ID
- j. Ensure that Local MLHP, ANM and ASHA from the village shall attend the clinic
- k. To assist MO of the MMU in providing health care services as listed.
- l. To carry out all other relevant functions as tasked by MO of the MMU
- m. Generate awareness regarding availability of MMU, services provided, frequency of visit and schedule of MMUs.

Lab Technician

- n. **To conduct the lab diagnostics**
- o. **To maintain the lab test records**
- p. **Maintain the lab equipment**
- q. **Conduct pretest calibration to all the medical equipment every day**

Data Entry Operator

- i) Update all the data of service provided to the patients and beneficiaries at the clinic and house to house visit
- ii) Generate ABHA ID for every citizen in the MMU Catchment Area
- iii) Every activity in the MMU operations and patient information and service provided shall be uploaded online.
- iv) Generate and update the electronic health records of every citizen of the catchment areas

7 Scope of services of Emergency Response Center

7.1 Operation and maintenance of an ERC (Emergency Response Center) and provide Integrated Technology, Software, Applications, Networking, Connectivity and Manpower necessary to carryout Emergency response Services (108) and 104 Services through ERC. With the establishment operation and maintenance of an integrated ERC, response times are expected to reduce substantially across the services right from taking the call, screening the call, dispatching, providing care on the scene and enroute and follow up.

7.2 The fully furnished premises with a 100-seater capacity is established and functioning from APIIC, Mangalagiri, Guntur district to with Communication Officers, Dispatch ,Emergency Response Center Physicians (ERCP), follow-up, feedback collection, Supervisors, Quality Control, 104 information, advice/ Counselling, grievance collection staff etc. In addition, Secondary ERC (SERC) with 15- seater capacity is required to be setup at Tirupati where the physical infrastructure will be provided by the client. The proposed SERC Shall have capacity to handle 20% volume of the calls that are received at the primary ERC.

7.3 The following number of officers shall be deployed in the ERC, SERC for emergency response services and 104 services per peak shift.

Estimated Resource requirement for 108 services						
		EROs	ERCPs	Supervisor	Feedback	QC
Total		113	11	11	9	9

7.4 The below mentioned call volumes are indicative per peak load per day. The bidders shall account for future expansion of services and seats while sizing actual requirements of hardware, connectivity and applications of ERC and SERC.

SI. No	Service	Inbound	Outbound	Outbound for Feedback
1	108 service	30,000	3,000	3,000
2	104 service	6,000	1,000	1,000
3	General Health Services		3000	

7.5 Emergency response services shall operate in three shifts each day on all seven days in a week. The following shifts along with the approximate load breakup for calls / dispatches are proposed as

7.5.1 8 am – 2 pm (35% of estimated calls in a day),

7.5.2 2 pm – 8 pm (30% of estimated calls in a day),

7.5.3 8 pm – 8 am (35% of estimated calls in a day)

7.6 Resource requirement at SERC for 108 services per Peak shift The resources indicated for

SERC will be deployed for all the three shifts.

The deployment of manpower for each of the shifts shall be suitably factored by the bidder including buffer for weekly offs, holidays, leaves, training etc.

S. No	Service Type	Distribution of Seats at SERC
1	EROs for call taking and dispatch	11
2.	Emergency Response Center Physicians (ERCP)	1
3.	Supervisors	1
4.	Feedback / Follow up (Outbound)	1
5.	Quality Auditors for Call taking, dispatching etc.	1
	Total Seating	15

7.7 The 104 services will operate in two shifts each day on all seven days in a week. The following shifts along with the approximate load breakup for calls are proposed as below:

7.7.1 8 am – 3 pm (40% to 45% of estimated calls in a day)

7.7.2 3 pm – 10 pm (55% to 60% of estimated calls in a day)

Estimated Resource requirement for 104 services in each shift								
Shifts	Estimated Percentage of calls per shift	IOs	Medical Advisor	Medical counselling	Grievances	Supervisors	Feedback	QC
8am -3pm	40%	8	3	2	2	2	2	2
3pm-10pm	60%	12	4	2	2	2	2	2
Total		20	7	4	4	4	4	4

7.8 The calls received during non-operational timings shall be recorded and answered next day during operational hours.

7.9 The deployment of manpower for each of the shifts shall be suitably factored by the bidder including buffer for weekly offs, holidays, leaves, training etc. Overall responsibilities of the selected Bidder / Agency

7.10 The selected bidder shall provide a complete solution duly considering the call volumes, staffing, technology components such as hardware, software, networking and connectivity requirements of both ERC and SERC including DC and DR

7.11 The bidder shall take over the existing ERC along with Manpower, Hardware assets and software Assets as it as and operate the ERC. Gap analysis shall be conducted by the service

provider, and client for manpower, hardware and soft assets and shall be provided by the service provider. Further, the selected agency shall maintain, upgrade/replace existing solution (if required) and manage the entire solution including operations and maintenance of the ERC and SERC for a period of contract agreement Capital cost will be reimbursed by the Government.

7.12 The following are responsibilities of selected bidder in operations and managing ERC and SERC.

S. No	Area	Responsibilities the bidder
1.	Project Plan	Project Plan with key milestones timelines
2.	Functional and Technical Documentation	Deliver all required documentation like FRS, SRS, Design documents, test cases etc. for the stack of applications to be deployed at ERC and SERC
3.	Call center License for ERC and SERC	Obtain the license for ERC and SERC (for Call Centre operations) for the Emergency response services in Andhra Pradesh, as per the norms
4.	PRI Lines/SIP TRUNK for ERC and SERC	Providing adequate PRI lines/SIP TRUNKS at the ERC and SERC sites. The PRI lines/SIP TRUNKS shall be provided from two different service providers to maintain redundancy required at ERC and SERC. The PRI lines/SIP TRUNKS shall be separate for 108 and 104 services
5.	Development and Maintenance of Applications	Ensure development, testing, deployment and maintenance of the stack of applications required at the ERC and SERC as per approved project plan.
6.	Hardware at ERC and SERC	<p>Supply, installation, configuration, testing, commissioning and maintenance of the infrastructure (hardware and software) such as IP phones, Desktops, Laptops, Videowall, Projectors, Printers, Storage etc. at ERC and SERC.</p> <p>The selected bidder is also responsible for end to end monitoring and maintenance of the hardware and other infrastructure provided by client.</p> <p>Note:</p> <ol style="list-style-type: none"> Both Telephony and Contact center should be from the same OEM All the Hardware, Software provided should be accompanied by Manufacturers Authorization
7.	Hardware and connectivity at the Ambulances and MMU vehicles	Supply, installation, configuration, testing, commissioning and maintenance of the infrastructure (hardware and software) such as Mobile Data Terminals (MDT), Internet Connectivity, Cameras, Videowall, Projectors, Printers, Storage etc. at Ambulances and MMUs.

S. No	Area	Responsibilities the bidder
8.	Deployment of manpower at ERC and SERC	Ensure deployment of required manpower Emergency Response Officers (ERO), Emergency Response Center Physicians (ERCP), Feedback, Information Officers, Medical counsellors, Medical advisors, Quality control etc.) for ERC and SERC as per the approved plan
9.	Connectivity between DC, DR, ERC and SERC	The selected bidder shall provide specified connectivity and maintain ERC, SERC, DC and DR in a crisscross manner.
10.	Backup and replication of applications and database	Ensure configuration, management and maintenance related to backup and replication of the applications at DC and DR.
11.	Network and Security Infrastructure	Supply, installation, configuration, testing and commissioning of network infrastructure like firewall (SDWAN), core switch, managed access switches etc. and Security infrastructure at ERC and SERC and the firewall (SDWAN) at DC and DR.
12.	Coordination with APSDC	Work with APSDC personnel in close coordination for setting up and maintenance of DC, DR for ERC and SERC site
13.	Power Backup	Setting up of appropriate power backup such as, UPS and DG set (including the supply of diesel) and any other components at ERC and SERC.
14.	IVR Application	Setting up of <u>IVR application</u> with Server (for 104 services and others as planned by the client), Following Minimum IVR features are expected a) IVRS should be scalable and provide ease of integration with the components of ERC solution. b) IVRS should also have the facility to call beneficiaries for capturing their feedback. c) IVRS shall have a GUI based tool to develop call trees / applications, configure customer types, configure messages based on the requirement d) Caller may skip menu by pressing the necessary response. At any time during the call the caller may be transferred to the Call Center Agent by pressing a pre-defined number.
15.	Business intelligence and Analytics	Implement Analytics and Business Intelligence Tools for reporting and dashboards to the client.
16.	Training	Provide Training to all officials such as Emergency Response Officers (ERO), supervisors, ERCs and other staff identified by the client.

17.	SLA Adherence	Provide end to end ERC and SERC services duly adhering to the SLAs
18.	STQC certification and Vulnerability Assessment and Penetration Testing (VAPT) certification	The bidder shall provide STQC certification for the proposed solution. In case the solution is not STQC certified, then the bidder shall provide the certification within 2 months from the date of Go-Live. The cost associated with STQC certification shall be borne by the bidder. In addition, bidder should get the cyber security audit certification (VAPT) of the solution on a yearly basis.
19.	Housekeeping and maintenance of ERC and SERC	Complete Housekeeping and Maintenance of ERC and SERC throughout the contract period

7.13 The Client will extend the following support with respect to the activities above

7.13.1 Ensure support from APSDC in all aspects related to managing the applications that are hosted on APSDC.

7.13.2 Ensure support from the Ambulance integrators, MMU integrators and Service Providers for installation, configuration and testing of the components to be installed in the Ambulances and MMUs.

Process overview

7.14 The following process is to be followed in case of the Emergency response services

7.14.1 In case of distress, the citizen calls “108” for medical emergency.

7.14.2 Emergency Response Officers (ERO) at ERC receives calls, collects basic details and performs preliminary assessment of the callers for actionability. The ERO workstations will have a feature to display digital map to locate current position of the caller and also have application to capture the caller details, distress information and feature to locate the nearest available ambulance vehicle using GPS tracking device installed in the ambulance, shortest route and nearest hospital to the incident site and take further action in coordination with ambulance staff. The ERO shall forward all the information collected to the assigned ambulance’s Mobile Data Terminals (MDT). Selection of right personnel as EROs is crucial as they would be handling real time calls/connects about emergencies of various kinds. The vision is to create a motivating environment for staff that helps them to be self-driven and meet the desired objectives of the project.

7.14.3 All Ambulances shall be fitted with AVL / GPS (AIS 140 standard) tracking device and MDT to receive necessary instructions from ERC. There shall be one MDT (IP65 complaint military grade) in the ambulance. The ambulances will update ERC with their real time location information on a constant basis, which in turn will be displayed at the workstations of the ERO.

- 7.14.4 While ambulance is on the way to nearest hospital, EMT updates status of the patient. The Emergency Response Center Physician (ERCP) at ERC should have real-time visibility into patient vitals and initial assessment data based on information provided by EMT through MDT in ambulance. The ERCP will coordinate with EMT and Hospital and can provide instructions as required.
- 7.14.5 EMT will update the details on each incident on the MDT installed at the ambulance and close the incident once the ambulance reaches the hospital and hands over the patient.
- 7.14.6 EMT may connect with ERC in case of any further assistance required on an incident. The Supervisors at ERC will check the closure report from the EMT and close the case.
- 7.14.7 Status of all calls are to be updated in real time on the Supervisor's screen in the ERC including assignment of resources. Using these inputs, the Supervisor will be able to effectively monitor operations of the ERC.
- 7.14.8 ERC is expected to actively engage in receiving feedback from the patients / beneficiaries for the service provided on the emergency incident. The feedback shall be solicited from the patients / beneficiaries post 48 hours of the incident. Feedback should capture overall experience including reasons for the positive / negative feedback. The questions shall cover about EMT attending the incident, cleanliness of ambulance, equipment in ambulance etc.
- 7.14.9 The time taken from ERO taking the call to dispatching the ambulance should be completed within 3 minutes from the time of receiving the call at ERC.

7.15 Functional Requirements of ERC and SERC

- 7.15.1 The solution should meet all the current requirements of a modern Emergency Response Management system and should have an architecture that would be capable for integration with other existing and futuristic systems. At the same time, the system should be scalable enough to incorporate future expansions.
- 7.15.2 The following section provides the indicative functional requirements of the applications / software that are required at the ERC and SERC.
- 7.15.3 However, the bidders are expected to provide additional functionality indicating latest advancements and learnings from other statewide implementations in the area of Emergency response services.

7.16 Emergency Response Officer

- 7.16.1 Call delivery primarily covers operational features of queuing, automatic call distribution system, call treatment rule, call type information etc. It shall have ability to convert call location from civic address to geographic coordinates (either manually or automatically) and a menu for location search with direction markers and advance search buttons.
- 7.16.2 Inbound Calls: EROs shall be responsible for receiving all incoming calls. They shall coordinate with the distressed caller to receive information about the emergency and respond according to defined SOPs.

7.16.3 ERO should capture the call register, caller details, distress information, approximate time of occurrence of the incident and other services. ERO shall classify the calls under the categories of actionable, non-actionable and other emergencies categories etc.

7.16.4 Call answering: System shall record the time when a ERO has been given a call, record and identify the who was selected for the call through system generated unique ID. Overall call response system shall be enabled to provide human touch to the distressed person and no automated response system shall be provided for answering the call.

7.16.5 Outbound Calls: Outbound EROs shall call the distressed person / care taker to receive information about emergency incident and create a report. The outbound EROs shall also be responsible for handling any unanswered calls and collecting and collating the Citizen experience post 48 hours after the resolution of emergencies.

7.16.6 Location Map Display: EROs desk shall have the facility to display the Caller Location on GIS map and Location based services. Maps shall be able to turn on and off specific layers of information, and be able to select specific layers on a GIS map display (e.g. district boundaries, ambulance locations, hospitals etc.)

7.16.7 The following are the solution features required to support the ERO

#	Specification	Description
Solution features to support the ERO		
1.	Caller Information Location and automatic display of information	<ul style="list-style-type: none"> a. Provision to display real time location of the mobile caller using the location-based services b. Automatically display the nearest hospital, police station, blood bank etc.
2.	Call Classification, Prioritization	<ul style="list-style-type: none"> a. Classify the call into distress call, enquiry call, blank call, prank call etc. and assign priority to the calls received
3.	Call referencing	<ul style="list-style-type: none"> a. Cross reference the incident based on the caller location, number, time, incident etc.
4.	Multiple Calls & Incidents	<ul style="list-style-type: none"> a. Handle multiple calls and multiple incidents
5.	Call Recordings	<ul style="list-style-type: none"> a. Record and tag incident with below features': <ul style="list-style-type: none"> i. Date and time stamp of all calls ii. Caller Location, Incident type and other relevant data etc. iii. Playback entire incident end to end such that it is useful for trainings and other demonstrations.
6.	Caller History, Create Emergencies and Alarms	<ul style="list-style-type: none"> a. View caller's history b. Track repeat call c. Classify incident as an emergency and create alarms to all EROs/ Supervisors based on emergencies.

7.	Standard Operating Procedures (SOPs) and predefined scripts	<ul style="list-style-type: none"> a. Feature to create SOP for EROs / Supervisor. b. Configure pre-defined scripts for EROs to capture details comprehensively
8.	Status Display & Search	<ul style="list-style-type: none"> a. Feature to display the status of all incidents such as dispatched, closed etc.
9.	Location Search Option	<ul style="list-style-type: none"> a. Feature to search various locations of an incident such as nearest Hospital, Police station, Blood bank etc.
10	Dispatch of ambulance and communication with MDT	<ul style="list-style-type: none"> a. Automatically display nearest ambulances for dispatch to incident location. It should also indicate nearest Hospital and Police station. b. Represent allocated, un-allocated ambulances as per status available, enroute etc. c. Allow ERO to indicate and communicate with MDT on shortest path and directions to reach incident location
11	Updates on an incident and guidance	<ul style="list-style-type: none"> a. Update on particular incident, including report from Ambulance b. Display real-time status of ambulance from dispatch to arrival at incident location and automatically update incident
12	SLA monitoring	<ul style="list-style-type: none"> a. Feature to setup SLA for each action and record each incident against pre-defined SLA
13	Call back feature	<ul style="list-style-type: none"> a. Should be user-friendly with a Call back button on screen for EROs to reach back to caller as per details recorded
14	Conference calling	<ul style="list-style-type: none"> a. Create a conference between select stakeholders such as ERCP, Supervisor, EMT, ERO, Arogyamitra, doctors of PHC / CHC etc.

7.17 Computer Aided Dispatch (CAD)

7.17.1 CAD solution should be integrated with Telephony, GIS, AVLS and other components of the solution used by ERO to perform transmission of information, ambulances and create case, dispatch coordination, take feedback and enable supervision.

#	Specification	Description
<i>Solution features of CAD</i>		
1.	Design & Architecture, Customization	<ul style="list-style-type: none"> a. Support complete ERC operations including call taking & dispatching, communications aspect etc. b. Solution should be based on SOA and should be scalable to accommodate future requirements

2.	Security and Interoperability	<ul style="list-style-type: none"> a. Should be secure and support all features relevant to ERC operations b. Flexible to assign multiple roles to users without having a need for additional licenses.
3.	Multi-channel support	<ul style="list-style-type: none"> a. Allow users to reach ERC through multiple channels including email, social media, instant messaging, through picture images from smart phones etc. However, not more than 5 of the EROs or IOs shall use Multi-channel support.
4.	GIS Map	<ul style="list-style-type: none"> a. Should be integrated with advanced GIS functionality such as Google maps to ensure end to end ERC operations.
5.	Automatic Vehicle Location System (AVLS) integration	<ul style="list-style-type: none"> a. Should be integrated with AVLS software to facilitate data communication link with vehicle mounted location tracking devices (GPS) with navigation facility for ambulances. b. Facility to poll information from each vehicle to transmit its current positional information. c. Provide facility to dynamically place ambulances on basis of hot-spots, historical data of incidents, time of incident etc.
6.	Location based services (LBS)	<ul style="list-style-type: none"> a. Solution should able to track the location of the caller automatically. A dedicated LBS is required
7.	Message services integration	<ul style="list-style-type: none"> a. Should have message software that shall provide ability to send/receive messages in a centralized and distributed mode. b. Should be able to receive query/messages from AVLS / CAD client applications & distribute them to other AVLS client applications based on user configurable set of rules. c. Message solution should support centralized logging of relevant AVLS / CAD related message communications.
8.	Multi-monitor displays for users	<ul style="list-style-type: none"> a. Should support multi-monitor displays for different users. b. ERO should have two monitors for viewing Application GUI & GIS map respectively
9.	Multiple Map Windows	<ul style="list-style-type: none"> a. Should have provision to open multiple map windows for easy decision-making.
10.	Floating Windows capability	<ul style="list-style-type: none"> a. Should have floating windows capability i.e. ERO should be able to shift/ position & resize window form as per requirement or similar operational functionality
11.	Messaging /SMS Interface	<ul style="list-style-type: none"> a. Should be able to send message between ERC officers using intranet

12.	Configurable, Template based messaging	<ul style="list-style-type: none"> a. Should be capable of sending SMS to caller and/or Mobile Response Teams in a pre- defined template. b. SMS can be triggered manually at discretion of user or automatically as per pre-defined procedure configured in system.
13.	User Friendliness	<ul style="list-style-type: none"> a. Application GUI should be user friendly for ease of operation and keeping in mind response time to attend to emergency. b. Should have comprehensive in-built Help file with user friendly search facility and/or tagging.
14.	Call Management for Duplicate Calls	<ul style="list-style-type: none"> a. Should alert ERO/ Supervisor about possibility of a single incident – multiple call situation or a multiple incident – multiple call situation.
15.	Video / CCTV Surveillance Interface	<ul style="list-style-type: none"> a. Integrate with video feeds available from MDT, CCTV / Dome camera and laptops fitted inside the ambulances / MMU vehicles. b. Should be able to see video of cameras installed and mapped on to GIS map.
16.	MDT / Smartphone Interface	<ul style="list-style-type: none"> a. Integration with Mobile Data Terminal / commercially available Smartphone which are provided in each ambulance.
17.	Multi-Agency Support	<ul style="list-style-type: none"> a. Capability to support multiple agencies like Police, Fire, Electricity, Irrigation, Agriculture, Rail, Highway etc. b. Provision to register contact number and resource available with various departments.
18.	Multi –Language	<ul style="list-style-type: none"> a. Support multi-languages. b. Should easily switch between Local Languages i.e. Telugu, Hindi and English.
19.	Emergency Number Setup	<ul style="list-style-type: none"> a. Provision to setup Emergency help line number in case of any emergency. b. To carve out a small team of ERO, through solutions, dedicated for handling calls received on such special emergency numbers. c. Provision to configure select ERO in software to handle such situations.
20.	IP-Phone communication	<ul style="list-style-type: none"> a. Audio communication between ERO IP- Phone to smart phones in Ambulances

7.18 MDT Application for Ambulance

7.18.1 Each ambulance will be fitted with a Mobile Device terminal through which EMT will engage with ERCP on the specific incident.

#	Specification	Description
<i>Solution features of MDT for EMT</i>		
1	Secure Access	<ul style="list-style-type: none"> a. Secure access for EMT with login facility

2	Information from ERC	a. Allow / receive seamless information flow including voice, data, location of caller, caller details, incident details, nearest hospital, police station, blood bank etc. captured by ERO from ERC
3	Event Information	<ul style="list-style-type: none"> a. Provision for EMT to accept information sent by ERO b. MDT should show number of actionable incidents c. Provision to view notification pop-up for new events d. Patient personal information, address, pickup point, drop point, phone, date, locality etc. should be available for further validation e. EMT should be able to update status based on action taken on assigned event i.e. ambulance start time, at-scene, departure from scene, arrival and handover at Hospital, event closure. f. EMT should be able to update health status of the patient in ambulance g. MDT should be able to capture and upload details such as Image / Audio / Video / instructions for viewing at the ERC. h. Call facility to ERC and patient / caretaker. i. Option to view ERCP advice. j. Provide option to view historical events
4	Patient Care Form	<ul style="list-style-type: none"> a. MDT should provide SOP applicable for each incident. b. EMT should be able to update initial assessment, pre-hospital care given, medicines given, vitals, action taken on ERCP advice, Consent Form etc.
5	Offline synchronization	<ul style="list-style-type: none"> a. Should have provision to capture the data and store locally in case the connectivity is not present. b. Should have a provision to update and synchronize the entire data once the connection is restored.

7.19 Supervisor

7.19.1 Status of all calls are to be updated in real time on supervisor's **screen** along with assignment of resources. Using these inputs, Supervisor should be able to effectively monitor operations of ERC, SERC.

#	Broad Specification	Description
<i>Solution features of Supervisor interface</i>		

1	Event monitoring	<ul style="list-style-type: none"> a. Facilitate supervision of operations. Should be able to examine each event and ensure appropriate action. b. Should have functionalities of ERO, including overriding facility, if necessary.
2	Route creation & assignment of routes	<ul style="list-style-type: none"> a. Provision of tools for creation of digitized vehicle routes (daily, weekly etc.) and assign one or more vehicles to these pre-defined routes along with check points.
3	Feedback	<ul style="list-style-type: none"> a. Should be able to collect feedback from caller
4	Reports	<ul style="list-style-type: none"> a. Should have built-in reporting module with ability to create reports using various options like date wise, zone wise, event type, sub type etc.
5	System settings	<ul style="list-style-type: none"> a. Should be able to configure system: <ul style="list-style-type: none"> i. Allotment of Telephone Extension number ii. Screen Setting (Single, Dual & Triple), Map Path Setting, CC camera, Icon display on GIS Map etc.
6	Reassignment of event	<ul style="list-style-type: none"> a. Should be able to unlock assigned event in process and reassign to another ERO / ambulance to take further action.
7	Group action	<ul style="list-style-type: none"> a. Should be able to configure / create response plan based on Incident type so as to direct multiple ambulances to a particular location.

7.20 Emergency Response Center Physician (ERCP)

7.20.1 ERCP at ERC and SERC should have real-time visibility into patient condition and initial assessment data based on information provided by EMT in ambulance through MDT app. ERCP will coordinate with EMT / Hospital and can provide instructions as required.

#	Broad Specification	Description
<i>Solution features for ERCP interface</i>		
1.	Initial Assessment & stabilization	<ul style="list-style-type: none"> a. Should have the relevant call details as captured by the ERO, other details captured in the MDT, photographs / video etc. for undertaking initial assessment.
2.	Call to Ambulance	<ul style="list-style-type: none"> b. Should be able to call and reach out to EMT in ambulance to provide necessary advice. c. Should be able to view patient condition either through photographs or through live feed from MDT / CC camera/Dome camera

3.	Advice to EMT	a. Feature to suggest advice based on patient condition through text, audio modes.
4.	Call Conferencing	a. Call conferencing capability should be available. ERCP should remain connected with the ambulance EMTs through call handling process for clinical assistance.

7.21 GIS functionality

7.21.1 In order to perform above functions, bidder shall suitably integrate with GIS platforms such as Google maps to factor traffic data, geographical features, information on hospitals, health care facilities, police stations, fire stations, blood banks etc. to aid ERC, SERC and ambulances towards achieving desired response time. Further, GIS platform should be able to integrate and display ambulance status to assist EROs in properly locating and locking the vehicle as well as its continuous monitoring.

7.22 Fleet Management

7.22.1 Solution should capture total number of ambulances available at any point in time to help DOs to monitor status of ambulances in real time. ERC should be able to track ambulance, setup various vehicle management parameters to alert on preventive management, breakdowns and driver management etc. Further, functionality should allow designated managers of service providers, ambulance integrators and MMU integrators to manually input various data in relation to fleet management of their respective vehicles.

7.22.2 The SLAs related to Ambulance & MMU integrators and Service Providers which are required to be monitored by client are mentioned in the RFPs released by APMSIDC (Please refer General references section for details of RFPs). All these factors shall be taken into account while proposing fleet management functionality so as to properly track SLA compliance on a daily / weekly / monthly basis by the client.

7.23 HRIMS

7.23.1 Solution should have necessary HR functionalities to take attendance of staff of ERC, SERC, and also track staff of both 108 and MMU Service providers. For this purpose, solution should appropriately interface / integrate with vehicle level biometric systems and generate necessary rosters.

7.24 SLA Tool

7.24.1 SLAs to be complied by the ERC, SERC as provided. The agency should generate SLA compliance reports through the system without any manual intervention. These reports should be available for further analysis through the analytics platform which is described at 5.3.11.

7.25 Analytics

7.25.1 Based on data being captured through the solution, the agency should generate various types of analysis and reports required for monitoring of emergency response services and 104 services. It is estimated that approximately 50 different types of reports are to be generated on a daily / weekly / monthly / quarterly / annual basis. Further analytics and reports should be generated based on historical data stored in the system. These reports should be provided online, as and when required by the client. All the reports generated should be customizable based on the client's requirements from time to time. Necessary dashboards should be made available with user access rights to access various levels of data.

7.25.2 The analytics dashboard should include the feedback of the ultimate user / beneficiary / consumer or any attendant on his/her behalf as guardian or caretaker or otherwise that must be recorded each day and also the SLA compliance of the service providers on responding to an incident including the time taken for each vehicle from source to destination on each trip has to be transmitted to the client's dashboard as part of analytics/SLA and of the regular feedback on the performance of the service provider for appraisal by client

7.26 Inventory Management

7.26.1 The solution should be able to track status of availability and consumption of drugs and consumables. It should be able to generate necessary alerts at ERC level for each ambulance, MMU and provide summary reports on a daily, weekly, monthly basis.

7.27 Process overview of '104' services

7.27.1 ERC will be leveraged to provide '104' services as well. Objective of '104' service is to provide one stop solution for on-call Medical Advice, Counselling, Information and Grievance handling. The solution should have capability to capture all diagnostics and treatment facilities including specialist doctors and any other forms of medical facilities etc. available in the state. The agency is required to create and continuously update the information from time to time.

7.28 The following process is to be followed in case of 104 services

7.28.1 Citizens call '104' for any medical information or advice

7.28.2 **Information Officer (IO)** at '104' service desk receives call to provide requisite information. The IO will have a feature to capture the caller details and other information relevant such as location, information requested etc.

- a. In case the caller requires any standard information available with the IO, the IO provides the requisite information and closes the event.
- b. In case the caller requires any advice or counselling, IO transfers calls to either **Medical Counsellors** or **Medical Advisors** depending on caller's requirement.
- c. IO may transfer call to ERO of '108' service in case of an emergency. The process of emergency response services will be followed in such scenarios.
- d. IO transfers call to Grievance Officer in case of any grievance. These

grievances may be related to MMU service, PHC treatments or any other health care delivery etc.

7.28.3 **Medical advisor** provides standard advice to the caller based on information captured by IO and further discussed with the caller using validated Medical triage solutions. Such advice could include drugs prescription, recommendation to visit health facilities / specialists for further advice.

7.28.4 **Medical counsellor** shall provide counselling to the callers depending upon their condition. This may include counselling services to adolescents, cancer patients or patients with suicidal tendencies etc.

7.28.5 **Grievance officer** shall receive and record all grievances reported by callers. These grievances may be related to services of MMUs, PHCs or any other health related services provided in the state. The Grievance officer shall compile all such grievances reported and send to respective HoD through dedicated online application. GO shall receive the action taken on grievances and communicate to citizen.

7.28.6 The call is closed once requisite service is provided by the ERC

7.29 Solution requirements of '104' services

7.29.1 Suitable solution modules to perform above functions which are covered under ERC shall be extended to 104 services. Any additional modules should be suitably factored by the bidder.

Proposed roles of 104 services	Solution features to support the roles
Information Officer	<ul style="list-style-type: none"> a. Feature to display information on nearest Diagnostics, treatment facilities, specialist doctors and services etc. based on database available b. Should have facility to capture and retrieve schedules related to MMU, medical camps, schemes etc.
Medical Advisor	<ul style="list-style-type: none"> a. Should have necessary decision support system with standard framework for seeking information from caller and to provide standard advice b. Should provide a standard compendium of drugs and usage specifications c. Feature to send prescription to caller via standard Messaging / Instant Messaging
Medical Counsellor	<ul style="list-style-type: none"> a. Should be able to record entire counselling conversation.
Grievance Officer	<ul style="list-style-type: none"> a. Register complaints / grievances against health services provided by MMUs, PHCs or any other medical services provided in the State. b. Should have standardized SOP for grievance handling. c. Should be able to send recorded grievances via email to the concerned stakeholders, Government authorities for resolution. d. Every grievance shall complete the loop of receipt, action taken by authority, communication of ATR to citizen, feedback on ATR, Communication of ATR to respective authority.

7.30 MMU Services Management

7.30.1 Solution should have functionality to track schedules of MMUs, staff reporting on the MMUs including their attendance by integrating with biometric devices present in MMUs.

7.30.2 The broader specification of the solution is as below.

#	Broad Specification	Description
<i>Solution features of MMU module</i>		
1	Personnel and Attendance management	<ul style="list-style-type: none"> a. Provision to create roles under each MMU team b. Provision to capture attendance on all MMUs and indicate absentees as per schedule.
2	Schedule management	<ul style="list-style-type: none"> a. Provision to create and maintain schedules of all MMUs. b. Provision to capture trip details using GPS device installed in MMUs c. Provision to set reminders like appointments, schedules etc.
3	Inventory and consumables	<ul style="list-style-type: none"> a. Provision to view available Medicines / Drugs List. b. Provision to track medicines, consumables & equipment. c. Provision to request for medicines, consumables & equipment for each MMU
4	Electronic Health Records	<ul style="list-style-type: none"> a. Shall create ABHA Id in fro every citizen in the catchment of area of MMU with in one year b. Shall generate electronic health record to every citizen in the MMU catchment area and update the it periodically.

Other requirements

7.31 Portal for 108 and 104 - Solution Outline

7.31.1 Selected bidder shall build a full website/portal for the Emergency Response Center (ERC). The portal shall have the following minimum features

7.31.2 Manage the processes and lifecycles of the content to ensure that the information is correct. It should facilitate a workflow for review and publish of the content.

7.31.3 It should have the following minimum capabilities Document management tends to deal with the capture, editing, and distribution of office documents and files. Web content management organizes a Web site, Web pages and Web publishing processes.

7.31.4 Records management deals with the long-term archival or disposal of important documents and records as well as any compliance or regulatory action.

7.31.5 Image management may deal with documents or records but handles content in the form of scanned images. Image management manages the process of scanning, quality control, metadata capture, and storage. Respective department will provide scanning devices as required. SI responsible for providing interface for scanned documents

7.31.6 ERC portal application security initiatives should include, DMZ Policy, encryption, authentication, authorization and digital signature. It should take the appropriate measures for the data privacy, confidentiality and access control.

7.31.7 ERC Portal system complete security is assured by implementing the security at the following levels, Component level (Operating system, routers, switches etc.) security Application level (Basic application for access control, authentication and audit trail etc.) security. System level (Physical security, communication and operation management, business continuity management etc.) security (ISO 27001) Secure Proxy Server: The secure proxy server intercepts users whenever they request to access the secured information. URL will be routed to this component, whereas it will challenge (User Id and Password) the user for authentication if user accesses the secured information.

7.31.8 Citizen doesn't need any authentication and the data presented on the portal for the citizen must be Limited or as per Dr.NTR VST orders

7.31.9 Open source content management systems like Wordpress / Drupal etc. which will enable the concerned officials of the Client to update the portal.

Indicative Site Structure	Minimum Features for 108 Portal	Minimum Features for 104 Portal
1. Home	1. Services provided by 108	1 Services Provided by 104
2. About us	2. Number of calls received	2 Number of calls received
3. Contact us	3. Average Response Time	3 Basic Health Awareness tips
4. Grievance	4. Average Turnaround Time	4 Population Health (Epidemic)
5. Note from CM	5. Number of lives saved	5 Grievance
6. Note from CEO Dr.NTR VST	6. Number of cases attended	6 MMU Schedule
7. Vision	7. Fleet Available (District wise)	7 Request for MMU by Citizens
8. Mission	8. On road status of the fleet	
9. Number of website visits	9. Number of Ambulances available	
10. 104	10. Service Provider Details (District wise)	
11. 108	11. Feedback (Inward)	
	12. Display of Feedback	

7.32 Ticketing tool for providing internal Helpdesk support and resolution

7.32.1 The bidder shall provide and also enable centralized Helpdesk facility at ERC to provide Helpdesk support for the applications provided under ERC for internal users, MMUs, ambulances and other field staff. The centralized helpdesk needs to be set up for the Hardware / equipment and applications related issues only. Integration of third-party application with help desk software should be decided by the SI only. SI

has to propose escalation mechanism as part of solution. SI has to decide based on SLA requirements pertaining to Helpdesk solution in DC, DR and HA.

7.32.2 The selected Bidder will undertake the following

7.32.2.1 Provide Help Desk services to track and route requests for service and to assist department users in answering questions and resolving problems related to IT Infrastructure installed and deployed at SDC with the respective OEMs

7.32.2.2 Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)

7.32.2.3 Shall provide a first level of support for application and technical support at implementation locations across the State where the software, hardware, and other infrastructure will be rolled out.

7.32.2.4 Provide the following integrated customer support by establishing (9 hrs. X 6 days) support at the Help Desk facility created for reporting application related issues/ problems with the software, hardware and other infrastructure.

7.32.2.5 **Complete incident and problem management:** - Service desk should address both Incident Management and Problem Management. The application should maintain a classification system that will distinguish the single occurrence trouble tickets or incidents needing immediate resolution from in-depth root cause analyses that may require longer term to resolve a problem.

7.32.3 The flow of events at the Helpdesk should be: Event is triggered and forwarded to service desk. Service desk submits and updates the trouble ticket.

7.32.4 Tasks expected:

7.32.4.1 Ticket mapping and allocation: According to the severity, the ticket should be given the priority level. Also, it should map the ticket to the appropriate personnel for the resolution.

7.32.4.2 Updating the status: Update the status of ticket.

7.32.4.3 It should be able to log and escalate user interactions and requests.

7.32.4.4 It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.

7.32.4.5 Status of registered calls with interface for Helpdesk, using which helpdesk can inform the status to users over phone.

7.32.4.6 The proposed Helpdesk tool should be integrated with the NMS to receive automatic tickets in case of infrastructure failures.

7.32.4.7 Historical report indicating number of calls, time to resolve, status etc. for aspecified period of time.

7.32.4.8 All relevant infrastructure and supporting system software required for the deployment and operation of the helpdesk is to be provided by the selected

Bidder. The system deployed by the Bidder shall comply with ITIL and ISO 20000 service specifications.

7.33 Inspection tool for officials

7.33.1 The purpose of the tool/app is to allow SHS/DHS/Health Department officials to check to the status maintenance etc. of vehicles, equipment in the field and upload the proof of inspection including photograph, video etc. The details of each case including date and time, summary reports on each ambulance and MMU shall be accessible to designated officials of the ERC. The entire inspection process should be available online and inspection checklist should be accessible through Mobile application.

7.34 Citizen Mobile App for 108 and 104

7.34.1 Bidder shall design a Mobile App which can be downloaded by the users from Google Play Store, App Store and Windows platforms. All the functions of ERC should be accessible through the proposed Mobile App. The proposed Mobile app should have

Minimum requirements of Citizen Mobile App
Provision for registration mechanism for every user
Provision to request for an ambulance in emergency
Provision to request for an MMU vehicle
Provision to request for healthcare information in the State. Provision to post a question and take the advice.
Provision to view the healthcare information on Pregnancy Care, Child Care, Old Age Care, Nutrition, Yoga, Meditation, Rejected Medicines List, Emergency Contact Numbers. The necessary content will be approved by the Client.
Provision to view the information on Hospitals, Specialties, Doctors, Treatments and services provided along with the amount charged.
Provision to raise Grievances related to Health facilities, treatments, ambulances, MMUs etc.

7.35 Quality Control

7.35.1 The proposed solution shall support the functions of QC personnel should be able to check the quality of the calls in both online / offline mode towards resolution of any quality lapses and suggest improvements to the responses of 108 and 104 services

7.36 Technology requirements

7.36.1 The technology solution provided to ERC and SERC, along with backend hardware deployed at APSDC shall be highly available considering the 24x7 operation of the Project.

7.36.2 The processes involved in receiving an emergency call and responding to an emergency involves various technical functions. At every step of the functional process, technology involvement is a must to ease and automate the process. Some of the key technical aspects are which are expected to be a part of the solution to the ERC are as follows. Any other missing components shall be factored in by the bidder.

S No	Component	Description
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1	PSTN	<ul style="list-style-type: none"> a. All 108 / 104 number calls from the state shall be routed through Telecom Service Provider's PRI lines/SIP TRUNKS to the ERC. PSTN routes incoming calls to ERC and time lag for this process should be almost negligible. b. PRI lines/SIP TRUNKS shall be procured for primary ERC and SERC c. PRI lines/SIP TRUNKS shall be leased from two or more service providers to provide redundancy d. Any additional PRI lines/SIP TRUNKS should be procured to address scalability requirements.
2	IP PBX	<ul style="list-style-type: none"> a. An IP PBX should allow integration with other systems and inclusion of more capabilities, such as chat platform integration. This would generally be configured to suit the functions such as Automatic line selection, Automatic Call distribution, call monitoring, Call forwarding, disable call waiting, IVR, IP Telephony etc. <p>Note: Proposed Chat platform integration required can be from any OEM and need not be from same OEM of contact center solution provider.</p>
3	Automatic Call Distribution (ACD)	<ul style="list-style-type: none"> a. ACD supports skill-base routing, multiple group support, priority handling and Queue status indicator. ACD shall be provided in 1:1 Hot Standby configuration. Even the call operators can receive missed call data etc. from ACD and identify the available call operator and then dial the outbound call and connect with the citizen
4	Computer Telephony Integration (CTI)	<ul style="list-style-type: none"> a. CTI middleware would be capable of integrating with Case Record Management / Front-end application to facilitate integration features. It shall send notifications and events on ERO screen window for every call. It shall be provided in 1:1 Hot Standby configuration

5	Call Record Management (CRM)	a. Call Record Management comprises of various inputs fields like name, address, contact number, incident type, incident location, caller location etc. Pre-populated information from location detection Information about the caller and the incident would be recorded. It shall be used to track all the call records and useful for categorizing the cases in terms of crime, inquiry, priority etc.
6	Computer Aided Dispatch (CAD)	a. CAD system is designed to capture citizen needs while incorporating incident information inputs like name, address, contact number, incident type, incident location, caller location in a pre-defined format endeavouring to obtain Pre-populated information from location detection Information about the caller and the incident. It shall be used to track all the call records and shall be useful for categorizing the emergencies in terms of incident, priority etc. CAD shall be integrated with CRM application with enriched GIS where call operator would collect information related to incident from the distressed caller. Call operator shall further dispatch the incident information to dispatchers
7	General	a. GIS coordinates of a distressed person shall be in the form of longitude / latitude and location of Ambulances would be displayed on the screen of the dispatch officer Information about emergency would be passed from CAD system to the identified MDT device installed at Ambulance by just a button click at the dispatchers' system

7.37 Application Architecture Requirements: The proposed application architecture shall play a key role

S. No.	Application Architecture Requirements Description
1	Application architecture shall provide an application framework to run all business functionality efficiently using N-Tier SOA Architecture (Service Oriented Architecture)
2	System would be capable of supporting a minimum of 40,000 calls a day and shall be scalable to handle more call volumes in the future

3	System shall be modular in design, operations and implementation and must follow industry-recognized standard design methodologies. This shall give the flexibility to implement the whole system, or a part of it as required
4	System shall provide interfaces and services to seamlessly integrate with devices installed in Ambulances, MMUs and any other external entities of ERC. This shall provide an ability for applications and computers from different sources to work seamlessly together on and across networks
5	System shall use web services to implement service-oriented architecture. A major focus of web services is to make functional building blocks accessible over standard Internet protocols that are independent from platforms and programming languages.
6	System shall be integrated with communication channels like e-mail, IVR, SMS gateways, social media interfaces etc.
7	System shall provide browser-based as well as mobile based user interface supported by standard web browsers and shall not require installation of any specific client-side software
8	In order to ensure good application performance and efficient usage of network bandwidth, the system shall utilize client-side scripting technologies effectively that shall reduce number of transactions with main server and thus reduce overall bandwidth requirements
9	System shall host all Internet facing applications in a de-militarized zone
10	Systems shall be neutral to technology-platforms
11	System shall be business rules based to control access and automate business processes
12	Centralized data shall be used at all places to assure data accuracy and simplify data management
13	System shall adopt coding standards in all languages on all platforms that make debugging and maintenance easier
14	Code providing input and output to user interface would be designed to support a wide range of interfaces

15	<p>The architecture shall be designed to make solution robust, less diverse, scalable, highly available and lightweight to the extent possible. It would be responsible for providing modular and efficient component-based framework that would support the following features:</p> <ul style="list-style-type: none"> a. Web based graphical user interface (GUI) for all the business functionality which would comply with major web browsers like Internet Explorer, Chrome, Mozilla etc. b. Mobile App based access for all business functionality for Citizen and public users. c. Application shall support multi lingual interface. d. Application shall have fully implemented Single Sign on. e. Application shall be based on complete SOA architecture allowing access to any application, database directly without using any direct service request or API. f. Application shall provide consistent and timely intelligence for informed business decisions g. Application shall have no limitations in integrating with third party services, external agencies on same network using SOA, external agency applications hosted on different network using file exchange txt / xml / json etc.
16	<ul style="list-style-type: none"> a. The proposed CC solution should support installing on HW server as well as VM b. The proposed CC solution may support Concurrent licensing model. However, the bidder shall propose licensing model suitable for the project. c. The telephony platform should support seamless failover between active and standby server without impacting Telephone services. d. The proposed solution shall support call taking process even fall back into PBX hunt group if Contact Center infra fails

7.38 Manpower Requirement

7.38.1 Technical and Operations Manpower requirement

S. No	Designation	Minimum Number of Resources	Indicative qualification
1	Project Director	1	MBA/ M. Tech/ BE/ BTech/MCA with 15 year of experience of working in IT/ITES Sector of which 8 years of experience of handling similar large projects in Call center or IT System Integration

2	Project Manager (108 Services)	1	Any BE / BTech / MCA with 10 years of total experience in handling large projects with minimum 2 years of experience related to Call Center
3	Project Manager (104 Services)	1	Any BE / BTech / MCA with 10 years of total experience in handling large projects with minimum 2 years of experience related to Call Center
4	Project Manager (IT)	1	a. B.E./ B.Tech/ MCA with 12 year of total experience of handling IT / ITES / ERC large project b. Should have minimum 5 years of experience in managing applications of ERC or similar projects
5	Solution Architect Cum DC Specialist (DC, DR)	1	B. Tech / B.E./ MCA with 10 year of experience in Data center solution having hands on experience in implementing solutions for at least 1 project involving emergency response centers or similar projects
6	Application Solution Architect	1	B. Tech/B.E./MCA with 10 year of experience in Application Development / Solution Architect having experience in implementing solutions for at least 1 emergency response centers or similar projects
7	Network Solution Architect	1	a. B.Tech / B.E./ MCA with 10 year of experience in Network design / solution with CCNA ,CCNP/ CWNA
8	CAD Solution Expert	1	BTech / B.E./ MCA with 10 year of experience in CAD Application development / product development with Certification / training in OEM products and having experience in managing applications for 1 emergency response center
9	GIS Solution Expert	1	BTech / B.E./ MCA with 10 year of experience in GIS Application development / product development with relevant Certifications / trainings in GIS products and having GIS solution implementation experience
10	Contact Center Solution Expert	1	BTech / B.E./ MCA with 10 year of experience in Contact center solutions / products with relevant Certifications / trainings in OEM products and having experience in implementing Contact center solution in 1 emergency response center or call center

11	Voice Solution Expert	1	a. Graduation with relevant experience of 10 Year in Voice solutions / products should have worked on large scale projects
12	Information Security/ Cyber Security Solution Architect	1	a. Graduation with relevant experience of 10 Year on large-scale projects as Information Security/ Cyber Security expert
13	Database Administrator	1	a. B.Tech/B.E./MCA with 10 year of experience as Database administrator DBA certification of proposed data base
14	System Administrator	1	a. B.Tech/B.E./MCA with 10 year of experience in managing Technology project with relevant experience in proposed OS (like Unix / Linux etc.) and system admin
15	Network Administrator	1	a. B.Tech / B.E./ MCA with 10 year of experience in Network design/solution with CCNA / CCNP / CWNA
16	Other resources such as Helpdesk support, receptionist etc. as required to operate a fully functional ERC and SERC (Both helpdesk, ERC and SERC should run on same PABX.)		

In addition to the resources mentioned above, core resources are required at ERC and SERC per shift for providing 108 and 104 services as mentioned in section 5.1. Any additional resources shall be factored in by the bidder, including DC and DR.

Resource qualifications for 108 services

S. No	Designation	Indicative qualification
1	-ERO	Graduate; Should speak fluent Telugu, English and Hindi in a pleasant voice. With Passion for helping others, Decision making, follow up and resource leveraging. Should be less than 30 years
2	ERCP	MBBS with additional qualification in Emergency medicine or Anaesthesia or 3 years' experience in casualty / ED after MBBS with good training skills
3	Supervisors	a. Any Graduate with minimum 5 years of experience in Call center Operations b. Should be fluent in Hindi, English & Telugu

4	Feedback	Intermediate Pass; Should speak fluent Telugu, English and Hindi in a pleasant voice. With Passion for helping others. Should be less than 25 years
5	Quality	a. Graduate / Post Graduate from UGC / AICTE recognized institute b. Should have minimum 5 years in managing an ERC or similar projects c. Should be fluent in Hindi, English & Telegu
6	Emergency Medicine Learning Center Trainer (EMLC) Trainer –	MBBS with additional qualification in Emergency medicine or Anaesthesia or 3 years' experience in casualty / ED after MBBS with good training skills.

Resource qualifications for 104 services

S. No	Designation	Indicative qualification
1	Information Officer	Intermediate Pass; Should speak fluent Telugu, English and Hindi in a pleasant voice. With Passion for helping others. Should be less than 25 years
2	Medical Advisor	MBBS with 5 years' experience with good clinical skills

3	Medical Counsellor	a. Should have any of the following qualification with at least 5 years of experience in Health sector: b. Master's degree in psychology /Clinical Psychology c. Should be fluent in Hindi, English & Telegu Minimum 2 years of experience in handling emergency response services in an ERC preferably in Health sector
4	Grievance Officer	Intermediate Pass; Should speak fluent Telugu, English and Hindi in a pleasant voice. With Passion for helping others. Should be less than 25 years

7.39 Details of assets in ERC

IT BOM - DC, DR, ERC and SERC				
S No	Area	Quantity	Make and Model	Year of Purchase
Data Center (DC)				
1	Server for CAD Solution	2	Dell PowerEdge R640	01-Jul-20
2	Server for GIS Solution	2	Dell PowerEdge R640	01-Jul-20
3	Server for Location Based Services (LBS) and AVLS Solution Database	2	Dell PowerEdge R640	01-Jul-20
4	Server for EPABX System with ACD, Recording, IVR and CTI	2	Dell PowerEdge R640	01-Jul-20
5	Server for Applications (Others- HRMS, Fleet Management, Analytics and SLA tools)	2	Dell PowerEdge R640	01-Jul-20
6	Server for Database	2	Dell PowerEdge R640	01-Jul-20
7	Server for NMS	2	Dell PowerEdge R640	01-Jul-20
8	Server for Antivirus	2	Dell PowerEdge R640	01-Jul-20
9	Server for Staging & QA	1	Dell PowerEdge R640	01-Jul-20
10	IP EPABX System	1	Avaya MG450 with CM SW	01-Jul-20
11	SAN Storage (50TB)	1	DELLEMC Unity 380	01-Jul-20
12	SAN Switches	2	DS-6620	01-Jul-20
13	Object Storage (300TB)	1	Dell ISILON H400	01-Jul-20
14	Network Load balancer	2	Radware Alteon D-6024	01-Jul-20
15	24 port Core Switches	2	Dell	01-Jul-20
16	48 port Access Switch	2	Dell	01-Jul-20
17	Firewall	2	FortiGate 500E	01-Jul-20
18	NMS	1	Microfocus	01-Jul-20
19	Antivirus Suite	1	Trend Micro	01-Jul-20
20	Passive Components	1		01-Jul-20
21	Database License	1	Microsoft	01-Jul-20
Disaster Recovery (DR)				
22	Server for CAD Solution	1	Dell PowerEdge R640	01-Jul-20

23	Server for GIS Solution	1	Dell PowerEdge R640	01-Jul-20
24	Server for Location Based Services (LBS) and AVLS Solution Database	1	Dell PowerEdge R640	01-Jul-20
25	Server for EPABX System with ACD, Recording, IVR and CTI	1	Dell PowerEdge R640	01-Jul-20
26	Server for Applications (Others- HRMS, Fleet Management, Analytics and SLA tools)	1	Dell PowerEdge R640	01-Jul-20
27	Server for Database	1	Dell PowerEdge R640	01-Jul-20
28	Server for NMS	1	Dell PowerEdge R640	01-Jul-20
29	Server for Antivirus	1	Dell PowerEdge R640	01-Jul-20
30	Server for Staging & QA	1	Dell PowerEdge R640	01-Jul-20
31	IP EPABX System	2	Avaya MG450 with CM SW	01-Jul-20
32	SAN Storage (50TB)	1	DELLEMC Unity 380	01-Jul-20
33	SAN Switches	1	DS-6620	01-Jul-20
34	Object Storage (300TB)	1	Dell ISILON H400	01-Jul-20
35	Network Load balancer	1	Radware Alteon D-6024	01-Jul-20
36	24 port Core Switches	1	Dell	01-Jul-20
37	48 port Access Switch	1	Dell	01-Jul-20
38	Firewall	1	FortiGate 500E	01-Jul-20
39	NMS	1	Microfocus	01-Jul-20
40	Antivirus Suite	9	Trend Micro	01-Jul-20
41	Passive Components	1		01-Jul-20
42	Database License	1	Microsoft	01-Jul-20
	ERC and SERC			
43	IP Phone with Headsets	100	Avaya 9641GS	01-Jul-20
44	55 Inch 2x2 Video wall Monitors with controller (10x4 feet)	2	LG 55VH7B	01-Jul-20
45	Display Units (55")	16	LG 55VH7B	01-Jul-20
46	Workstations with Dual Monitors for COs for 108 services	42	HP 280 G5 MT	01-Jul-20
47	Workstations with 3 Monitors for DOs, ERCs and Supervisors for 108 services	34	HP 280 G5 MT	01-Jul-20
48	Workstations with single Monitors for Feedback, Quality for 108 services	12	HP 280 G5 MT	01-Jul-20

49	Workstations with single Monitors for Information Officers, Medical Advisors, Medical Counsellors, Feedback, Quality and Supervisors for 104 services	26	HP 280 G5 MT	01-Jul-20
50	Desktops	30	HP 280 G5 MT	01-Jul-20
51	Workstation Operating System License - Windows 10 Pro with MS office 365 subscription for Excel, Power Point and Word	120	Microsoft	01-Jul-20
52	48 Port POE switch	8	Dell	01-Jul-20
53	24 port Core Switches	8	Dell	01-Jul-20
54	48 port Access Switch	8	Dell	01-Jul-20
55	Firewall	4	FortiGate 100F	01-Jul-20
56	Laser Printer with scan and copy	6	Canon	01-Jul-20
57	Heavy duty Printer with scan and copy	2	Brother	01-Jul-20
58	100 KVA Online UPS	2	Legrand	01-Jul-20
59	100 KVA Generator for ERC	1	Cummins	01-Jul-20
60	40KVA Online UPS for SERC	2	Legrand	01-Jul-20
61	40 KVA Generator for SERC	1	Cummins	01-Jul-20
62	Passive Component	1		01-Jul-20
63	24U Rack with all accessories	1	Netrack	01-Jul-20
64	Full HD dome cameras	12	Hikvision	01-Jul-20
	Connectivity			
65	70 Mbps MPLS connectivity between DC & ERC	1	Airtel	01-Jul-20
66	30 Mbps MPLS connectivity between DC & SERC	1		
67	100 Mbps ILL connectivity with 8 static public IPs at DC	1	Airtel	01-Jul-20
68	50 Mbps ILL connectivity with 8 static Public IPs at DR	1	Airtel	01-Jul-20
69	100 Mbps ILL connectivity with 8 static public IPs at ERC	1	Airtel	01-Jul-20
70	50 Mbps ILL connectivity with 8 static public IPs at SERC	1		
71	1Gbps Broadband connectivity at DC	1	Myguru	01-Jul-20
72	1Gbps Broadband connectivity at DR	1	Myguru	01-Jul-20
73	1Gbps Broadband connectivity at ERC	1	Myguru	01-Jul-20
74	1Gbps Broadband connectivity at SERC	1		
75	PRI Line Charges (Incoming & Outgoing)	5	BSNL	01-Jul-20
76	PRI Line Charges (Incoming & Outgoing) - Non BSNL	5	TATA	01-Jul-20

Additional Components or devices, if any				
77	OS Software	1	Microsoft	01-Jul-20
78	Virtulization	1	VMWare	01-Jul-20
79	Software 108 and 104 (including CAD, Fleet Management, GIS etc.,)	1	Trinity	01-Jul-20
80	Software for Location Based Services	1	Pertsol	01-Jul-20

8 Coverage of expenses of Service Provider

- 8.1 Coverage expenses shall include the operation and maintenance of 108 Ambulance Services, Mobile Medical Units and Emergency Response Services as per the scope of services given in the tender document
- 8.2 Establishment of office at state and each district for planning and monitoring of staff and servicedelivery.
- 8.3 Manpower/ Staff related- Recruitment, training, salary of ambulance staff and Supervisors.
- 8.4 Fuel, Repairs, Maintenance of Ambulances, Medical Equipment
- 8.5 Drugs and consumables incase of 108 services. In case of Mobile Medical Units drugs and consumables will be provided by the client. However, lab consumables shall be responsibility of service provider
- 8.6 Administration- travelling, staff welfare expenses, Communication for supervisory staff- telephone, data charges, GPS charges, etc.
- 8.7 Repairs, maintenance and replacement of Equipment.
- 8.8 Installation of I.T. Equipment (GPS/AVLT, Biometric Devices, Tab/Laptop and other IT hard ware required ambulance as per gap analysis and mantainance of all the existing equipment
- 8.9 Statutory Taxes, Fees, Insurance for Ambulances and Equipment.
- 8.10 Comprehensive insurance coverage of employees
- 8.11 Development and maintenance of IT applications
- 8.12 Communication (Telephone, data and GPS charges), electricity, maintenance charges and housekeeping charges related to ERC
- 8.13 Charges related to procurement of licensees and permission for software and hardware applications.
- 8.14 MMU Lab equipment installation and maintenance, Lab consumables and regents.
- 8.15 Clinical audit, Financial audit

9 Coordination with Government

- 9.1 The Service Provider is responsible for compliance¹ of 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.
- 9.2 The Service provider shall communicate the names and addresses of the team manning a particular MMU during currency of the agreement and any change in composition of team must be intimated to the Authority nominated by the Client. The names of personnel working in the MMU shall also be displayed prominently in the MMU.
- 9.3 Service Provider will comply with confidentiality and privacy laws including patient details.
- 9.4 Requirements of any Act/Laws, promulgated by the Centre and State, will have to be adhered to by service provider.
- 9.5 Establish administrative office/ registered office at Mangalgiri/ Vijayawada, Andhra Pradesh, and all communications shall be made from this office.
- 9.6 Project manager, required for monitoring MMU operations and services, shall be based at the Emergency Response Centre for managing overall operations, reporting, stakeholder coordination and issue resolution.
- 9.7 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 the Government for such liabilities.
- 9.8 All legal cases arising out of negligence due to improper use of equipment, inadequate/ wrong issuance of medicines, unsuitable prescription of medicines and services provided through MMU shall be borne by the service provider.

10 Responsibilities of the Client:

- 10.1 Hand over all the assets of 108 services, 104 services and ERC from the service provider presently operating to new service provider identified through this RFP.
- 10.2 Provide all the SOP'S (Standard Operating Procedures) and protocols for 108 services, MMUs and ERC .
- 10.3 Provide the list of base locations along with the classification of ambulances.
- 10.4 Facilitate approvals from other State Government departments, if required for running of ambulances.
- 10.5 Constitute appropriate Committees both at State and District level, with suitable delegation to ensure smooth implementation of 108 services.
- 10.6 Authorize or empower Service Provider to carry out necessary tasks under purview of this assignment and to provide emergency and healthcare response services.
- 10.7 Liaison with other Departments or authorities critical to the functioning such as Police, Fire, Transport, Labour etc.
- 10.8 Ensure seamless coordination between Government and Service Provider in effective and efficient implementation of partnership agreement.
- 10.9 Ensure quarterly advance payment to Service Provider on submission of unconditional bank guarantee.
- 10.10 Constitution of quality assurance teams through third party for 108 services, 104 services and ERC separately. These teams shall be constituted within three months from the agreement. Number of teams shall be adequate for testing the not less than 5% of services provided every month.
- 10.11 Ensure optimum utilization of ambulance services by rational deployment of ambulances
- 10.12 Co-ordinate with required departments for smooth functioning and appropriate grievance redressal in districts.
- 10.13 Deploy one personnel to be referred to as Aarogyamitra, at each Area Hospital, District Hospital and Teaching Hospital to coordinate with the EMT during emergency trips. Aarogyamitra would alert the hospital officials about the incoming case and ensure necessary arrangements and coordination with hospital staff.
- 10.14 Entrust Civil Supplies officials to check, on a sample basis, quality of the fuel used in the vehicles.
- 10.15 Entrust Drug Inspectors to check the quality and availability of drugs, equipment, oxygen cylinder, and all apparatus used in the ambulance.
- 10.16 Entrust RTA officials who shall intermittently inspect the condition and fitness of the vehicles.
- 10.17 The findings of all the above-mentioned inspections by officials of Civil supplies, RTAs, Drug inspectors shall be recorded through app.
- 10.18 The Client shall verify the minimum required qualifications of the staff hired by Service Provider to check the genuineness of the qualification & eligibility certificates and also for appraisal of the efficiency and capability to render service by staff of the service provider to be engaged time to time.
- 10.19** Designation of one PHC medical officer to the each MMU who will be in charge of MMU operations.
- 10.20** Providing the MMU schedules

- 10.21** Provide drugs and consumables free of cost to Service provider through District Central Drug Store
- 10.22** Provide suitable parking places for all MMUs at PHC's.
- 10.23** Ensure attendance of ANM, ASHA and MPHS/MPHEO of concerned village to attend the clinic and support the service provider for discharging their duties.
- 10.24** District Medical and Health officer shall be head of operations at district level and Additional C.E.O., at state office for ensuring that MMU operates as per MOU, works under overall monitoring of Chief Executive Officer, Dr.NTR Vaidya Seva Trust. Additional CEO will be supported by Two Nodal Officers (On Deputation) , One Assistant Director / Administrative Officer (On deputation), Three Deputy EOs (One deputation/Contract Basis) One Pharmacy Officer (On deputation basis) , Four Data Entry Operators and Three office subordinates.
- 10.25 Entrust Drug Inspectors to check to the quality of the drugs and medicines used in the MMUs.

11 Financing model for selection of service provider

- 11.1** The bidder is required to indicate all costs related to operations and maintenance of Ambulances MMUs and ERC including fuel, providing salary to the staff, IT equipment/connectivity, medical equipment, Lab Equipment, Lab consumables and reagents. Accordingly, service charge quoted by the Service Provider shall be adjusted. Any increase/decrease in cost with respect to staff salaries for those fixed by the Government shall be adjusted accordingly.
- 11.2** Payments shall be made by the Client to selected bidder on quarterly basis towards cost of providing operations and maintenance services. Review will be made on HR requirements and scope will be redefined periodically as and when required by the Client.
- 11.3** The selected Service Provider must resolve all issues related to the employees who are employed in the erstwhile contract. If the selected Service Provider does not clear dues of the employees employed in the erstwhile contract, then the Client shall deduct those dues from the payment to be paid to the Service Provider. However, in respect of those employees who have not worked earlier with the selected Service Provider, then that selected Service Provider have no liability on those employees and in such case the Government shall undertake the due process in settlement on case-to-case basis.
- 11.4** In case any of advisory committee recommendations by the government for Upgradation of 108,104, and ERC upgradation and awareness programmes and any disease profile related upgradations and any increase in scope of work beyond MOU, the service provider has to implement it with extra cost to the government and government will Reimburse the costs borne by the service provider.

12 Conditions of Eligibility of bidders

12.1 Pre-qualification Criteria

No	Eligibility Criteria	Required Documentary Evidence
1	The bidder shall be a legal entity registered as a Company, Partnership firm, or society or consortium (with maximum of two members). Bidder (Sole/all members of consortium) and all members in case of consortium shall have a registered office in India for not less than 5 years as on 01.04.2024	License/Registration Certification as per applicable laws of the Government
2	The bidder (Sole/all members of the consortium) or all members in case of consortium shall have registration for EPF, ESI, and GST.	Registered under any State/Central Agency should be submitted to qualify.
3	The bidders (Sole/Lead bidder of consortium members) shall be registered/certified documents for Drug License, Bio-Medical Waste Management, and Certificate of Registration of Allopathic Private Medical Care Establishments. Note: If the bidder is not registered, he shall submit a self-declaration attesting to complete the registration process prior to signing the contract	Registration documents/ certificates shall be submitted
3	The bidder (Sole/all members of the consortium) should not be (as of the bid publishing date) blacklisted/debarred/suspended/defaulted by any Central/State Government /Public Sector Unit for corrupt or fraudulent practices. The promoters/ex-promoters or Directors/ex-directors represented/representing the bidder shall not have any criminal history/financial irregularities. The bidder shall not have been involved in any proven financial irregularities/misappropriation of public funds.	Undertaking to this effect to be furnished by the Bidder as an Affidavit.
4	The bidder (Sole/lead bidder jointly with consortium member) must have an average annual turnover of not less than Rs. 100 Cr in the during the preceding three financial years 2021-22, 2022-23 & 2023-24.	CA Certificate & Audited financial reports / annual reports and Profit & loss statements for the last 3 financial years (i.e., 2021-22, 2022-23 & 2023-24)

5	The bidder (Sole/all members of consortium) must have a positive net worth (Paid up Capital/Capital fund) as of the bid date. Demonstrated ability and financial capability/capacity to meet the future demands of the project and for its successful execution.	CA Certificate & Audited financial reports
6	<p>Bidder (Sole/any member of consortium) shall have</p> <ol style="list-style-type: none"> 1. Experience in operating and maintaining Ambulances/MMUs / MHUs / MVUs/Mobile Units in any State/Central Government / Public Sector unit in India during the last 5 years. 2. Should Have Experience in the operation and maintenance of up to 100 Ambulances / Mobile Medical Units/MVA/MVC/MHCs under PPP mode with any state/central Government/PSUs 3. Shall currently providing Emergency Response Services through the Call Center with not less than thirty-seater for any State/Central Government/Public Sector Units in India 4. Shall currently have a minimum of 300 Medical or paramedical /Health workers as staff on its Payroll 	Work orders/agreements / Service Certificates/certificates duly certified and attested by the department head of State/Central Government / PSU Organization shall be submitted.

12.2 Evaluation criteria for identification of successful bidder

12.2.1 Successful bidder will be identified under Quality cum Cost Based Selection Process. Three stage evaluation will be taken up for identification of successful bidder

12.2.1.1 Pre-qualification

12.2.1.2 Technical Evaluation

12.2.1.3 Financial Evaluation

12.2.2 Bidders who fulfill pre-qualification criteria mentioned at above table will be considered for technical evaluation. All other bids will be rejected.

12.3 Technical evaluation criteria

S No	Domain	Particulars	Criteria	Max Marks
1	Technical Presentation	Technical Presentation on Methodology and Approach for Overall Implementation of Integrated 108 and 104 Services.	Bidder shall demonstrate the Methodology, Project Deployment Timelines, Project Rollout Plan, GPS/GIS Integration, and Call Center (Design and Integration of necessary Applications, Fleet Management, etc.). Bidder may also present creative/innovative ideas, AI to overcome challenges based on past working experience/past performance in the projects	25 Marks
2	Call Center	The Bidder should have experience in the establishment and operation of a Call Center with Computer Telephony Integration and Dispatch software as of the date of Bid submission.	30-seater – 2.5 Marks 50-Seater – 5 Marks 75-Seater – 7.5 marks 100 and more -10 Marks	10 Marks
3	Financial Capacity	The Bidder shall demonstrate Fiscal Responsibility, Financial Viability, and the ability to meet future financial demands to be able to execute the Project to meet the demands. Average annual Turnover of 100 Cr in the last three Financial Years (2021- 22, 2022-23, and 2023-24)	<u>Avg. Annual Turnover:</u> Up to 100 Cr-2.5 Marks 100-150- 5 Marks 150-250- 7.5 marks 250 above -10 marks	10 Marks

4	Human Resources	<p>EMT/Paramedical Staff: On the date of bid submission, the Bidder should have up to 500 personnel (EMTs / ANMs / Pre- Hospital Care Personnel/Lab Technicians / Pharmacists/ para vets/Nursing/health workers Staff) on its payroll as part of Ambulances/MMU/MVU/MHU/ Health Services for any State government / Central Government / PSUs.</p>	<p>Up to 500 Personnel: 1 Mark 500-1000-2 Marks 1000- 1500 -3 Marks 1500-2000-4 Marks and Above 2000 -5 Marks</p>	5Marks
5	Fleet Management: Number of Ambulances / MMUs/ MVUs/ MVA/MHUs / Mobile Units	<p>On the date of bid submission, the Bidder should have successfully operated/Operating and maintaining up to 100 Ambulances/MMU/MVU/MVA/MHU / Mobile Units for any State government / Central Government / PSUs</p>	<p>Up to 100 vehicles - 2.5 100-500- 5 Marks 500-800-7.5 Marks Above 800- 10 Marks</p>	10 Marks
6	Experience in the healthcare sector in the state of Andhra Pradesh	<p>Bidder should have experience in different healthcare projects in the state of Andhra Pradesh for State Government / Central Government units/ PSUs.</p>	<p>One and a Half marks for each health type of project/service.</p>	15 Marks
7	Services Provided in the MMUs	<p>Experience in the provision of Medical Care through doctors in MMUs: The bidder should have Medical Officers (MBBS Doctors) on its payroll working in the MMUs for any State Government / Central Government / PSUs.</p>	<p>Up to 75 MBBS Doctors – 1 mark 75 to 100 MBBS Doctors- 2 marks Above 100 MBBS Doctors- 5 Marks</p>	10 Marks
		<p>The bidder should have experience in conducting confirmatory lab diagnostics (other than Rapid Diagnostic Tests) with Lab Equipment and lab technicians on its payroll working in the MMUs for any State Government / Central Government / PSUs.</p>	<p>Up to 75, No's -1 Marks 75 to 100 No's -3 Marks Above 100 No's -5 Marks</p>	
8	Electronic Health Records	<p>Experience in the generation and updation of Electronic Health Records.</p>	5 marks	5 Marks

9	Registrations of Certifications	ISO 9001:2015, Bio-Medical Waste, Clinical Establishment (Authorization/Certificate of Registration for operating the Allopathic Medical Care Establishments by any State/central government/agency), and Drug License with Non-Conviction Certificate (Registration under the Drug License Control Authority and Non-Conviction certificate from the Drug Authorities Drugs & Cosmetics Act 1940).	2.5 Marks for each	10Marks
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12.4 Evaluation of Technical proposal

12.4.1 Technical evaluation of bids (second stage) will be done as per the criteria mentioned in above table . The evaluation committee shall assign proportionate marks as per the evaluation criteria for the proposals received for evaluation and assign the technical marks for each bid (Tb)

12.4.2 The bidder should score at least 50 marks to be qualified technically. Based on this technical evaluation, a list of short-listed applicants shall be prepared.

12.4.3 The bidders who are technically qualified will be eligible for financial evaluation.

12.5 Evaluation of financial proposal

12.5.1 Bidder shall submit the financial quote as per the format given. Based on the financial quote, financial score will be given with the following formula

$$12.5.2 \text{ SFb} = 100 \times \text{Cmin} / \text{Cb}$$

12.5.3 where Cb = Price quoted by the Bidder under consideration and Cmin is Lowest price bid value

12.6 Selection of successful bidder

12.7 The bidder will be selected based on Quality and Cost based selection (QCBS), with 80% weightage for Technical score and 20% for financial score

12.8 The following formula shall be used for calculating the scores:

$$12.8.1 \text{ Bb} = 0.80 * \text{Tb} + (0.20) * (\text{SFb}) \text{ Where,}$$

12.8.2 Bb = overall score of the bidder under consideration (calculated up to two decimal points)

12.8.3 Tb = Technical score for the Bidder under consideration

12.8.4 SFb = Price quoted by the Bidder under consideration

12.8.5 The Bidder achieving the highest overall score (Bb) will be declared as successful bidder

12.8.6 In case of a tie where two or more Bidders achieve the same highest overall score, the Bidder with the higher technical score will be considered as successful bidder

BID submission and Validation conditions

13 Bid validity period

The Bids shall remain valid for 180 days from the date of submission for acceptance and the prices quoted shall remain for duration of the agreement. The Client may request for further extension as deemed fit and the Bidder will send intimation of acceptance or otherwise, of request for extension is deemed approved with three days of issue of such request.

14 Minimum number of Bids

In case only a single bid is received against this RFP, APMSIDC reserves the right to accept or cancel the tender process and float a fresh tender.

15 Number of proposals

A Bidder is eligible to submit only one proposal.

16 Cost of proposal

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

17 Acknowledgement by Bidder

It shall be deemed that by submitting the Proposal, the Bidder has:

- i. Made a complete and careful examination of the RFP;
- ii. Acknowledged that it does not have a Conflict of Interest; and
- iii. Agreed to be bound by the undertaking provided by it under and in terms hereof.

18 Conflict of interest

- i. A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified.
- ii. A Bidder may be considered to have a conflict of interest for the purpose of this bidding process, if the Bidder:
 - a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
 - b) receives or has received any direct or indirect subsidy from another Bidder; or
 - c) has the same legal representative as another Bidder; or
 - d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of the TIA regarding this bidding process; or

- e) any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the bid; or
- f) any of its affiliates has been hired (or is proposed to be hired) by the Procuring Agency in implementing Service Provider Agreement.
- g) has a close business or family relationship with a professional staff of the Client who:
 - are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or
 - would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to Client throughout the procurement process and execution of the contract
- h) The bidder(s) who are selected as Service Provider(s) will not be eligible to run “Emergency Response Centre” as mentioned in Section 4 General References of this RFP.

19 Contents of the RFP

This RFP comprises the Disclaimer set forth here in above and will additionally include any Modification / Addendum / Amendment / Corrigendum issued.

20 Clarifications

TIA shall have the right to seek any clarifications from the Bidders during the process of evaluation of proposals.

TIA and the Client reserves the right to not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Client to respond to any question or to provide any clarification.

21 Amendments/Modifications

- i. At any time prior to the deadline for submission of Proposal, the TIA may, for any reason, at its own initiative may extend the Proposal Submission Date.
- ii. All such amendments/modified RFP will be posted only on the website and shall not be published in any newspaper and will be binding on all Bidders.

22 Preparation and submission of proposal

22.1 Language of Bid:

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 submitted based on 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.

22.2 Format and signing of proposal

The Bidder shall provide all information sought under this RFP. The TIA would evaluate only those proposals that are received in the specified forms and complete in all respects.

The proposal shall be typed and signed by the authorized signatory of the Bidder / Lead Bidder, who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by a duly authorized person holding the Power of Attorney (the "Authorized Representative"). The Power of Attorney should be registered as per the applicable laws.

22.3 Technical proposal

22.3.1.1 Bidders shall upload the technical proposal in the proposed formats, if any (the "Technical Proposal").

22.3.1.2 Failure to comply with the requirements shall make the Proposal liable to be rejected.

22.3.1.3 The Technical Proposal shall not include any financial information relating to the Financial Proposal.

22.3.1.4 The Client reserves right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Failure of Client to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Client there under.

22.4 Financial proposal

Bidders shall upload financial proposal in the format at Annexure XIII (the "Financial Proposal") clearly indicating the total cost of the service in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

While submitting Financial Proposal, the Bidder shall ensure the following:

All costs associated with the assignment shall be included in the Financial Proposal. The total amount indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.

The Financial Proposal shall take into account all expenses and tax liabilities excluding GST. For avoidance of doubt, it is clarified that all other taxes other than GST shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per applicable

laws.

Costs shall be expressed in INR.

22.5 Submission of proposal

The proposal submission shall as per the e-procurement process

22.6 Proposal submission date

The Proposal submission date is listed in the Bid Data Sheet. The TIA may, in its sole discretion, extend the Proposal Submission Date by issuing a Corrigendum.

Late proposals

Proposals received by TIA after the specified time on Proposal Submission Date shall not be eligible for consideration and shall be summarily rejected.

22.7 Bid fees and Earnest Money Deposit

22.7.1 The Bid shall be accompanied by non-refundable Tender Cost and Earnest Money Deposit (EMD) as mentioned in Bid Data Sheet in favour of Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC, Government of AP payable at Vijayawada

22.7.2 No Bidding entity is exempted from deposit of EMD. Bids submitted without EMD shall be not considered.

22.7.3 EMD of unsuccessful Bidder will be returned to them without any interest, after conclusion of resultant agreement. EMD of successful Service Provider will be returned without any interest, after receipt of performance security as per terms of agreement.

22.7.4 EMD of Bidder may be forfeited without prejudice to other rights of the TIA, if the Bidder withdraws or amends its Bid or impairs or derogates from the Bid in any respect within the period of validity of its Bid, or if it comes to notice that information / documents furnished in its Bid is incorrect, false, misleading or forged. In addition to aforesaid grounds, successful Bidder's EMD will also be forfeited without prejudice to other rights of the bidder, if he fails to furnish the required performance security within specified period.

22.8 Fraud and Corrupt Practices

Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection

Process.

Without prejudice to the rights of TIA hereinabove and the rights and remedies which TIA may have under the Letter of Award (LOA), if an Applicant, as the case may be, is found by TIA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA, such Applicant or Consultant shall not be eligible to participate in any tender or RFP issued by TIA during a period of 3 (three) years from the date such Applicant, as the case may be, is found by TIA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- 22.8.1 "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process.
- 22.8.2 "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- 22.8.3 "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- 22.8.4 "undesirable practice" means establishing contact with any person connected with or employed or engaged by TIA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or having a Conflict of Interest; and
- 22.8.5 "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

22.9 Confidentiality

Information relating to examination, clarification, evaluation, and recommendation for selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the TIA in relation to or matters arising out of or concerning the Selection Process. The TIA will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The TIA may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the TIA

22.10 Clarifications

To facilitate evaluation of Proposals, the TIA may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the TIA for this purpose. Any request for clarification(s) and all clarification(s) in

response thereto shall be in writing.

If a Bidder does not provide clarifications sought under Sub-Clause mentioned above within the specified time, its Proposal shall be liable to be rejected. In case, the Proposal is not rejected, the TIA may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the TIA.

22.11 Clients Right to accept/reject any proposal or all proposals

The TIA reserves the right to accept or reject any Bid and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidders or bidders of the grounds for the TIA's action.

23 Award of Contract

23.1 Notification of Award

Prior to expiry of the period of Bid validity prescribed by Client, the Client will notify the successful bidder(s) in writing, that their Bid has been accepted. This letter (hereinafter and in the Conditions of Contract called "Notification of Award"/"Letter of Award") shall name the sum which the Client will pay to Service Provider in consideration of the execution, completion and maintenance of the Work by the Service Provider as prescribed by the Contract (hereinafter and in the Conditions of Contract called the "Contract Price"). Within 5 days of receipt of the "Notification of Award"/"Letter of Award" the successful bidder shall sign and return a copy of the same to the Procurer as acknowledgement of receipt of the same.

23.2 Performance Security

- a) Upon receipt of Letter of Award (LOA) from the Client the successful Bidder shall furnish the Performance Security of an amount equal to 5% of the first (1st) Year Service Charge (Total cost of the project for 1st year as per the financial quotes) which shall be valid for a period for 18 months from the date of submission, by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security Form. The Performance Security shall be renewed every year so as to remain valid till expiry of contract period. If Selected Bidder fails to submit performance security within stipulated time, the EMD shall be forfeited.
- b) Performance security shall be renewed every year so as to remain valid till expiry of contract period.
- c) The Selected Bidder shall have to provide the extended Bank Guarantee, before expiry, if required.

23.3 Bank Guarantee towards Quarterly Advance Payment

Upon receipt of Letter of Award (LOA) from the Client the successful Bidder shall furnish the Bank guarantee of an amount equivalent to 3 months of payment in order to receive quarterly advance payment from the client. The Bank guarantee shall be valid for 1 year, which is further extendable. The quarterly advance payment shall be given by the client only in case of active bank guarantee. If Selected Bidder fails to submit bank guarantee towards quarterly advance payment within stipulated time, the EMD shall be forfeited.

23.4 Signing of contract

After acknowledgement of Letter of Award (LOA) by the Selected Bidder and submission of performance security, it shall execute the Agreement within a fortnight from date of issuance of LOA. The Selected Bidder shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to sign the Agreement within the stipulated time, their performance security shall be forfeited and appropriated by the Client. In such an event, the Client may

invite next ranked Bidder for negotiations and may issue LOA to him.

24 Disqualification of the bidder

- i. Any misrepresentation/improper response may lead to disqualification of the Bidder.
- ii. In case it is found during evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder, or the Bidder has made material misrepresentation, or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Service Provider either by issue of the LOA or entering into of the Agreement
- iii. If the Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Client without the Client being liable in any manner whatsoever to the Applicant, as the case may be. In such an event, the Client shall forfeit and appropriate the performance Security and also pre-estimated compensation and damages payable to the Client as mutually agreed for, inter alia, time, cost and effort of the Client without any other right or remedy that may be available to the Client

25 General Conditions of Contract

25.1 Definitions

25.1.1.1 “Contract” means the Contract Agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendices, and documents incorporated by reference therein.

25.1.1.2 “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.

25.1.1.3 “Contract Price” means the price payable to the Service Provider as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.

25.1.1.4 “Day” means calendar day.

25.1.1.5 “Completion” means the fulfillment of the Related Services by the Service Provider in accordance with the terms and conditions set forth in the Contract.

25.1.1.6 “Client” means the entity purchasing the Goods and Related Services

25.1.1.7 “Service Provider” means the person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract Agreement.

25.2 Relationship between the parties

Nothing in the Contract shall be deemed to constitute a partnership between the Parties or to constitute either Party as the agent of the other.

25.3 Law Governing the Contract

The Contract shall be governed by and interpreted in accordance with the laws of India.

25.4 Language

The language for communication shall be English, unless otherwise modified by the Client.

25.5 Notices

Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Special Conditions of Contract. The term “in writing” means communicated in written form with proof of receipt. A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

25.6 Taxes and Duties

a. All bidders are requested to familiarize themselves with the laws, rules and regulations prevailing in India and consider the same while developing and submitting their Proposal.

- b. All customs duties, excise duties and other levies payable by the Service Provider on goods, equipment, components and any other items used for their consumption or dispatched directly to Client by the Service Provider or their sub-Service Providers shall be included in the bid price and any such taxes, duties, levies additionally payable will be to Client's account and no separate claim except GST on this account will be entertained by the Client.
- c. All the taxes and fees including payable to the RTA for operation of vehicles shall be responsibility of service provider
- d. The Service Provider shall be liable to and pay all non-Indian taxes, duties, levies, lawfully assessed against the Client or the Service Provider in pursuance of the Contract, if applicable. Tax liability, if any, on Service Provider's personal income & property shall be borne by the Service Provider and shall be the responsibility of the Service Provider as per Tax Laws of India.
- e. Client shall be entitled to deduct applicable tax (if any) at source as per Indian Laws from all payments due to the Service Provider under the contract.
- f. If any rates of taxes/ duties/ levies (hereinafter called 'Tax') are increased or decreased, a new Tax is introduced, an existing Tax is abolished or any change in interpretation or application of any Tax occurs in course of performance of Contract, which was or will be assessed on the Service Provider in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction there from, as the case may be.

25.7 Effectiveness of Contract

This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Service Provider instructing the Service Providers to begin carrying out the Services.

25.8 Reporting obligations

The Service Provider shall ensure that information, records and documentation necessary to monitor the agreement are maintained and are available at all times to the Client or its authorized representative. The Service Provider hereby agrees that his and all his/her staff shall, at all times, co-operate with the reasonable processes of the Client for monitoring, evaluation and carrying out quality audit by any third party authorized by Client.

The Service Provider further agrees to maintain confidentiality of data and records and commits that such data and records will not be shared with any third party for any purpose.

25.9 Expiration of Contract

Unless terminated earlier pursuant to Clause 30.14 and Clause 30.15 here of, this Contract

shall terminate at the end of such time period after the Effective Date, as shall be specified in the Agreement.

25.10 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

25.11 Modifications

Modification in terms and conditions of this Contract, including any modification in the scope of Services, may only be made by written agreement between the Parties and shall not be effective until consent of the Client, as the case may be, has been obtained. Each Party shall give due consideration to any proposals for modification made by the other Party.

25.12 Force Majeure

Force Majeure means any circumstance beyond the control of the parties, including but not limited to:

25.12.1.1 Strikes of employees, bandh ,war and other hospitalities, (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo;

25.12.1.2 ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives, or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.

25.12.1.3 rebellion, revolution, insurrection, military or usurped power and civil war;

25.12.1.4 riot, commotion or disorder, except where solely restricted to employees of the bidder.

25.13 Service Provider's default

The following shall constitute Service Provider's default:

25.13.1 Service Provider fails to comply with any of the terms of the order; or

25.13.2 fails to comply, within a reasonable time, with notice; or

25.13.3 assigns the Contract or sub-contracts whole of the Services without the Client's written consent; or

25.13.4 becomes bankrupt or insolvent and has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.

25.14 Termination/Suspension of Service Provider

If the Service Provider is not performing the duties in accordance with the Contract or is neglecting to perform his obligations there under to seriously affect the programme for carrying out the services, the Client may give notice to the Service Provider requiring him to make good such failure or neglect, within 15 days of receiving the notice. In case the default continues beyond two notices, Client shall have the right to terminate/suspend the Service Provider by issuing a third notice/ suspension order.

Any such suspension/ termination shall be without prejudice to any other rights of powers of the Client, or the bidder under the Contract.

The Service Provider shall continue its performance of the contract during arbitration proceedings unless the Client shall order suspension. If any such suspension is ordered, reasonable costs incurred by the Client and occasioned thereby shall be added to the Contract Price. No payments due or payable by the Client shall be withheld on account of pending reference to arbitration.

The service provider once entered into contract agreement, cannot withdraw, nor ask for novation, alteration or tinker with any of the contract terms and conditions. However, the withdrawal from the contract can be on the mutual consent with three months advance intimation to the Client so that client can make alternate arrangements. The default in this condition shall make Service Provider liable for forfeiture of any amounts due and also the performance security, with all other legal and contractual consequences under the contract.

25.15 Arbitration

In the case of dispute or difference arising between the Purchaser and Service Provider relating to any matter arising out of or connected with this agreement, such dispute or difference shall be referred to the award of two Arbitrators, one Arbitrator to be nominated by the Purchaser and the other to be nominated by the Service Provider or in the case of the said Arbitrators not agreeing, then at the award of an Umpire to be appointed by the Arbitrators in writing before proceeding with the reference, and in case the Arbitrators cannot agree to the Umpire, he may be nominated by the Arbitration committee of the Indian Council of Arbitration, India. The award of the Arbitrators, and in the event of their not agreeing, of the Umpire appointed by them or by the Arbitration Council of India, India, shall be final and binding on the parties.

The Arbitration dispute if any shall be the domestic arbitration governed by the provisions of Arbitration and Conciliation Act 1996 as amended by Acts 2015 & 2019, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.

25.16 Venue of Arbitration

The venue of arbitration shall be at the courts of Vijayawada.

25.17 Confidentiality

The Service Provider either during the term or within two (2) years after the expiration of this Contract, should not disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

25.18 Use of contract documents and Information

The Service Provider shall not without the Client's prior written consent, disclose the contract or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Client in connection therewith to any person other than a person employed by the Service Provider in performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Service Provider shall not, without the Client's prior written consent make use of any document or information enumerated in the above para except for purposes of performing the contract.

Any document other than the contract itself enumerated in the first para of this clause shall remain the property of the Client and shall be returned (in all copies) to the Client on completion of the Service Provider's performance under the contract if so required by the Client.

26 Special Conditions of Contract

26.1 Performance Security

- a. Upon receipt of Letter of Award (LOA) from the Client the successful Bidder shall furnish the Performance Security of an amount equal to 5% of the first (1st) Year Service Charge (Total cost of the project for 1st year as per the financial quotes) which shall be valid for a period for 18 months from the date of submission, by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security Form. The Performance Security shall be renewed every year so as to remain valid till expiry of contract period. If Selected Bidder fails to submit performance security within stipulated time, the EMD shall be forfeited.
- b. Performance security shall be renewed every year so as to remain valid till expiry of contract period.
- c. The Selected Bidder shall have to provide the extended Bank Guarantee, before expiry, if required.
- d. In case of encashment of bank guarantee, the client shall make a request to bank on official letter head including sign & seal along with signatures of the Service Provider.

26.2 Access to Service Provider's Premises

The Client and/or his authorized representative shall be provided access to Service Providers' and/or his sub-contractors premises, at any time during the pendency.

26.3 Inspection – Checking - Testing

The Client can inspect the ambulance at any date without any intimation to the service provider.

The Client or its representative may inspect and/or test any or all the medical equipment medicines to confirm their conformity to the standards of maintenance prescribed by the OEM/ Client.

If the ambulance, equipment or medicines are not as per the requirements of this RFP, the Service Provider shall rectify the deficiency to the satisfaction of the Client's representative.

27 Penalties

27.1 Service provider is liable for imposing penalties in case of following

27.2 Penalties in case of 108 ambulance services

S. No.	Performance parameter	Description and incidence of default	Penalty
1	Availability of staff per ambulance	If the ambulance staff such as Pilot/ EMT are not available, then it is considered as default	Service charges per day per ambulance shall be deducted for non-availability of required staff
2	Average Response Time per ambulance (Call to Site): Urban-18min, Rural-23 min and Tribal- 33 mins.	For each minute of delay in average response time: <i>(To be calculated as monthly average over the entire fleet of ambulance)</i> Monthly average Response time for urban, rural and tribal to be calculated separately	0.1% of the total monthly billing per ambulance for each minute of such delay.
		1. Poor General cleanliness/ Ambulance body Hygienic storage of Medical/ non- medical consumables 2. Non-availability of Medical/ non- medical consumables as per the enclosed list at	Penalty of INR 2000/- per ambulance 1st time for every shortfall/ default and subsequently INR 5000/- per Ambulance (Individually for every shortfall/ default)

3	Any shortfall/ default found on inspection by authorized representatives of the Client	<p>Form-III.</p> <p>3. Non-functioning of equipment including medical equipment;</p> <p>4. Improper maintenance/non-updating log book, stock register, PCR record, ambulance maintenance record as prescribed by the client;</p> <p>5. Non-functioning of Air- conditioning of Ambulance</p>	<p>No penalty shall be levied on the Service Provider for any default in Service Level Agreement (SLA) on account of govt. or ambulances supplier's lack of support.</p> <p>The shortfall/Inspection report shall be sent to service provider online through an App</p>
4	All the emergencies shall be transported to hospital within one hour (Golden Hour) from assigning the case.	Number of emergencies transported per month per ambulance with in one hour shall not be less than 95% per month.	@ INR 2,000 per case which is transported above golden hour
5	Every medical emergency requested shall be transported from the scene to the hospital or lower health facility to higher health facility. There shall not be a single emergency unattended		For every medical emergency not transported from the scene to the hospital, there shall be a penalty of INR 10,000/-
6	In case of vehicle is taken off road due to maintenance/repair work of the vehicle as per the standard practice suggested by OEM or pointed out by Client, the Service Provider shall Undertake maintenance/repair the vehicle within 72 hours		If the Service Provider does not provide the repaired vehicle within 72 hours, then the Service Provider is liable for a penalty of INR 5,000 per day per vehicle. In case of Major repair / Accident, a relaxation is allowed up to 10 days. After that Rs 5000 per day per vehicle penalty can be levied

7	Maintenance/repair work of the equipment installed/fixed in the vehicle shall be undertaken as per the standard practice suggested by OEM or pointed out by Client, within 48 hours.		If the Service Provider does not provide the repaired equipment within 48 hours, then the Service Provider is liable for a period of INR 500 per day each equipment. In case of major repair of the equipment, a relaxation is allowed up to 5 days, after that Rs 500 per day per equipment will be levied.
8	Preventive maintenance as required for vehicles and equipment shall be completed in a day.		Rs 1000 for each day of delay.

27.3 Penalties in case of MMUs

S. No	Performance Parameter	Description and incidence of default	Penalty
1.	Availability of MMU	Minimum days of service in a month is 24 Not adhering to minimum number of days of service is a default	per day service charges x no. of non-working days, will be deducted
2.	Availability of staff per MMU	Staff not available in MMU	25% of per day charges x no. of days of non-availability
3.	Any shortfall/default found on inspection by SHS/DHS authorized District representatives	1. Poor cleanliness, non-hygienic storage of consumables 2. Non-availability of drugs and consumables as per the enclosed list at Form III. 3. Non-functioning of major equipment;	Penalty of Rs 1000/- per MMU 1st time for every shortfall/ default and subsequently Rs. 2000/- per MMU (Individually for every shortfall/ default)

		<p>4. Improper maintenance/ non-updation of log book, stock register, PCR record, vehicle maintenance record as prescribed by the client;</p> <p>5. Non-functioning of Air-conditioning of MMU.</p>	
4.	Documentation and reporting	<p>Submission of information desired by GoAP in the 104 IT applications as per the stipulated time frame. 24 hours timeline to be provided for submission of information as desired by GoAP.</p>	<p>Penalty of Rs 1000/- will be imposed for every default.</p>
5.	Operationalization of all MMUs	<p>MMUs has to be operationalized and in condition to provide healthcare services as per Agreement at all the time during the Concession Period.</p>	<p>95% for first two Years from Appointed Date and 90% post completion of two years till the Concession Period</p> <p>Rs. 20,000/-per day for every percentage below the threshold</p>
6.	Functional availability of equipment in MMU	<p>Non-reporting of non-functional equipment</p>	<p>Number of instances of non-functioning of equipment * 500</p>
7.	Maintenance of MMUs	<p>In case of vehicle is taken off road due to maintenance/repair work of the vehicle as per the standard practice suggested by OEM or pointed out by Client, the Service Provider shall undertake</p>	<p>If the Service Provider does not provide the repaired vehicle within 72 hours, then the Service Provider is liable for a penalty of INR 5,000 per day per vehicle. In case of Major repair / Accident, a relaxation is allowed upto 10 days. After that Rs</p>

		maintenance/repair the vehicle within 72 hours	5000 per day per vehicle penalty can be levied
8.	Maintenance of MMUs	Maintenance/repair work of the equipment installed/fixed in the vehicle shall be undertaken as per the standard practice suggested by OEM or pointed out by Client, within 48 hours.	If the Service Provider does not provide the repaired equipment within 48 hours, then the Service Provider is liable for a penalty of INR 1,000 per day per each equipment. In case of Major repair of the equipment, a relaxation is allowed upto 5 days. After that Rs 1000 per day per equipment will be levied
9.	Maintenance of MMUs	Maintenance/repair work of the fabrication in the vehicle shall be undertaken as per the standard practice suggested by Fabricator or pointed out by Client, within 72 hours.	If the Service Provider does not repair the fabrication related defects within 72 hours, then the Service Provider is liable for a penalty of INR 1,000 per day per defect. In case of major repair of fabrication, a relaxation is allowed upto 5 days. After that Rs 1000 per day will be levied.
10	Maintenance of MMUs	Preventive maintenance as required for vehicles and equipment shall be completed in a day.	Rs 2000 for each day of delay.
11	Testing of drinking water sources	Percentage of public drinking water bodies tested against total public drinking water bodies available in gram panchayat. (should complete testing of all sources in 3 months)	INR 1,000 per day in case if the tests are not completed

27.4 Penalties in case of ERC

Performance levels					
Sl. No	Definition	Measurement	Measurement Interval	Target	Penalty
1	Availability of equipment: - IP Phones - Workstations / Desktops - Gateways (Prior approval from the client is a must for any maintenance activity)	All equipment's should be available 24*7 and any complaint should be resolved within 2 hrs. Equipment should be replaced or repaired after complaint logging by Client Measurement Tool: Reports from EMS	Monthly	>=99.8% Availability	-
				>= 99.5% to <99.8% Availability	0.2% of Total Quarterly payment per each incident
				<99.5% Availability	1% of Total Quarterly payment per each incident
2.	Availability of each server at DC & DR: - Application server - Database server (Not attributable to SDC)	$\text{Uptime} = \{1 - [(\text{server downtime} - \text{Maintenance Downtime}) / (\text{Total Time} - \text{Maintenance Downtime})]\}$ Each server violation will be measured separately through NMS tool.	Monthly	>=99.8%	-
				>= 99.5% to <99.8%	0.2% of Total Quarterly payment per each incident
				<99.5%	1% of Total Quarterly payment per each incident
3.	Availability of the ERC and SERC solutions components i.e. CAD solution, IPPBX, ACD, CTI, GIS and other relevant component of these solution.	$\text{Uptime} = \{1 - (\text{Application downtime maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ Measurement Tool: Reports from NMS	Monthly	>=99.8%	-
				>= 99.5% to <99.8%	0.2% of Total Quarterly payment per each incident
				<99.5%	1% of Total Quarterly payment per each incident
	Availability of the following			>= 98%	-

4.	solutions / applications: <ul style="list-style-type: none"> E-Learning / Training application HRMS BI Reporting and analytics Citizen App SMS Gateway Management System etc. 	Uptime = {1(Application downtime maintenance downtime) / (Total Time – maintenance downtime)} Measurement Tool: Reports from EMS	Monthly	>= 95% to <98%	0.1% of Total Quarterly payment per each incident
				<95%	0.5% of Total Quarterly payment per each incident
5.	DR Drill	Bidder shall conduct DR drills every six months and/or as per the requirement of Client	Half yearly	100% as per schedule and/or request from Client	-
				For any violation of the DR policy.	0.5% of Total Quarterly payment per each incident
Manpower Availability					
6.	Availability of all resources at designated ERC and SERC as per requirement defined in the RFP and as proposed by the Agency and agreed by the Client	[(Actual number of man-days deployed for a month) / (Agreed Total number of man-days in a month)] *100 Measurement Tool: Biometric Attendance Reports	Monthly	Monthly >= 95% -	-
				>=90 % to < 95%	0.5% of Total Quarterly payment per each incident
				< 90 %	2% of Total Quarterly payment per each incident
	Availability of the Attendance report of the Service providers of Ambulances and MMUs	[(Actual number of man-days deployed for a month) / (Agreed Total number of man-days in a month)] *100 Measurement Tool: Biometric Attendance Reports	Monthly	Monthly >= 96%	-
				>=95 % to < 96%	0.1% of Total Quarterly payment per each incident
				< 95 %	1% of Total Quarterly payment per each incident

7.	Maintenance, repair and replacement of Furniture at ERC as per scope	Repair or replacement of the damaged furniture Client inspection and reporting	Monthly	>= 90% of issues to be analyzed and resolved in 3 business days	0.1% of Total Quarterly payment per each incident
				<90 %	0.1% of Total Quarterly payment per each incident
8.	Housekeeping, Cleaning & Maintenance Cafeteria items like Water purifier & cooler, Drinking water facility, Rodent repellent as per scope of ERC	Drinking water and cafeteria inspection shall happen at any fixed schedule in a month and Client will log complaint for any issue related to water facilities Cafeteria will be inspected and problems will be reported by the Client	Monthly	>= 90% of issues to be analyzed and resolved in 1 business day	0.1% of Total Quarterly payment per each incident
				<90 %	0.1% of Total Quarterly payment per each incident
	Average amount of time to respond to the call. This includes the amount of time caller waits in a waiting queue ASA to be reviewed on a monthly basis.	Average Speed to Answer (ASA) System generated reports to be considered to review the ASA Note: it is mandatory to answer the call at least by third ring, to save from incurring of penalty	Monthly	100% of the calls to be attended within 3 rings	-
				>=99% and <98% of the calls to be attended more than 3 Rings	0.001% of Total Quarterly payment per each incident
				<97% of the calls to be attended more than 3 Rings	0.005% of Total Quarterly payment per each incident
	Average Handle Time (AHT) refers to the time taken to manage a call and initiate dispatch of Ambulance.	Average Handle Time (AHT) Compliance Inbound Actionable Calls, against which		AHT of 3 to 3.5 Minutes	-
				AHT of >3.5 to 4 Minutes	0.001% of Total Quarterly payment per each incident

	AHT shall be calculated as the sum of average talk time, hold time and transfer of calls to dispatch officer and initiate the dispatch of the ambulance.	event is created Reports to be taken by SLA monitoring tool or reports generated by SI.	Monthly	AHT > 4 Minutes	0.002% of Total Quarterly payment per each incident
	Reports of the SLA adherence of the Service Providers shall be made available through System generated reports to the Client	System generated reports	Monthly	Monthly >= 96%	-
>=95 % to < 96%				0.1% of Total Quarterly payment per each incident	
< 95 %				1% of Total Quarterly payment per each incident	

1. Service Provider would be granted a stabilization concession period of three months from entering in to MoU . No penalties shall be levied during this period by the Client on the Service Provider.
2. For penalty clauses mentioned above, it is to be noted that, any default on account of Government/Client or Ambulance Supplier's lack of support, penalty shall not be levied on Service Provider.
3. In the event of an accident, it is the responsibility of the Service Provider to inform the Supplier/Emergency Response Centre about the accident, the Supplier shall, upon receiving the information, notify the client/Emergency Response Centre and Service Provider within six hours regarding seriousness of the accident. The Client shall then consider not levying penalties on case-to-case basis.

Note:- Total Penalty value should not exceeded the 10% of the Contract Value.

28 Other conditions

28.1 Insurance

The Service Provider, at his cost, shall arrange, secure and maintain all insurance as may be pertinent and obligatory in terms of law. The insurance cover to be taken by the Service Provider for ambulance including fabrication & equipment shall be in the name of Client. Service Provider shall however be authorized to deal directly with the insurance company. Service Provider shall take comprehensive insurance for all his staff engaged under this contract

The insurance required to be taken by Service Provider shall cover all risks including war, strike, riots and civil commotion etc. Notwithstanding the extent of insurance cover the amount of claim available from the underwriters and the time at which claim is available from the under underwriters, the Service Provider shall be liable to make good the full availability as per Client's requirements.

28.2 Damages for Mishap/Injury

The Client shall not be responsible for damages of any kind or for any mishap/injury/accident caused to any personnel/property of the Service provider while performing duty on behalf of Client. All liabilities, legal or monetary, arising in that eventuality shall be borne by service provider.

The service provider is the sole custodian of the Government properties handed over to him (Ambulances, Equipment etc.). Service provider shall attend the damages to the Government property handed over to him with his own funds.

28.3 Indemnity

By this agreement, the Service provider indemnifies the Client and/or Government against damages of any kind or for any mishap/injury/accident caused to any personnel/property of the Service provider while performing duty.

The Service provider agrees that all liabilities, legal or monetary, arising in any eventuality shall be borne by the Service provider.

28.4 Performance

A quarterly review meeting will be held and attended by appropriate levels of officials of Service providers to consider the performance, anticipated outcome of the agreement and future service developments and changes. Further meetings may be arranged at any time to consider significant variation in the terms of conduct of the agreement and where corrective action on either part is indicated.

The Service Provider agrees to consider introduction of any further service in line with any new initiative of the Government or in response to local demand which could not be anticipated earlier and that such services should be provided **at** extra cost.

28.5 Health and Safety

The Service Provider agrees to adequately train, instruct and supervise staff to ensure, as is reasonably practicable, health and safety of all persons who may be affected by services provided under the agreement. Helpline numbers, where patients can lodge their complaints, have to be displayed on the ambulances.

28.6 Data Protection, Confidentiality and Record Keeping

All Service Users have a right to privacy and therefore all information and knowledge relating to them and their circumstances must be treated as confidential. The Service Provider must advise all staff on the importance of maintaining confidentiality and implement procedures which ensure that Service User's affairs are only discussed with relevant people and agencies. The Service Provider shall comply with all legislations, which otherwise would have been applicable had the services been run directly by the Government agencies.

28.7 Staffing

The Service Provider will ensure that, it always has sufficient and well-trained staff to ensure that services comply with all the statutory requirements and also to meet the patient needs. The staff for operating and maintaining the ambulance need to be provided by the Service Provider.

28.8 Sub-Letting/Sub-Contractor

The service provider shall not sub-let or sub-contract any work but for to take for any portion of the project work any assistance of any expert under him, else to form a consortium of registered partnership before bidding.

28.9 Terms of payment

28.9.1 The Service Provider shall raise invoice showing the contract price and GST amount separately.

28.9.2 The Client shall make advance payment for each quarter including GST, as per the amount quoted by the Service Provider in their financial proposal.

28.9.3 The first quarterly payment shall be paid after signing of contract and Service Provider shall submit invoice along with necessary documents in first week of every subsequent quarter. The invoice submitted by Service Provider shall be for delivery of services provided in previous quarter for which advance payment has already been made by the Client.

28.9.4 The Client shall process the invoice and any clarifications to the bills submitted will be sought within 7 working days of receipt of bills and total amount to be paid to Service Provider for previous quarter shall be finalized within 15 working days after receipt of

clarifications so sought from Service Provider.

28.9.5 If there are any deductions that are to be made against the submitted invoice of previous quarter, the amount shall be adjusted in next advance quarterly payment to be paid to Service Provider.

28.9.6 The Client or any other agency, as per existing rules of the Government, will have the right to examine the invoices as required under relevant rules. If such examination reveals any extra payment already provisionally made, the extra amount will be adjusted from the payment due to the Service Provider after due intimation.

28.10 Client Audit

The Service Provider, hereby, agrees to maintain all required books of accounts and to provide them to such audit as may be required to be carried out.

The Service Provider shall ensure best quality of services and protocols and shall submit a half yearly report of clinical audit (done by a third party or as nominated by the Client).

28.11 End of service period (Contract Expiry Date)

The contract agreement is for Five years and extendable for another two years on review by Government

ANNEXUREs

1	ANNEXURE I	List and details of 768 Ambulances
2	ANNEXURE II	Standard List of Equipment to be maintained in Ambulance
3	ANNEXURE III	Standard List of Medicines to be maintained in Ambulances
4	ANNEXURE IV	List of IT Equipment required in ambulance and MMUs
5	ANNEXURE V	Standard List of Equipment, Furniture and other items to be maintained in MMU
6	ANNEXURE VI	Standard list of drugs and consumables supplied by the client to the MMU
7	ANNEXURE VII	Standard list of confirmatory and rapid tests to be conducted in MMU
8	ANNEXURE VIII	List of MMUs
9	ANNEXURE IX	List of Proposals
10	ANNEXURE X	Particulars of Bidder
11	ANNEXURE XI	Undertaking for non blacklisting and not indulged in misappropriation/fraud
12	ANNEXURE XII	Previous project experience
13	ANNEXURE XIII	Bank Guarantee Format for Bid Security
14	ANNEXURE XIV	Bank Guarantee format for Performance Security and Quarterly advance
15	ANNEXURE XV	Financial Bid format
16	ANNEXURE XVI	Format for power of attorney for sole bidder
17	ANNEXURE XVII	Format for consortium agreement
18	ANNEXURE XVIII	Format for power of attorney for lead bidder in case of consortium

Annexure-1

Details of 768 Ambulances as on 19-01-2025

S.no	Vehicle Number	Vehicle Make	Vehicle District	Base Location	ODO Meter
1	AP39UH3979	Force	ALLURI SITHARAMA RAJU	Munchigput PHC	179186
2	AP39UH3985	Force	ALLURI SITHARAMA RAJU	Rampachodavaram	238840
3	AP39UH3984	Force	ALLURI SITHARAMA RAJU	V R Puram	242149
4	AP39TL8543	Force	ALLURI SITHARAMA RAJU	rajavommangi	337434
5	AP39TL8546	Force	ALLURI SITHARAMA RAJU	y ramavaram	366696
6	AP39UH3977	Force	ALLURI SITHARAMA RAJU	Pedabayalu	225194
7	AP39UH3983	Force	ALLURI SITHARAMA RAJU	Koyyuru - Old Police Quarter	150623
8	AP39TL8540	Force	ALLURI SITHARAMA RAJU	Kunavaram CHC	397991
9	AP39UH3973	Force	ALLURI SITHARAMA RAJU	Dumbriguda- MDO Quarter	161455
10	AP39UH3974	Force	ALLURI SITHARAMA RAJU	Araku 1 - ITDA Quarter	169140
11	AP39TL8541	Force	ALLURI SITHARAMA RAJU	Chinturu M.P.D.O Office	478040
12	AP39TL8538	Force	ALLURI SITHARAMA RAJU	Gangavaram PHC	378705
13	AP39TL8537	Force	ALLURI SITHARAMA RAJU	Addateegala	400299
14	AP39UH3975	Force	ALLURI SITHARAMA RAJU	Hukumpet PHC	213360
15	AP39UH3982	Force	ALLURI SITHARAMA RAJU	G.K.Veedhi M.D.O Office	133088
16	AP39TL8795	Force	ALLURI SITHARAMA RAJU	Chintapalli MDO Office	355852
17	AP39TL8563	Force	ALLURI SITHARAMA RAJU	Nellipaka	305230
18	AP39TL8542	Force	ALLURI SITHARAMA RAJU	Maradimilli Govt Quarters	320790
19	AP39UH3972	Force	ALLURI SITHARAMA RAJU	Anantagiri MPDO office	172936
20	AP16TJ0466	Force	ALLURI SITHARAMA RAJU	Araku District INVI Hospital	462251
21	AP39UH3976	Force	ALLURI SITHARAMA RAJU	Paderu - 1 - Old CDS	226936
22	AP39TL8813	Force	ALLURI SITHARAMA RAJU	Paderu Neonatal	258000
23	AP39TL8826	Force	ALLURI SITHARAMA RAJU	Krishnunipalem (Gokavarm Panchayat Office)	389325
24	AP39TL8843	Force	ALLURI SITHARAMA RAJU	Rampachodavaram Neonatal	285390
25	AP16TJ0453	Force	ALLURI SITHARAMA RAJU	Old CDS Paderu - 2	485221
26	AP39UH3980	Force	ALLURI SITHARAMA RAJU	G Madugula - ITDA Quarters-Near BSNL tower	188831
27	AP16TH7762	Tata Winger	ANAKAPALLI	Atchutapuram -PHC	589579

28	AP39TL8808	Force	ANAKAPALLI	Lankelapallem PHC HOSPITAL	402773
29	AP39UP7719	Force	ANAKAPALLI	Anakapalli District Hospital	191755
30	AP16TJ6863	Force	ANAKAPALLI	Kasimkota - HP Petrole Bunk(Sampathipuram)	473592
31	AP39TL8787	Force	ANAKAPALLI	V Madugula - K.J Puram Junction	350971
32	AP39UP7653	Force	ANAKAPALLI	Sabbavaram - MRO Office	164292
33	AP16TH8045	Tata Winger	ANAKAPALLI	K.KOTAPADU CHC	483720
34	AP39TL8801	Force	ANAKAPALLI	Kotauratla PHC	387081
35	AP16TH7645	Tata Winger	ANAKAPALLI	Backup	468114
36	AP39TL8802	Force	ANAKAPALLI	Chodavaram - Hardinze rest house	408616
37	AP39TL8536	Force	ANAKAPALLI	Butchayyapeta	351062
38	AP16TH9886	Tata Winger	ANAKAPALLI	Yelamanchili - GMR office, Kokkirapalli	595020
39	AP39UP7739	Force	ANAKAPALLI	Rolugunta PHC	189636
40	AP16TH9831	Tata Winger	ANAKAPALLI	Narsipatnam Area Hosp	661170
41	AP16TJ6882	Force	ANAKAPALLI	Golugonda M.D.O Office	501590
42	AP39UP7684	Force	ANAKAPALLI	Payakaraopeta - PHC	117991
43	AP16TH7804	Tata Winger	ANAKAPALLI	Nakkapalli (Adduroad) -PRIVATE BUILDING	649382
44	AP16TH8552	Tata Winger	ANAKAPALLI	S.Rayavaram (Near Addaroad Pedha Gumuluru)	572773
45	AP16TJ1952	Force	ANAKAPALLI	Makavarapalem M.D.O Office	508382
46	AP16TH8044	Tata Winger	ANAKAPALLI	Natavaram - Police Station	589035
47	AP16TH9893	Tata Winger	ANAKAPALLI	Ravikamatam PHC	484058
48	AP39TL8814	Force	ANAKAPALLI	Anakapalli Neonatal	127827
49	AP16TH8418	Tata Winger	ANAKAPALLI	Cheedikada	417859
50	AP16TH7990	Tata Winger	ANAKAPALLI	Anakapalli_Devarapalli - PHC	524293
51	AP39TL8792	Force	ANANTAPUR	ANTP_Atmakur -PHC	516621
52	AP39TL8774	Force	ANANTAPUR	Anantapur DCHO Office	394607
53	AP16TH7868	Tata Winger	ANANTAPUR	VIDAPANAKAL	700659
54	AP39TL8818	Force	ANANTAPUR	Kundurpi	612575

55	AP39UP7752	Force	ANANTAPUR	D Hirehal	124316
56	AP39TL8776	Force	ANANTAPUR	Kalyanadurgam Police Station	682966
57	AP39TL8768	Force	ANANTAPUR	Guntakal	581264
58	AP39UP7750	Force	ANANTAPUR	Gummagatta	221700
59	AP39TL8831	Force	ANANTAPUR	Peddavadugur	576758
60	AP39TL8830	Force	ANANTAPUR	Peddapappur	457445
61	AP39TL8817	Force	ANANTAPUR	Rayadurgam PHC	260699
62	AP39TL8832	Force	ANANTAPUR	Putlur	529345
63	AP39TL8777	Force	ANANTAPUR	Brahmasamudram	556009
64	AP39TL8762	Force	ANANTAPUR	Kanekal MRO Office	543250
65	AP16TJ6902	Force	ANANTAPUR	GGH Ananthapuramu	376976
66	AP39TL8781	Force	ANANTAPUR	Kambadur PHC	576972
67	AP16TJ0017	Force	ANANTAPUR	Yallanur	563657
68	AP39TL8760	Force	ANANTAPUR	Yadaki PHC	540145
69	AP39UP7816	Force	ANANTAPUR	Narapala PHC	153418
70	AP39TL8783	Force	ANANTAPUR	Singanamala PHC	400446
71	AP39UP7728	Force	ANANTAPUR	Uravakonda	220180
72	AP39TL8794	Force	ANANTAPUR	Bukkarayasamudram	349157
73	AP39TL8763	Force	ANANTAPUR	Raptadu Police Station	387255
74	AP39TL8779	Force	ANANTAPUR	Kalyanadurgam Neonatal	318399
75	AP39UP7721	Force	ANANTAPUR	Vajrakaruru	201988
76	AP16TH7871	Tata Winger	ANANTAPUR	Garladinne PHC	584837
77	AP39UP7660	Force	ANANTAPUR	Gooti PHC	250936
78	AP39TL8767	Force	ANANTAPUR	Bommanahal	499286
79	AP16TH8425	Tata Winger	ANANTAPUR	SETTUR PHC	719231
80	AP39UP7802	Force	ANANTAPUR	Tadipatri Fire Station	203270
81	AP16TH7800	Tata Winger	ANANTAPUR	Beluguppa	883967
82	AP39TL8761	Force	ANANTAPUR	Kudair PHC	429512
BIDDER				105 TENDER INV	
83	AP16TH7867	Tata Winger	ANANTAPUR	Pamidi PHC	724545
84	AP16TH7825	Tata Winger	ANANTAPUR	Backup	720842
85	AP16TH8435	Tata Winger	ANANTAPUR	Backup	713108
86	AP39UP7732	Force	ANNAMAYYA	Pileru	196808
87	AP39TL8712	Force	ANNAMAYYA	Nimanapalli	432860
88	AP39TL8718	Force	ANNAMAYYA	Peddemandem	410650
89	AP39UP7709	Force	ANNAMAYYA	Penagalur	131324
90	AP39TL8913	Force	ANNAMAYYA	Obulavaripalle	489300
91	AP39UP7702	Force	ANNAMAYYA	kilikiri	179390
92	AP39UP7819	Force	ANNAMAYYA	Chitvel -PHC	107247

93	AP39TL8717	Force	ANNAMAYYA	kalakada	455700
94	AP16TH7750	Tata Winger	ANNAMAYYA	THAMBALLAPALLE CHC	453352
95	AP39UP7710	Force	ANNAMAYYA	Guramkonda	462936
96	AP39TL8727	Force	ANNAMAYYA	Ramasamudram	352895
97	AP39TL8736	Force	ANNAMAYYA	Galiveedu M.D.O Office	434187
98	AP39TL8857	Force	ANNAMAYYA	Chinnamandem	506478
99	AP39TL8757	Force	ANNAMAYYA	Railway Koduru MPDO OFFICE	445166
100	AP39UP7857	Force	ANNAMAYYA	Tsundupalli M.D.O Office	433573
101	AP16TH7811	Tata Winger	ANNAMAYYA	B kothakota	580410
102	AP39TL8759	Force	ANNAMAYYA	Ramapuram	482110
103	AP16TH7676	Tata Winger	ANNAMAYYA	Vayalapadu	581886
104	AP39UP7735	Force	ANNAMAYYA	Lakkireddy palli M.D.O Office	146154
105	AP16TH9937	Tata Winger	ANNAMAYYA	VEERABALLI	587074
106	AP39UP7823	Force	ANNAMAYYA	Madanapalli	194900
107	AP16TH7654	Tata Winger	ANNAMAYYA	KAMBHAMVARIPALLE (K V PALLI) M.R.O OFFICE	574833
108	AP39TL8720	Force	ANNAMAYYA	PEDDA THIPPASAMUDRAM PHC	387282
109	AP16TJ0463	Force	ANNAMAYYA	Pullampeta	463170
110	AP39TL8749	Force	ANNAMAYYA	Rayachoti M.D.O Office	550669
111	AP39TL8903	Force	ANNAMAYYA	Pileru Neonatal	284208
112	AP16TH8426	Tata Winger	ANNAMAYYA	Backup	434698
113	AP39TL8754	Force	ANNAMAYYA	Nandalur	467050
114	BIDDER AP16TJ0475	Force	ANNAMAYYA	Mulakatapur TENDER INVI	429580
115	AP16TH7748	Tata Winger	ANNAMAYYA	Kurabalakota	513228
116	AP16TJ0460	Force	ANNAMAYYA	Rajampeta Area Hospital	622824
117	AP39TL8748	Force	ANNAMAYYA	SAMBEPALLE	474210
118	AP16TJ0471	Force	ANNAMAYYA	Backup	338153 (Major accident)
119	AP39TL8658	Force	BAPATLA	Medaramatla PHC_Korisapadu	525107
120	AP39UP7814	Force	BAPATLA	J.Panguluru Phc	180557
121	AP39UP7652	Force	BAPATLA	Bhattiprolu	129012
122	AP39TL8627	Force	BAPATLA	Kolluru	351009
123	AP39TL8613	Force	BAPATLA	Nizampatnam	258320

124	AP39TL8649	Force	BAPATLA	Vemuru CHC	462489
125	AP39TL8624	Force	BAPATLA	Addanki -CHC	399634
126	AP39TL8611	Force	BAPATLA	Chirala Area Hosp	409014
127	AP39TL8893	Force	BAPATLA	Bapatla Police Station	403680
128	AP39UP7821	Force	BAPATLA	YADDANPUDI PHC	179449
129	AP39TL8632	Force	BAPATLA	karlapalem	326869
130	AP39TL8890	Force	BAPATLA	Nagaram CHC	359912
131	AP39UP7724	Force	BAPATLA	Sweigh Bridge - Karamchedu	158519
132	AP39TL8651	Force	BAPATLA	Inkollu PHC	447494
133	AP39TL8642	Force	BAPATLA	Chinaganjam PHC	473700
134	AP39TL8639	Force	BAPATLA	Guntupali PHC_Ballikurava	533680
135	AP39TL8619	Force	BAPATLA	Marturu CHC	452629
136	AP16TJ6832	Force	BAPATLA	Amruthalur	353162
137	AP39TL8646	Force	BAPATLA	Repalle	504885
138	AP39TL8621	Force	BAPATLA	Chc Parchuru	412331
139	AP39TL8641	Force	BAPATLA	Santhamaguluru Anganvadi kendram	443468
140	AP39TL8895	Force	BAPATLA	CHIRALA GOVT HOSPITAL(NEONATAL)	283675
141	AP16TH7829	Tata Winger	BAPATLA	VETAPALEM PHC	571820
142	AP39TL8535	Force	BAPATLA	Pitlavaripalem	358381
143	AP16TH9660	Tata Winger	BAPATLA	Tsundur	433850
144	AP16TJ6843	Force	BAPATLA	Cherukupalli Police Station	416515
145	AP16TH9934	Tata Winger	BAPATLA	Backup	438493
146	AP39TL8719	Force	CHITTOOR	Peddapanjani	455740
147	AP16TH8422	Tata Winger	CHITTOOR	Ningra PHC	522650
148	AP16TH9537	Tata Winger	CHITTOOR	Chowdepalli	555345
149	AP39TL8731	Force	CHITTOOR	Somala	430560
150	AP39TL8713	Force	CHITTOOR	Nagari	581197
151	AP39UP7756	Force	CHITTOOR	Baireddipalli	196253
152	AP16TH8036	Tata Winger	CHITTOOR	Vedurukuppam	469420
153	AP39UP7731	Force	CHITTOOR	Srirangarajapuram	187900
154	AP39TL8711	Force	CHITTOOR	Pungunur	380725
155	AP39TL8708	Force	CHITTOOR	Bangarupalam	444388
156	AP39TL8703	Force	CHITTOOR	Gangavaram	522235
157	AP39UP7818	Force	CHITTOOR	Gangadara Nellore	177708
158	AP39TL8706	Force	CHITTOOR	Chittoor -3	532285

159	AP39UP7740	Force	CHITTOOR	Kuppam	138075
160	AP39TL8726	Force	CHITTOOR	Ramakuppam	395395
161	AP39UP7745	Force	CHITTOOR	Kanipakam	164639
162	AP39TL8707	Force	CHITTOOR	Vijayapuram	485840
163	AP39TL8729	Force	CHITTOOR	Rompicherla PHC (CHITTOOR)	419558
164	AP39TL8876	Force	CHITTOOR	Karvetinagar PHC	537736
165	AP39UP7700	Force	CHITTOOR	Sodum	145140
166	AP39TL8715	Force	CHITTOOR	Gudupalle	197857
167	AP39TL8721	Force	CHITTOOR	Penumuru	478661
168	AP16TH7661	Tata Winger	CHITTOOR	Backup	486996
169	AP16TH8039	Tata Winger	CHITTOOR	Puthalapattu	655175
170	AP39UP7657	Force	CHITTOOR	Gudipala	480343
171	AP16TH9651	Tata Winger	CHITTOOR	V Kota	377702
172	AP39TL8714	Force	CHITTOOR	Palasamudram	526142
173	AP39TL8897	Force	CHITTOOR	Chittoor Neonatal	288972
174	AP39UP7734	Force	CHITTOOR	Chittoor 01	184072
175	AP39TL8730	Force	CHITTOOR	Santhipuram	315000
176	AP16TJ0451	Force	CHITTOOR	Palamaneru	538451
177	AP39TL8723	Force	CHITTOOR	Pulicherla	452420
178	AP39TL8709	Force	CHITTOOR	Yadamarri	517170
179	AP16TJ6904	Force	CHITTOOR	Thavanampalli	439918
180	AP16TH7662	Tata Winger	CHITTOOR	Backup	N/A
181	AP39TL8697	Force	CHITTOOR	Backup	Train accident
182	AP39TL8578	Force	EAST GODAVARI	KANNURU PHC	282655
183	AP39TL8581	Force	EAST GODAVARI	Kovvur	313437
184	AP39TL8554	Force	EAST GODAVARI	Dhavaleswaram Panchayat Office	325752
185	AP16TJ6851	Force	EAST GODAVARI	Kadium Panchayathi Office	397490
BIDDER 186	AP16TJ0467	Force	EAST GODAVARI	TENDER INV RajaNagarani Near MPDO Office	516581
187	AP39TL8821	Force	EAST GODAVARI	Rajahmundry Central Jail	357701
188	AP16TH9880	Tata Winger	EAST GODAVARI	Undrajavaram	397540
189	AP39TL8825	Force	EAST GODAVARI	Korukonda-1 Panchayathi Office	333020
190	AP39TL8850	Force	EAST GODAVARI	E_Godavari_Devarap alli	386951
191	AP39TL8580	Force	EAST GODAVARI	Nidadavolu	248744
192	AP16TJ6918	Force	EAST GODAVARI	GOPALPURAM PHC	306365
193	AP39TL8576	Force	EAST GODAVARI	Chagallu	329619
194	AP16TH7852	Tata	EAST GODAVARI	E.Godavari_Seethana	469324

		Winger		garm Panchayath Office	
195	AP16TJ1445	Force	EAST GODAVARI	Gokavaram	551985
196	AP39UP7825	Force	EAST GODAVARI	Rajamundry Central Jail (Urban)	135762
197	AP16TJ0452	Force	EAST GODAVARI	Tallapudi	269325
198	AP16TH9891	Tata Winger	EAST GODAVARI	Rangampeta Beside MRO Office	372486
199	AP39TL8861	Force	EAST GODAVARI	Kowur Neonatal	271108
200	AP16TH9930	Tata Winger	EAST GODAVARI	Biccavolu PHC	371605
201	AP16TJ6835	Force	EAST GODAVARI	NALLAJARLA	464464
202	AP16TH7652	Tata Winger	EAST GODAVARI	Anaparthi Kala Kshetram	388253
203	AP16TH8660	Tata Winger	EAST GODAVARI	Backup	356740
204	AP16TJ6852	Force	ELURU	BHIMADOLU CHC	501920
205	AP16TH8132	Tata Winger	ELURU	NIDAMARRU	359096
206	AP39UP7742	Force	ELURU	Mudinepalli Pasuvula Hosp	83899
207	AP39UP7824	Force	ELURU	CHINTALAPUDI	157344
208	AP39TL8573	Force	ELURU	Pedapadu PHC	419430
209	AP39TL8849	Force	ELURU	Eluru	388892
210	AP16TJ6841	Force	ELURU	PEDAVEGI PHC	696530
211	AP39UP7817	Force	ELURU	Kaikaluru Market Yard	107610
212	AP39TL8860	Force	ELURU	Denduluru	433602
213	AP39TL8594	Force	ELURU	Chatrai M.D.O Office	446255
214	AP39UP7754	Force	ELURU	Nuzvidu Sub Sation	179238
215	AP39TL8602	Force	ELURU	Musunuru	427430
216	AP39TL8565	Force	ELURU	Buttayagudem	315043
217	AP39UH4794	Force	ELURU	Kukkunoor	485646
218	AP16TJ1648	Force	ELURU	KOYYALAGUDEM	442510
219	AP39UH4795	Force	ELURU	POLAYARAM CHC	152425
220	AP39TL8577	Force	ELURU	Jeelugutla PONDHOVI	345775
221	AP39TL8582	Force	ELURU	Dwaraka Tirumala	423214
222	AP39TL8568	Force	ELURU	VELURPADU	299915
223	AP39TL8852	Force	ELURU	Jangareddigudem	296693
224	AP39TL8575	Force	ELURU	WG Ungutur	312699
225	AP39TL8579	Force	ELURU	Lingapalem MPDO Office	381049
226	AP39TL8583	Force	ELURU	Agiripalli M.D.O Office	401975
227	AP39TL8878	Force	ELURU	Nuziveedu Neonatal	279981
228	AP16TH9638	Tata Winger	ELURU	T.NARASAPURAM	414708
229	AP39TL8569	Force	ELURU	Kamavarapukota PHC	349720

230	AP39TL8584	Force	ELURU	Kalidindi Market Yard	272908
231	AP16TJ6911	Force	ELURU	Backup	385638
232	AP39TL8600	Force	ELURU	Mandavalli	239845
233	AP39UP7727	Force	GUNTUR	Duggirala M.D.O Office	171935
234	AP39TL8614	Force	GUNTUR	Guntur Lodge Center	218586
235	AP39TL8634	Force	GUNTUR	Vatticherukuru Sub Center	261751
236	AP39TL8636	Force	GUNTUR	Peda Kakani	218165
237	AP39TL8663	Force	GUNTUR	Tenali Market Yard	456565
238	AP39TL8615	Force	GUNTUR	Chebrolu	392064
239	AP39TL8628	Force	GUNTUR	Guntur GGH	470772
240	AP39TL8629	Force	GUNTUR	Medikonduru	285299
241	AP39TL8810	Force	GUNTUR	Ponnur	388398
242	AP39TL8626	Force	GUNTUR	Mangalagiri	327899
243	AP39TL8889	Force	GUNTUR	Prathipadu Panchayathi Office	208376
244	AP39TL8631	Force	GUNTUR	Tullur	294944
245	AP39TL8625	Force	GUNTUR	Kakumanu	343650
246	AP39TL8630	Force	GUNTUR	Tadepalli	298207
247	AP39TL8884	Force	GUNTUR	Kollipara	353060
248	AP39TL8618	Force	GUNTUR	Ponnekallu VHC (Tadikonda)	293542
249	AP39TL8610	Force	GUNTUR	Phirangipuram	326900
250	AP39TL8891	Force	GUNTUR	Tenali Neonatal	145611
251	AP16TH7854	Tata Winger	GUNTUR	Pedanadipadu	451479
252	AP16TH9631	Tata Winger	GUNTUR	Tenali Old Govt Hospital	335522
253	AP39TL8880	Force	GUNTUR	AP Bhavan, Delhi	57330
254	AP16TH9827	Tata Winger	GUNTUR	Hydearbad Cm Convey	38489
255	AP39TL8851	Force	GUNTUR	AP Secretariat	14046
256	AP39TL8809	Force	GUNTUR	AP High Court	43160
BIDDER 257	AP16TH7751	Tata Winger	GUNTUR	TENDER INVITING AUTHORITY Backup	247873
258	AP39TL8612	Force	GUNTUR	Backup	Major accident
259	AP39TL8539	Force	KAKINADA	Gollaprolu PHC	406701
260	AP39UP7705	Force	KAKINADA	Kakinada DMHO Office	48331
261	AP16TJ6861	Force	KAKINADA	Pithapuram CHC	452379
262	AP16TJ6854	Force	KAKINADA	U Kothapalli	426986
263	AP16TH7828	Tata Winger	KAKINADA	Jaganadhapuram_Sm t.Indira Gandhi First Hospital	359999
264	AP39TL8557	Force	KAKINADA	Kajuluru	280152
265	AP39TL8815	Force	KAKINADA	G.Rangampeta (PEDDAPURAM)	379397

266	AP39TL8550	Force	KAKINADA	Yeleswaram RNB Guest House	461400
267	AP39TL8548	Force	KAKINADA	Tuni Old PHC	399415
268	AP16TH9932	Tata Winger	KAKINADA	Pedapudi	297978
269	AP39TL8553	Force	KAKINADA	Karapa Market Yard	280460
270	AP39TL8827	Force	KAKINADA	Gandepalle	313618
271	AP16TJ6913	Force	KAKINADA	THONDANGI (Sri Satya Deva Hospital)	495762
272	AP39TL8555	Force	KAKINADA	Prathipadu PHC	468367
273	AP39TL8552	Force	KAKINADA	Tallarevu CHC	315926
274	AP16TJ6870	Force	KAKINADA	Jaggampeta RNB Guest House	471800
275	AP39UP7654	Force	KAKINADA	Annavaram Old TollGate	147698
276	AP39TL8559	Force	KAKINADA	Routhulapudi	364975
277	AP16TH7663	Tata Winger	KAKINADA	Kakinada Sarpavaram M.P.D.O Office	361983
278	AP39UP7707	Force	KAKINADA	Kirlampudi	141896
279	AP39TL8560	Force	KAKINADA	Kotananduru	437258
280	AP39TL8828	Force	KAKINADA	Kakinada Neonatal	210438
281	AP39TL8545	Force	KAKINADA	Samarlakota PHC	435974
282	AP16TJ6865	Force	KONASEEMA	Ramachandrapuram RNB Guest House	443877
283	AP39TL8564	Force	KONASEEMA	Kunduru PHC (K GANGAVARAM/PAMARU)	361234
284	AP39TL8823	Force	KONASEEMA	Ambajipeta	335715
285	AP16TH7648	Tata Winger	KONASEEMA	P.Gannavaram Old PHC	436794
286	AP16TH7993	Tata Winger	KONASEEMA	Backup	437690
287	AP39TL8544	Force	KONASEEMA	Razole Old Govt Hosppital	294847
288	AP39TL8561	Force	KONASEEMA	Kothapeta	295355
BIDDER 289	AP16TH9882	Tata Winger	KONASEEMA	TENDER INVI Sakinetipalli	438227
290	AP16TH7855	Tata Winger	KONASEEMA	Rayavaram/Machavaram	536917
291	AP39TL8562	Force	KONASEEMA	Mamidikuduru	266253
292	AP39TL8822	Force	KONASEEMA	Allavaram	292916
293	AP39UP7858	Force	KONASEEMA	Uppalaguptam	85574
294	AP39TL8816	Force	KONASEEMA	Amalapuram	315812
295	AP39TL8551	Force	KONASEEMA	Kataranikona Panchayathi office	294057
296	AP16TH7766	Tata Winger	KONASEEMA	Alamuru	451220
297	AP16TJ0465	Force	KONASEEMA	Mummadivaram CHC	467976
298	AP16TH8041	Tata	KONASEEMA	Ainavilli	369998

		Winger			
299	AP39TL8556	Force	KONASEEMA	I.Polavaram	286488
300	AP39TL8824	Force	KONASEEMA	Atreyapuram	284207
301	AP39UP7713	Force	KONASEEMA	Ravulapallam	115430
302	AP39TL8549	Force	KONASEEMA	Mandapeta CHC	318837
303	AP39TL8558	Force	KONASEEMA	Kapileswarapuram	265896
304	AP39TL8547	Force	KONASEEMA	Malkipuram Lakkavaram PHC	264163
305	AP16TJ6920	Force	KRISHNA	Penamaluru -PHC	299579
306	AP16TH7642	Tata Winger	KRISHNA	Gudlavalleru PHC	484115
307	AP16TH7671	Tata Winger	KRISHNA	Krishna Unguturu PHC	394060
308	AP39UP7708	Force	KRISHNA	Pamidimukkala	108790
309	AP39UP7716	Force	KRISHNA	Kankipadu Market Yard	129638
310	AP39TL8599	Force	KRISHNA	Kruthivenu	349764
311	AP39TL8588	Force	KRISHNA	Movva M.R.O Office	349337
312	AP39TL8605	Force	KRISHNA	Thotlavalluru PHC	299611
313	AP39TL8601	Force	KRISHNA	Mopidevi	293317
314	AP39TL8596	Force	KRISHNA	Krishna Gudur	392827
315	AP39TL8597	Force	KRISHNA	Bantumilli Market Yard	323359
316	AP39TL8863	Force	KRISHNA	Machilipatnam DH	471091
317	AP16TJ0654	Force	KRISHNA	Vuyyuru Panchayathi Office	389469
318	AP39TL8606	Force	KRISHNA	Pedana	381839
319	AP39TL8603	Force	KRISHNA	Nagayalanka	255590
320	AP39TL8595	Force	KRISHNA	Avanigadda Area Hosp	319844
321	AP16TH9645	Tata Winger	KRISHNA	Machilipatnam Fire Station	558520
322	AP39TL8871	Force	KRISHNA	Ghantasala	337666
323	AP39UP7714	Force	KRISHNA	Pedapara - PHC	111009
324	AP39TL8864	Force	KRISHNA	Gudivada TENDER SVI	356347
325	AP39TL8593	Force	KRISHNA	Pamarru M.R.O Office	379467
326	AP39TL8877	Force	KRISHNA	Machilipatnam Neonatal	175263
327	AP39UP7706	Force	KRISHNA	Hanumanjun Layans Club	121381
328	AP16TJ0462	Force	KRISHNA	Gannavaram	392400
329	AP16TJ6846	Force	KRISHNA	Backup	369119
330	AP16TH8005	Tata Winger	KRISHNA	Challapally M.D.O Office	453950
331	AP39TL8604	Force	KRISHNA	Nandivada	285672
332	AP39TL8598	Force	KRISHNA	Koduru	216877
333	AP16TH7653	Tata Winger	KRISHNA	Backup	405245

334	AP39TL8834	Force	KURNOOL	Pathikonda PHC	512388
335	AP39TL8872	Force	KURNOOL	Kurnool Gudur	344390
336	AP39UP7701	Force	KURNOOL	Kurnool C Camp	80687
337	AP16TH8130	Tata Winger	KURNOOL	Tuggali	629199
338	AP39TL8837	Force	KURNOOL	Adoni	441074
339	AP39TL8734	Force	KURNOOL	Orvakal M.D.O Office	461146
340	AP39TL8873	Force	KURNOOL	Kallur C Camp	193060
341	AP39TL8875	Force	KURNOOL	Kowthalam Vurukunda temple	471322
342	AP39TL8886	Force	KURNOOL	Holagunda Phc	390452
343	AP39UP7837	Force	KURNOOL	Aspari	260415
344	AP39UP7820	Force	KURNOOL	Peddakadubur PHC	190205
345	AP39UP7726	Force	KURNOOL	Chippagiri	128099
346	AP39TL8858	Force	KURNOOL	Aluru CHC (Kurnool)	179509
347	AP39UP7655	Force	KURNOOL	Kosigi PHC Quarters	168570
348	AP39TL8839	Force	KURNOOL	Veldurthi PHC_KURNOOL	371171
349	AP39TL8848	Force	KURNOOL	Manthralayam Naidu Bilding	455922
350	AP39TL8836	Force	KURNOOL	Yemmigannur CHC	437702
351	AP39TL8900	Force	KURNOOL	Krishnagiri	557264
352	AP39TL8885	Force	KURNOOL	Halaharvi	380400
353	AP39UP7730	Force	KURNOOL	Gonegandla Phc	207050
354	AP39TL8844	Force	KURNOOL	Devanakonda CHC Quarters	521634
355	AP39TL8901	Force	KURNOOL	Maddikera (East)	455383
356	AP39TL8725	Force	KURNOOL	Kodumur CHC	519220
357	AP16TJ6836	Force	KURNOOL	Rayalaseema University	330485
358	AP39TL8841	Force	KURNOOL	Adoni Neonatal	370770
359	AP39UP7715	Force	KURNOOL	C.Belagal	129898
360	AP39TL8911	Force	KURNOOL	Nandavaram	489558
361	AP39TL8904	Force	NANDYAL	Middur Phc	430901
362	AP39UP7658	Force	NANDYAL	Srisailam Sivasadanam	69434
363	AP39TL8847	Force	NANDYAL	Owk Mandal M.R.O Office	360971
364	AP39TL8905	Force	NANDYAL	Allagadda -PHC	493203
365	AP39TL8859	Force	NANDYAL	Koilakuntla Grama panchayathi Stadium	493926
366	AP39UP7815	Force	NANDYAL	Rudravaram PHC	187933
367	AP39UP7720	Force	NANDYAL	Bandi athmakur	182339
368	AP39TL8856	Force	NANDYAL	Nandyala DGH	539588
369	AP39UP7746	Force	NANDYAL	Sirvella M.D.O Office	478681
370	AP39TL8899	Force	NANDYAL	Uyyalawada PHC	420885
371	AP16TH8421	Tata Winger	NANDYAL	Dornipadu Phc	643270

BIDDER

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TENDER INVITATION

372	AP39TL8845	Force	NANDYAL	Chagalamarri -PHC	462002
373	AP39TL8833	Force	NANDYAL	Nandikotkur CHC	247517
374	AP39UP7703	Force	NANDYAL	Mahanandi Dh	147986
375	AP39UP7712	Force	NANDYAL	Jupadu Bungalow Panchayathi Office	146765
376	AP39UP7704	Force	NANDYAL	Pagidyala Phc	118779
377	AP39UP7751	Force	NANDYAL	Pamulapadu PHC	140814
378	AP39TL8846	Force	NANDYAL	Gadivemula CHC	360157
379	AP39UP7859	Force	NANDYAL	Kothapalli-PHC (NANDYAL)	147445
380	AP39TL8840	Force	NANDYAL	Banagaknapalli M.V.D.O Office	492676
381	AP39TL8772	Force	NANDYAL	Dhone PHC	488761
382	AP16TH8120	Tata Winger	NANDYAL	Sanjamala PHC	651093
383	AP39TL8835	Force	NANDYAL	Kurnool Atmakur CHC	431069
384	AP39UP7733	Force	NANDYAL	Gospadu	195054
385	AP39TL8906	Force	NANDYAL	Velgodu CHC	399372
386	AP39UP7717	Force	NANDYAL	Peapully	225655
387	AP39TL8755	Force	NANDYAL	Bethamcherla CHC	514930
388	AP39TL8838	Force	NANDYAL	Thanda Panyam Katasani	602210
389	AP39TL8842	Force	NANDYAL	Nandyal Neonatal	318907
390	AP39TL8898	Force	NANDYAL	Kolimigundla	308517
391	AP16TH7756	Tata Winger	NANDYAL	Backup	349910
392	AP16TJ0663	Force	NTR	Nandigama Market Yard	428297
393	AP39TL8866	Force	NTR	Patamata CHC	481314
394	AP39UP7781	Force	NTR	Ramvarappadu Panchayathi Office	136341
395	AP39TL8587	Force	NTR	Kanchikacharla M.D.O Office	553650
396	AP39TL8867	Force	NTR	114 A.Konduru TENDER INV	408781
397	AP39TL8868	Force	NTR	Bhavanipuram Vijayawada Market Yard	298050
398	AP16TH7638	Tata Winger	NTR	Nunna Panchayathi Office	433725
399	AP39TL8623	Force	NTR	Nandigama PHC	538368
400	AP39TL8589	Force	NTR	Control Room-2	267983
401	AP39TL8590	Force	NTR	Penuganchiprolu CHC	518184
402	AP39UP7762	Force	NTR	Vijayawada varadhi	84468
403	AP39TL8586	Force	NTR	Ibrahimpattam Panchayathi Office	423398
404	AP16TJ0661	Force	NTR	Vatsavai PHC	465842
405	AP39TL8591	Force	NTR	Thiruvuru Fire Station	440024

406	AP39UP7801	Force	NTR	Reddigudem MDO Office	183319
407	AP39TL8585	Force	NTR	Gampalagudem CHC	411527
408	AP39TL8870	Force	NTR	G.Konduru	381211
409	AP39TL8592	Force	NTR	Vissannapeta M.D.O Office	462100
410	AP16TJ1650	Force	NTR	Mylavaram Market Yard (NTR)	620126
411	AP39UP7782	Force	NTR	Jaggaiah peta M.D.O Office	198310
412	AP16TJ6891	Force	NTR	Vijayawada Milk Project	237460
413	AP16TH7649	Tata Winger	NTR	Backup	335922
414	AP16TJ0473	Force	NTR	Veerulapadu PHC	343397
415	AP39UP7790	Force	NTR	Chandarlapadu	158827
416	AP39TL8865	Force	NTR	Rajbhavan	160204
417	AP16TH7674	Tata Winger	NTR	Backup	229176
418	AP16TH7646	Tata Winger	NTR	Backup	372800 (Major accident)
419	AP39TL8892	Force	PALNADU	Narasaraopeta Area Hospital (NEONATAL)	216342
420	AP39TL8882	Force	PALNADU	Sattenapalli Agriculture Market Yard	405585
421	AP39UP7764	Force	PALNADU	Nekarikallu PHC	168553
422	AP39TL8620	Force	PALNADU	Narsaraopeta Opp Bus Stand	452460
423	AP39TL8622	Force	PALNADU	Muppala Near Police Station	416123
424	AP39TL8883	Force	PALNADU	Amaravathi (Beside Amaravati Stupam)	498224
425	AP39UP7761	Force	PALNADU	Atchampet PHC	126636
426	AP39TL8879	Force	PALNADU	Pedakurapadu Subcenter	390714
427	AP39TL8869	Force	PALNADU	Narasaraopeta Area Hospital	590516
428	AP16TH7823	Tata Winger	PALNADU	Rentachintala Beside MRO Office	543980
429	AP39TL8645	Force	PALNADU	Vinukonda UPHC NSP Colony	475602
430	AP39TL8881	Force	PALNADU	Chilakaluripet (Beside Assist NGO India)	472984
431	AP39UP7796	Force	PALNADU	Rajupalem RBK (PALNADU)	132915
432	AP16TJ1448	Force	PALNADU	Ipur PHC	371259
433	AP16TH9633	Tata Winger	PALNADU	Nadendla PHC	426110

434	AP39TL8887	Force	PALNADU	Edlapadu (Spinning Mills Thimmapuram)	412633
435	AP16TH7995	Tata Winger	PALNADU	Dachepalli Beside MRO Office	688395
436	AP39TL8633	Force	PALNADU	Bollapalle-PHC	302358
437	AP39UP7768	Force	PALNADU	Veldurthi_Palnadu (Macherla Market Yard)	152911
438	AP16TH9644	Tata Winger	PALNADU	Durgi PHC	546725
439	AP39UP7784	Force	PALNADU	Rompicherla BPCL Petrol Bunk	469390
440	AP39TL8607	Force	PALNADU	Savalyapuram PHC	285754
441	AP39UP7804	Force	PALNADU	Nuzendala PHC	119108
442	AP16TH7760	Tata Winger	PALNADU	Gurazala (APSCSCL Godown)	552238
443	AP16TJ6880	Force	PALNADU	Macherla CHC	566697
444	AP16TH7996	Tata Winger	PALNADU	Machavaram PHC	519250
445	AP39TL8609	Force	PALNADU	Karampudi PHC	451567
446	AP39UP7656	Force	PALNADU	Bellamkonda (Nagireddy Pallem YSR VHC)	121455
447	AP39TL8616	Force	PALNADU	Krosru Bus Stand	370155
448	AP39TL8617	Force	PALNADU	Piduguralla PHC	421540
449	AP16TH7833	Tata Winger	PALNADU	Backup	413493
450	AP39TL8520	Force	PARVATHIPURAM MANYAM	Kurupam CHC	477772
451	AP39UH3986	Force	PARVATHIPURAM MANYAM	Saluru YTC	275335
452	AP39TL8797	Force	PARVATHIPURAM MANYAM	VZM_Seethanagaram PHC	522217
453	AP39TL8521	Force	PARVATHIPURAM MANYAM	Makkuva PHC	401484
454	AP39UD3751	Force	PARVATHIPURAM MANYAM	116 Veeraghata PHC	157030
455	AP39TL8502	Force	PARVATHIPURAM MANYAM	Seethampeta CHC	391069
456	AP39TL8518	Force	PARVATHIPURAM MANYAM	Gummalaxmipuram YTC	466219
457	AP39UP7680	Force	PARVATHIPURAM MANYAM	Balajipeta -PHC	131618
458	AP39TL8505	Force	PARVATHIPURAM MANYAM	Palakonda BC Welfare Hostel	380000
459	AP39TL8522	Force	PARVATHIPURAM MANYAM	Pachipenta MDO Office	438150
460	AP39UH3988	Force	PARVATHIPURAM MANYAM	Bhamini -PHC	200571
461	AP39TL8788	Force	PARVATHIPURAM MANYAM	Palakonda Neonatal	199642

462	AP16TJ6853	Force	PARVATHIPURAM MANYAM	Backup	408319
463	AP39TL8798	Force	PARVATHIPURAM MANYAM	Parvitipuram Neonatal	263369
464	AP39UP7669	Force	PARVATHIPURAM MANYAM	Garugubilli PHC	178396
465	AP39UH3987	Force	PARVATHIPURAM MANYAM	Komarada PHC	224815
466	AP39TL8516	Force	PARVATHIPURAM MANYAM	Chinamerangi CHC	462784
467	AP39TL8791	Force	PARVATHIPURAM MANYAM	Parvitipuram 1 (Area Hospital)	450177
468	AP39TL8608	Force	PRAKASAM	Ongole 1 Old Rims Hosp	395396
469	AP39TL8527	Force	PRAKASAM	Maddipadu PHC	368627
470	AP39TL8647	Force	PRAKASAM	Markapur-District Hospital	562437
471	AP39UP7771	Force	PRAKASAM	Besthavaripeta -PHC	185124
472	AP39TL8656	Force	PRAKASAM	Kondepi Chc	495299
473	AP39TL8657	Force	PRAKASAM	Komarolu PHC	377030
474	AP39TL8812	Force	PRAKASAM	Ongole-2 Old Rims	397430
475	AP39TL8653	Force	PRAKASAM	PHC Santhanuthalapadu	491012
476	AP39TL8637	Force	PRAKASAM	Cumbum CHC	541066
477	AP39TL8894	Force	PRAKASAM	Markapur Neonatal	319212
478	AP39UP7670	Force	PRAKASAM	Giddaluru Area Hosp	133758
479	AP39TL8666	Force	PRAKASAM	Pamuru CHC	509913
480	AP39TL8638	Force	PRAKASAM	K.K.Mitla Phc	574254
481	AP39UP7697	Force	PRAKASAM	Chimakurthy B.C Hosptel	158058
482	AP39UH4528	Force	PRAKASAM	Pullalacheruvu PHC	212228
483	AP39TL8668	Force	PRAKASAM	Pedacherlopalle	509835
484	AP39UP7787	Force	PRAKASAM	JARUGUMALLI PHC	185069
485	AP39UP7793	Force	PRAKASAM	Anumalaveedu PHC (RACHHERALA)	143815
BIDDER 486	AP16TH8548	Tata Winger	PRAKASAM	TENDER INVI Backup	390313
487	AP39UP7770	Force	PRAKASAM	TARLUPADU PHC	287970
488	AP39TL8669	Force	PRAKASAM	Ponnaluru	479414
489	AP39UP7795	Force	PRAKASAM	Singarayakonda Phc	159252
490	AP39UP7783	Force	PRAKASAM	Darsi MDO Office	207112
491	AP39UP7810	Force	PRAKASAM	C S Puram -PHC	139003
492	AP39TL8654	Force	PRAKASAM	Veligandla Beside Revenu Office	499768
493	AP39TL8665	Force	PRAKASAM	Mundlamuru	506877
494	AP39TL8635	Force	PRAKASAM	Podili Old Police station	428717
495	AP39UP7673	Force	PRAKASAM	THALLURU PHC	188759
496	AP39TL8640	Force	PRAKASAM	Naguluppala Padu	419424

				Panchaithi Office	
497	AP39TL8644	Force	PRAKASAM	Donakonda	460250
498	AP39TL8659	Force	PRAKASAM	Kothapatnam PHC	444686
499	AP39TL8643	Force	PRAKASAM	Y.Palem - Chc	441424
500	AP39UP7662	Force	PRAKASAM	Kurichedu M.D.O Office	144915
501	AP39TL8652	Force	PRAKASAM	Ardhaveedu -PHC	387771
502	AP39TL8664	Force	PRAKASAM	Marripudi	493240
503	AP39TL8662	Force	PRAKASAM	Kanigiri-CHC	484524
504	AP39TL8648	Force	PRAKASAM	Tangutur Sard's Swachanda Samstha	484548
505	AP16TJ1443	Force	PRAKASAM	Backup	505038
506	AP39UP7807	Force	PRAKASAM	H.M.Padu Phc	161307
507	AP39TL8667	Force	PRAKASAM	Peddaraveedu	429490
508	AP39UP7672	Force	PRAKASAM	Tripuranthakam M.R.O Office	127889
509	AP39UP7791	Force	PRAKASAM	Dornala PHC	135591
510	AP16TH7991	Tata Winger	PRAKASAM	Backup	374286 (Major accident)
511	AP39TL8655	Force	PRAKASAM	Backup	Fire accident
512	AP39TL8661	Force	SPSR NELLORE	Kandukuru Area Hospital	541987
513	AP39TL8691	Force	SPSR NELLORE	Bogole Police Station	447291
514	AP39TL8692	Force	SPSR NELLORE	TPS-Nellore	286356
515	AP39UP7725	Force	SPSR NELLORE	CHC-Podalakur	142257
516	AP39TL8687	Force	SPSR NELLORE	Rajupalem (Kodavaluru) SBI Bank Premises	280682
517	AP39TL8678	Force	SPSR NELLORE	Municipal office	421634
518	AP39UP7758	Force	SPSR NELLORE	KALIGIRI NEAR MDO OFFICE	143035
519	AP39TL8686	Force	SPSR NELLORE	Jaladanki PHC	414706
520	AP39UP7661	Force	SPSR NELLORE	Ulavapadu CHC	160480
521	AP39TL8676	Force	SPSR NELLORE	GGH-18 Nellore 01	216937
BIDDER 522	AP39TL8670	Force	SPSR NELLORE	Kottur M.R.O Office (NVI Nellore)	293562
523	AP39TL8683	Force	SPSR NELLORE	CHC-Kovur	271023
524	AP39UP7763	Force	SPSR NELLORE	Sangam PHC	145673
525	AP39UP7757	Force	SPSR NELLORE	Muthukur PHC	118176
526	AP39UP7743	Force	SPSR NELLORE	ALLUR CHC (Nellore)	196833
527	AP39UP7741	Force	SPSR NELLORE	Gudluru	171910
528	AP39UP7736	Force	SPSR NELLORE	CHC-Rapur	168866
529	AP39TL8680	Force	SPSR NELLORE	Anathasagaram PHC	439246
530	AP39UP7744	Force	SPSR NELLORE	Sydapuram PHC	172642
531	AP39TL8660	Force	SPSR NELLORE	Lingasamudram Phc	457922
532	AP39UP7766	Force	SPSR NELLORE	Marripadu PHC	173837
533	AP39TL8671	Force	SPSR NELLORE	Dagadarthi PHC	363927

534	AP39UP7760	Force	SPSR NELLORE	CHC-Buchi	208753
535	AP39TL8677	Force	SPSR NELLORE	ATMAKUR DISTRICT HOSPITAL (NELLORE)	531797
536	AP39TL8679	Force	SPSR NELLORE	Duttalur PHC	490478
537	AP39TL8672	Force	SPSR NELLORE	CHC-Venkatachalam	324763
538	AP39TL8681	Force	SPSR NELLORE	Kaluvoya PHC	390881
539	AP16TJ1450	Force	SPSR NELLORE	Adurpalli-Venkaiah swamy temple	458215
540	AP39TL8689	Force	SPSR NELLORE	Police Station-Manubolu	442855
541	AP39TL8650	Force	SPSR NELLORE	V.V Palem B.C Hosptel	432409
542	AP39TL8528	Force	SPSR NELLORE	CHC-Vinjamur	332023
543	AP16TH7774	Tata Winger	SPSR NELLORE	Backup	454870
544	AP39UP7711	Force	SPSR NELLORE	MDO office-Udayagiri	150189
545	AP39UP7718	Force	SPSR NELLORE	Varikuntapadu PHC	167786
546	AP16TH9938	Tata Winger	SPSR NELLORE	Vidavalur PHC	479856
547	AP39TL8682	Force	SPSR NELLORE	Seetharamapuram PHC	397766
548	AP39TL8694	Force	SPSR NELLORE	Kavali Neonatal	113598
549	AP39UP7723	Force	SPSR NELLORE	A.S Peta PHC	151893
550	AP16TH7835	Tata Winger	SPSR NELLORE	Varigonda PHC	377346
551	AP39TL8688	Force	SPSR NELLORE	Sachivalayam-Kondapuram	352894
552	AP16TH7781	Tata Winger	SPSR NELLORE	Backup	390150 (Major accident)
553	AP39TL8806	Force	SRI SATHYA SAI	Gandlapenta PHC	636990
554	AP39TL8773	Force	SRI SATHYA SAI	Amadagur	448219
555	AP39TL8829	Force	SRI SATHYA SAI	Kadiri Agriculture Office	638237
556	AP16TH8417	Tata Winger	SRI SATHYA SAI	Bathalapalli R.D.T Hospital	673542
BIDDER				TENDER INVITATION	
557	AP39UP7813	Force	SRI SATHYA SAI	Penukonda Kaleswara swamy Astramam	251314
558	AP39TL8766	Force	SRI SATHYA SAI	ChenneKothapalle	639970
559	AP39TL8765	Force	SRI SATHYA SAI	Hindupur 01	743474
560	AP39TL8771	Force	SRI SATHYA SAI	Madakasira R&B Bangla	596749
561	AP16TH8117	Tata Winger	SRI SATHYA SAI	Parigi Sugar Factory	826267
562	AP16TH7847	Tata Winger	SRI SATHYA SAI	Kanaganapalle Mavillapalli R.D.T Office	608428
563	AP39TL8804	Force	SRI SATHYA SAI	Chilamathur	579466
564	AP39TL8531	Force	SRI SATHYA SAI	Dharmavaram Police Station	447019

565	AP39TL8912	Force	SRI SATHYA SAI	Bukkapatnam	499767
566	AP39UP7809	Force	SRI SATHYA SAI	Nambulapulakunta	189719
567	AP39UP7683	Force	SRI SATHYA SAI	Mudigubba PHC	183914
568	AP39TL8782	Force	SRI SATHYA SAI	Lepakshi PHC	620200
569	AP16TH7763	Tata Winger	SRI SATHYA SAI	Obuladevaracheruvu PHC	746254
570	AP39TL8793	Force	SRI SATHYA SAI	Puttaparthi Police Station	653597
571	AP39TL8770	Force	SRI SATHYA SAI	Tanakal PHC	512662
572	AP39TL8820	Force	SRI SATHYA SAI	Nallamada	520082
573	AP16TJ1643	Force	SRI SATHYA SAI	Ramagiri	721795
574	AP39TL8769	Force	SRI SATHYA SAI	Kothacheruvu	514110
575	AP39UP7696	Force	SRI SATHYA SAI	Agali	189400
576	AP39TL8775	Force	SRI SATHYA SAI	Thadimarri	544113
577	AP39TL8764	Force	SRI SATHYA SAI	Rolla PHC	568965
578	AP39UP7808	Force	SRI SATHYA SAI	Gorantla PHC	235635
579	AP39TL8819	Force	SRI SATHYA SAI	Nallacheruvu	623600
580	AP16TJ6842	Force	SRI SATHYA SAI	Talapula Agriculture Office	496050
581	AP39TL8778	Force	SRI SATHYA SAI	Hindupur Neonatal	281330
582	AP16TH7745	Tata Winger	SRI SATHYA SAI	somindepalli	779460
583	AP16TH7673	Tata Winger	SRI SATHYA SAI	Backup	755103
584	AP39TL8803	Force	SRI SATHYA SAI	RODDAM	557475
585	AP16TH9833	Tata Winger	SRI SATHYA SAI	Amarapuram PHC	489545
586	AP16TH8431	Tata Winger	SRI SATHYA SAI	Gudibanda PHC	669020
587	AP16TH8123	Tata Winger	SRI SATHYA SAI	Backup	460017
588	AP16TH9832	Tata Winger	SRIKAKULAM	PHC,Polaki	394176
589	AP16TJ0470	Force	SRIKAKULAM	Palasa N.G.O Office	533080
590	AP39TL8780	Force	SRIKAKULAM	Saravakota PHC	397405
591	AP39UH3956	Force	SRIKAKULAM	HARIPURAM, CHC	199145
592	AP39UP7649	Force	SRIKAKULAM	Santhabommali Police Station	464060
593	AP16TH9653	Tata Winger	SRIKAKULAM	Srikakulam Vamsadhara Quarters	284871
594	AP39TL8506	Force	SRIKAKULAM	Itchapuram CHC	334346
595	AP39TL8507	Force	SRIKAKULAM	Narasannapeta	364125
596	AP39TL8512	Force	SRIKAKULAM	PHC,G.sigadam	331095
597	AP39TL8501	Force	SRIKAKULAM	PHC,L.N.Peta	392755
598	AP39UP7663	Force	SRIKAKULAM	Kotabommali CHC	196046
599	AP39TL8514	Force	SRIKAKULAM	PHC,Kanchili	357471
600	AP16TJ6864	Force	SRIKAKULAM	Amadalavalasa Old	388666

				Municipal Office	
601	AP39TL8509	Force	SRIKAKULAM	Ponduru M.P.D.O Office	388542
602	AP39TL8513	Force	SRIKAKULAM	PHC,Meliaputti	485640
603	AP39TL8785	Force	SRIKAKULAM	V.kotturu PHC	401306
604	AP16TJ6901	Force	SRIKAKULAM	NARSIPURAM RBK (NANDIGAM)	499710
605	AP39TL8504	Force	SRIKAKULAM	Pathapatnam CHC	457505
606	AP39TL8789	Force	SRIKAKULAM	Tekkali Neonatal	189934
607	AP16TH8654	Tata Winger	SRIKAKULAM	Hiramandalam PHC	567074
608	AP39UP7667	Force	SRIKAKULAM	Etcherla Police Station	190306
609	AP39TL8511	Force	SRIKAKULAM	PHC,Sarubujjili	349982
610	AP39TL8508	Force	SRIKAKULAM	Kaviti PHC	294481
611	AP39TL8503	Force	SRIKAKULAM	Kothur CHC	440012
612	AP16TJ6881	Force	SRIKAKULAM	Challavani peta Junction_JALUMURU	389770
613	AP16TH9935	Tata Winger	SRIKAKULAM	Ranasthalam M.P.D.O Office	537266
614	AP39TL8510	Force	SRIKAKULAM	Gara Police Station	302233
615	AP16TJ1642	Force	SRIKAKULAM	Laveru PHC	456472
616	AP39UP7664	Force	SRIKAKULAM	Tekkali BSNL Office Quarters	223549
617	AP16TJ6862	Force	SRIKAKULAM	kollivalasa BC welfare Hostal	440911
618	AP39TL8500	Force	SRIKAKULAM	Sompeta CHC	390732
619	AP16TH8430	Tata Winger	SRIKAKULAM	Backup	453869
620	AP39TL8784	Force	SRIKAKULAM	Backup	Major accident
621	AP39TL8675	Force	TIRUPATI	Nellore Guduru	538300
622	AP16TH8000	Tata Winger	TIRUPATI	Puttur	708165
623	AP39TL8704	Force	TIRUPATI	Tirupati- Srinivasam	253215
624	AP39TL8896	Force	TIRUPATI	Narayanavanam	545646
625	AP39TL8702	Force	TIRUPATI	Tiripati-Alipiri	196464
626	AP39UP7674	Force	TIRUPATI	Tirupathi-TPS	67034
627	AP39TL8716	Force	TIRUPATI	Sathyavedu	191781
628	AP16TJ6905	Force	TIRUPATI	Chandragiri	407312
629	AP39UP7679	Force	TIRUPATI	CHC-Venkatagiri	179690
630	AP39UP7681	Force	TIRUPATI	Balayapalli PHC	179825
631	AP39TL8690	Force	TIRUPATI	Ozili PHC	498676
632	AP16TJ6897	Force	TIRUPATI	CHC-Sulurpet	386224
633	AP39TL8696	Force	TIRUPATI	Tirumala-RBGH	84509
634	AP39TL8724	Force	TIRUPATI	RamaChandrapuram	319990
635	AP39TL8533	Force	TIRUPATI	Yerpadu	339710
636	AP39TL8705	Force	TIRUPATI	Thottambedu	400904
637	AP16TH8001	Tata	TIRUPATI	KVB Puram PHC	323223

		Winger			
638	AP39TL8698	Force	TIRUPATI	Tirumala-Mokallamitta	56171
639	AP39TL8674	Force	TIRUPATI	CHC-Naidupet	447961
640	AP39UP7780	Force	TIRUPATI	Nagalapuram	163178
641	AP39UP7665	Force	TIRUPATI	CHC-Kota	139563
642	AP39TL8684	Force	TIRUPATI	Dakkili -PHC	540506
643	AP39TL8699	Force	TIRUPATI	Pakala	457556
644	AP39TL8728	Force	TIRUPATI	Bakarapeta	380568
645	AP16TJ6860	Force	TIRUPATI	Telugu ganga office	397595
646	AP39TL8695	Force	TIRUPATI	Tirumala -VQC	71932
647	AP39TL8722	Force	TIRUPATI	Pitchatur	581160
648	AP39TL8700	Force	TIRUPATI	Vadamalapeta	448162
649	AP39TL8529	Force	TIRUPATI	CHC- Vakadu	338710
650	AP39UP7650	Force	TIRUPATI	TADA PHC	188520
651	AP16TH9647	Tata Winger	TIRUPATI	Mallam PHC	580869
652	AP39UP7651	Force	TIRUPATI	Pellakur PHC	197100
653	AP39TL8710	Force	TIRUPATI	Yeeravaripalem	426320
654	AP39TL8693	Force	TIRUPATI	Gudur Neonatal	147217
655	AP16TH7665	Tata Winger	TIRUPATI	Tirumala-35	158252
656	AP39TL8701	Force	TIRUPATI	Varadayapalem	520654
657	AP39TL8530	Force	TIRUPATI	Tirupathi- Muncipal	271446
658	AP16TH9536	Tata Winger	TIRUPATI	Renigunta	384621
659	AP16TJ6912	Force	TIRUPATI	B N Kandriga	408193
660	AP39TL8673	Force	TIRUPATI	Srikalahasti	382910
661	AP16TH8032	Tata Winger	TIRUPATI	Backup	312230
662	AP39TL8685	Force	TIRUPATI	DV satram PHC	388463
663	AP16TJ0454	Force	VISAKHAPATNAM	SWARNABHARATHI - 4th Town	262525
664	AP39TL8532	Force	VISAKHAPATNAM	Pedaganthvada - PHC	628890
665	AP16TJ6884	Force	VISAKHAPATNAM	One Town	286974
666	AP16TJ0658	Force	VISAKHAPATNAM	Gajuwaka Municipal Office	514465
667	AP16TH7813	Tata Winger	VISAKHAPATNAM	Simhachalam(DEVASTANAM)	470795
668	AP16TH7771	Tata Winger	VISAKHAPATNAM	Kancharlapalem	448201
669	AP16TH8551	Tata Winger	VISAKHAPATNAM	GVMC VISAKHAPATNAM	426738
670	AP16TH7794	Tata Winger	VISAKHAPATNAM	Hanumanthuwaka (Madurawada) Police Quarters	299885
671	AP39UP7671	Force	VISAKHAPATNAM	NAD VISAKHAPATNAM	98280

BIDDER

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TENDER INVITATION

672	AP39TL8807	Force	VISAKHAPATNAM	Pendurthi PHC	229944
673	AP39TL8534	Force	VISAKHAPATNAM	Padmanabham (MRO OFFICE)	309746
674	AP16TH7985	Tata Winger	VISAKHAPATNAM	Kommadi	472325
675	AP39TL8800	Force	VISAKHAPATNAM	Bheemunipatnam - PHC HOSPITAL	288273
676	AP39UP7675	Force	VISAKHAPATNAM	Anandapuram -PHC HOSPITAL	80170
677	AP39UP7803	Force	VIZIANAGARAM	Rajam Area Hospital	134501
678	AP39UP7805	Force	VIZIANAGARAM	Gantyada PHC	179809
679	AP39TL8790	Force	VIZIANAGARAM	Vizianagaram DMHO Office	498171
680	AP39TL8519	Force	VIZIANAGARAM	Jami PHC	408143
681	AP39TL8517	Force	VIZIANAGARAM	Lakkavarapukota	379010
682	AP39TL8524	Force	VIZIANAGARAM	Garividi M.D.O Office	327265
683	AP39TL8796	Force	VIZIANAGARAM	Bhogapuram -PHC	398960
684	AP39UP7806	Force	VIZIANAGARAM	Badangi MDO Office	137757
685	AP39UP7687	Force	VIZIANAGARAM	Manapuram Police Station	129999
686	AP39UP7694	Force	VIZIANAGARAM	Bobbili MDO Office	419416
687	AP39UD3791	Force	VIZIANAGARAM	Pusapatirega PHC	131062
688	AP16TH8423	Tata Winger	VIZIANAGARAM	Backup	455364
689	AP39UH3981	Force	VIZIANAGARAM	Gajapatinagaram CHC	488267
690	AP16TJ0472	Force	VIZIANAGARAM	Kottavalasa	532082
691	AP39TL8523	Force	VIZIANAGARAM	S Kota CHC	389652
692	AP39UP7692	Force	VIZIANAGARAM	Vepada	136930
693	AP39TL8515	Force	VIZIANAGARAM	Therlam PHC	389310
694	AP39UP7685	Force	VIZIANAGARAM	Denkada	159079
695	AP39UD3817	Force	VIZIANAGARAM	Nellimarla PHC	160143
696	AP39UP7798	Force	VIZIANAGARAM	PHC,vangara	109430
697	AP39TL8525	Force	VIZIANAGARAM	Gurla	325590
BIDDER 698	AP16TJ6915	Force	VIZIANAGARAM	Mentada (TMDU Retnvi PHC)	396496
699	AP39UP7691	Force	VIZIANAGARAM	Garbham Panchayathi Office	116740
700	AP39UP7682	Force	VIZIANAGARAM	Cheepurupalli	129764
701	AP39TL8526	Force	VIZIANAGARAM	Rambhadrapuram PHC	466492
702	AP39TL8786	Force	VIZIANAGARAM	Santhakaviti Govt School	294924
703	AP39UP7690	Force	VIZIANAGARAM	Ungarala metta Junction	121156
704	AP39TL8799	Force	VIZIANAGARAM	Vizianagaram Neonatal	258920
705	AP16TJ6840	Force	VIZIANAGARAM	Bondapalli	467659
706	AP39TL8570	Force	WEST GODAVARI	NARASAPURAM	267211

707	AP39TL8571	Force	WEST GODAVARI	PENUMANTRA	253509
708	AP39UP7800	Force	WEST GODAVARI	Moghalthur	99135
709	AP16TH7860	Tata Winger	WEST GODAVARI	IRAGAVARAM	378627
710	AP39TL8855	Force	WEST GODAVARI	Attili	308898
711	AP39TL8574	Force	WEST GODAVARI	Tadepalligudem	344545
712	AP16TJ0657	Force	WEST GODAVARI	PODURU	331411
713	AP39TL8854	Force	WEST GODAVARI	BHIMAVARAM	249918
714	AP39TL8572	Force	WEST GODAVARI	Palakollu	265293
715	AP39TL8566	Force	WEST GODAVARI	Ganapavaram	261115
716	AP16TJ0660	Force	WEST GODAVARI	Penugonda	422872
717	AP39UP7698	Force	WEST GODAVARI	Palakoderu	80006
718	AP39TL8567	Force	WEST GODAVARI	Kalla	248405
719	AP16TH8416	Tata Winger	WEST GODAVARI	Pentapadu old school	375530
720	AP16TH7660	Tata Winger	WEST GODAVARI	AKIVEED MDO OFFICE	268665
721	AP16TH9892	Tata Winger	WEST GODAVARI	UNDI PHC	320320
722	AP16TH7752	Tata Winger	WEST GODAVARI	Backup	310012
723	AP39TL8853	Force	WEST GODAVARI	Achanta	244155
724	AP39TL8862	Force	WEST GODAVARI	TANUKU AREA HOSPITAL (TANUKU NEONATAL)	285808
725	AP16TJ0656	Force	WEST GODAVARI	TANUKU AREA HOSPITAL	381219
726	AP16TH7672	Tata Winger	WEST GODAVARI	YALAMANCHILI	314239
727	AP16TH7782	Tata Winger	WEST GODAVARI	VEERAVASAM	327654
728	AP16TJ6844	Force	WEST GODAVARI	Backup	186176
729	AP39TL8758	Force	YSR KADAPA	Atlur	407953
730	AP39TL8735	Force	YSR KADAPA	Kadapa Old Rims	262954
731	AP39TL8738	Force	YSR KADAPA	Chinthakommadinne R.T.O Office	271693
732	AP39TL8741	Force	YSR KADAPA	Chennur -PHC	358861
733	AP39TL8902	Force	YSR KADAPA	Chapadu -PHC	420943
734	AP39TL8732	Force	YSR KADAPA	Akkayapalli Ee Seva	286007
735	AP39TL8746	Force	YSR KADAPA	Jammalamadugu Police Station	336920
736	AP39TL8753	Force	YSR KADAPA	Proddatur Market Yard	482893
737	AP16TH7808	Tata Winger	YSR KADAPA	Kondapuram Govt High School	393489
738	AP39TL8743	Force	YSR KADAPA	B.Mattam	420997
739	AP39TL8747	Force	YSR KADAPA	Vempalli CHC	457968
740	AP39UP7765	Force	YSR KADAPA	Chakrayapet	156366

741	AP39TL8739	Force	YSR KADAPA	Sidhout Govt Boys Hosptel	353660
742	AP39UP7688	Force	YSR KADAPA	Pendlimarri PHC	149873
743	AP39TL8750	Force	YSR KADAPA	THONDUR	359607
744	AP39TL8874	Force	YSR KADAPA	Mydukuru PHC	484130
745	AP39UP7812	Force	YSR KADAPA	Khazipet PHC	179448
746	AP16TJ1651	Force	YSR KADAPA	Mylavaram Panchayth Office (YSR KADAPA)	484890
747	AP39UP7693	Force	YSR KADAPA	Porumamilla	196596
748	AP39TL8742	Force	YSR KADAPA	SIMHADRIPURAM	366949
749	AP39TL8907	Force	YSR KADAPA	Gopavaram MDO Office	489683
750	AP39TL8745	Force	YSR KADAPA	Pulivendula	443232
751	AP39TL8910	Force	YSR KADAPA	Proddutur Neonatal	210274
752	AP39TL8752	Force	YSR KADAPA	Lingala	385787
753	AP39TL8909	Force	YSR KADAPA	Kadapa Neonatal	294100
754	AP39TL8908	Force	YSR KADAPA	Kalasapadu MDO Office	330859
755	AP39UP7792	Force	YSR KADAPA	V.N.PALLI	149465
756	AP39TL8737	Force	YSR KADAPA	Yerraguntla Govt High School	429816
757	AP39TL8751	Force	YSR KADAPA	VALLUR	340552
758	AP16TJ0461	Force	YSR KADAPA	Muddanur PHC	410711
759	AP39UP7695	Force	YSR KADAPA	Rajupalem Near MRO OFFICE_YSR KADAPA	181539
760	AP39TL8733	Force	YSR KADAPA	Kamalapuram Fire Station	402093
761	AP39UP7753	Force	YSR KADAPA	Duvvur (Duvvur-2 Grama Sachivalayam)	156875
762	AP39TL8740	Force	YSR KADAPA	B.Kodur	476539
763	AP39TL8756	Force	YSR KADAPA	Peddamudium	324956
764	AP39UP7794	Force	YSR KADAPA	Vontimitta PHC	114882
BIDDER 765	AP39UP7811	Force	YSR KADAPA	NARASAPURM PHC_YSR_Sri Avadhutha Kasinayana	155965
766	AP16TJ6910	Force	YSR KADAPA	Badvel Govt Hospital	582958
767	AP39TL8744	Force	YSR KADAPA	VEMULA	412650
768	AP16TJ6895	Force	YSR KADAPA	Backup	441538

ANNEXURE II

Standard list of Equipment shall be available in the ambulance (both operational and Back up)

S. No.	Name of the equipment
1	Auto Loader – Collapsible stretcher
2	Scoop Stretcher
3	Spine board pediatric, with head recess, straps and head immobilizer
4	Spine board with straps and head blocks (Rigid Block)
5	Splints: -Inflatable splints (4 sizes)
6	Wheel chair with 4 wheels
7	Foldable Cloth Stretcher
8	Pupillary Torch with batteries
9	Stethoscope Adult
10	B.P. Apparatus
11	EMT Shears (Trauma Shears)
12	Tongue Depressor (Disposable spatulas)
13	Toothed Forceps-Dissecting
14	Artery Forceps 6 inches
15	Surgical Scissors
16	Kidney Tray Plastic
17	Suction Apparatus AC / DC & Manual (Spencer or Equivalent)
18	Suction Apparatus - Hand Held
19	Bag mask device Adult -Silicon
20	Bag mask Device Bag Child- Silicon
21	Flow Meter - Back Pressure Compensated
22	Humidifier with Metal / ABS Caps
23	Regulator 2 Stage
24	Oxygen Cylinder D type
25	Oxygen Cylinder B type
26	Thermometer (Digital)
27	Multi-para monitor
28	Neonatal warming blanket
29	Laryngoscope blade fiber optic-Mcintosh
30	Laryngoscope blade-Fibre Optic Blades-Miller 0, 1, 2 size
31	Bains Circuit (Adult)
32	Bains Circuit (Pediatric)
33	Syringe infusion pump
34	Volume Infusion pump
35	Needle & Syringe Destroyer

36	Goggles
37	Motion Sickness bags
38	Urine Pan Plastic
39	Bed Pan
40	Cervical Collar Hard
41	Nebulizer
42	EMS Kit
43	Drug Chiller
44	Digital Clock
45	Automated External Defibrillator (AED)
46	Transport Ventilator
47	Neonatal Incubator
48	Bag mask device bag neonate- Silicon
49	Neonatal Transport Ventilator
50	Drinking water Dispenser
51	Extrication Kit
52	12" wrench adjustable open end, 12" screw driver standard square bar 8" screw driver philips head # 2 Hacksaw with 12" carbide wire blade Vise grip pliers 10", 5lb hammer with 15" handle Fire axe butt 24" handle Wrecking bar with 24" handle 51" crowbar pinch point, Bolt cutter with 1" to 1/4" jaw opening Showel pointed blade, Tin snips, double action 8" minimum Gauntlets, Ropes 5400lb tensile strength in 50' Mastic knife, Pruning saw, Fire extinguisher - 5kgs with fixing stand, Luminous search light (rechargeable) Tyre inflator apparatus

ANNEXURE III

Minimum Quantity and list of Drugs and Consumables shall be available in 108 Ambulance on 24X7 Basis

S. No.	Item Description	UOM	Minimum Quantity Level
Category A			
1	Adrenaline Tartarate 1ml Injection	Each	5
2	Atropine Sulphate 1ml Injection	Each	30
3	Pheniramine Maleate 2ml Injection	Each	10
4	Buscopan 1ml Injection	Each	10
5	Distilled water 5ml	Each	5
6	Frusemide 2ml Injection	Each	10
7	Paracetamol 2ml Injection	Each	15
8	Ranitidine Hydrochloride 2ml Injection	Each	20
9	Tramodal Hydrochloride 2ml Injection	Each	20
10	Ondansetron 2ml Injection	Each	20
11	Oxytocin 1ml Injection	Each	10
12	Magnesium Sulphate 2ml Injection	Each	5
13	Theophyllin 2ml Injection	Each	10
14	Midazolam 5ml/5mg Injection	Each	3
15	Hydrocortisone 100ng Injection	Each	2
16	Xylocaine Gel 2% 30 GM	Tube	1
17	Oral Glucose 100 gms	Packet	4
18	Oral rehydration solution 4.2 gms	Packet	20
19	Salbutamol 2.5ml Respirator Solution	Each	5
20	Budesonide 2ml Respirator Solution	Each	5
21	LevoSalbutamol + Ipratropium bromid 2.5ml	Each	5
22	Anesthetic Antacid gel 200 ml	Bottle	2
23	Paracetamol 60ml syrup	Bottle	1
24	Acetylsalicylic Acid 350mg Tablets	Strip of 14	2
25	Isosorbidedinitrite 5mg Tablets	Strip of 50	1

S. No.	Item Description	UOM	Minimum Quantity Level
26	Dextrose 25% 100ml IV	Bottle	10
27	Normal Saline 250ml IV	Bottle	24
28	Ringers Lactate 250ml IV	Bottle	24
Category B			
1	Povidine Iodine 500ml Solution	Bottle	1
2	Surgical Spirit 400 ml Solution	Bottle	2
3	Medicated Adhesive Plaster Bandaid	Each	10
4	Cotton 400grms Gross	Each	2
5	Cotton Crepe Bandage 6 cm X 4 mts	Each	2
6	Dressing Pads 10cm X 10cm	Each	20
7	Dressing Pads 20cm X 10cm	Each	20
8	Elastic Adhesive bandage Plaster 10cm X10mt	Each	1
9	Absorbant Gauze Cloth 100X16 MTR	Each	2
10	Absorbant Gauze Rolls 4" (10cm X 3m)	Pack of 10	4
11	Absorbant Gauze Rolls 6" (15 cm X 3m)	Pack of 10	4
12	Adhesive Plaster 5cm X 10mtr	Each	1
13	Face Mask 3 ply (2 X 50 = 100)	2 X 50	2
14	Disposable Latex Gloves-7.0	Box of 100	5
15	Disposable Syringes 2 CC	Each	30
16	Disposable Syringes 5 CC	Each	10
17	Disposable Syringes 10CC	Each	4
18	Glucostrips - On call	Box of 25	1
19	Oropharyngeal Air Way 0	Each	2
20	Oropharyngeal Air Way 1	Each	2
21	Oraopharyngel Air Way 2	Each	2
22	Oraopharyngel Air Way 3	Each	2
23	Oraopharyngel Air Way 4	Each	2
24	I.V. Drip Set	Each	25

S. No.	Item Description	UOM	Minimum Quantity Level
25	Intracath Cannula 16	Each	2
26	Intracath Cannula 18	Each	15
27	Intracath Cannula 20	Each	15
28	Intracath Cannula 22	Each	15
29	Intracath Cannula 24	Each	5
30	Click Clamps	Each	10
31	Mackintosh Rubber Sheet 2mtr X 90 cms	Each	1
32	Gluco Lancets	Each	25
33	Nasopharyngeal Airway 6.5 mm	Each	1
34	Nasopharyngeal Airway 7 mm	Each	1
35	Nasopharyngeal Airway 7.5 mm	Each	1
36	Nasopharyngeal Airway 8 mm	Each	1
37	Nasopharyngeal Airway 8.5 mm	Each	1
38	Oxygen Mask adult	Each	3
39	Oxygen Mask Child	Each	3
40	Nasal Cannula Adult	Each	2
41	Nasal Cannula Child	Each	2
42	Non-rebreather mask-Adult	Each	1
43	Non-rebreather mask-Pediatrip	Each	1
44	Nebulizer Mask Adult	Each	2
45	Dispo Delivery Kit (Newly customised)	Each	3
46	Mucus Sucker	Each	2
47	Suction Catheters 12 ft.	Each	3
48	Suction Catheters 16 ft.	Each	3
49	Nebuliser Mask Child	Each	2
50	Micro Infusion Set	Each	2
51	Surgical Blade (Medium)	Each	5
Category C			

S. No.	Item Description	UOM	Minimum Quantity Level
1	Air Freshening Cake (Odonil like) Packet	Each	1
2	Bio medical waste disposal covers (red)	kg	0.5
3	Bio medical waste disposal covers (yellow)	kg	0.5
4	Microlyse Disinfectant Cleaner 500ml	Botte	1
5	Cleaning Cloth (Doping)	Each	5
6	Cleaning Cloth (Yellow)	Each	5
7	Hand Wash 250 ml	Each	2
8	Door Mats	Each	2
9	Glass Cleaner 500ml	Each	1
10	Disinfectant hand rub 500 ml (disinfectant)	Each	1
11	Mosquito Repellent Liquid with Machine (60 nights)	Each	1
12	Room Freshener 500ml	Each	1
13	Sponge 6" X 3.5" X 1.8"	Each	3
14	Teflon Tape 3/4" 9 yards (L) X 18 MM (W)	Each	2
15	Washing Powder 1kg	Each	2
16	Motion Sickness bags	Each	15
Category D			
1	Envelope White (11"x5")	Each	6
2	Registers – 2	Each	1
3	Blue Pen	Each	2
4	Scribbling Pads	Each	1

ANNEUXRE IV

LIST OF IT EQUIPMENT IN AMBULANCES AND MMUs

Ambulances

Sno.	Item Description	Qty
1	Mobile Data Terminal Units (Rugged) with Mounts for Ambulances	768
2	Mobile Phones	1536
4	AVLS / GPS Device	768
5	Blue tooth Headsets	768
6	Biometric Terminal for time and attendance	768
7	Dome Camera with 64 GB SD card	768
8	4G Hotspot for CCTV / Dome camera live streaming with 10GB Monthly Plan	768
9	4G Sim cards for MDT , GPS, Laptop, Smart Phones, Biometric device with 2GB Monthly plan	3840

Mobile Medical Units

Sno.	Item Description	Qty
1	AVLS / GPS Device	936
2	Biometric Terminal for time and attendance	936
3	4G Sim cards for GPS	936
4	Lap tops / Tabs with net connectivity	936

ANNEXURE V**Standard List of Equipment and Furniture shall be available in all the Mobile Medical Units**

S. No.	Name of the equipment	Quantity
1.	Semi-Automatic Biochemistry Analyser	1
2.	CBC Machine 3PART Analyzer	1
3.	Microscope	1
4.	Incubator	1
5.	Stethoscope Adult	1
6.	B.P. Apparatus	1
7.	Flow Meter - Back Pressure Compensated	1
8.	Humidifier with Metal / ABS Caps	1
9.	Regulator 2 Stage	1
10.	Oxygen Cylinder B type	1
11.	Nebulizer	1
12.	Digital Clock	1
13.	Weighing Machines Adults Simple	1
14.	Weighing Machines Baby Simple	1
15.	Hemoglobin meter (Manual)	1
16.	Ambu bag Adult	1
17.	Ambu bag Pediatric	1
18.	Laryngoscope Adult	1

19	Laryngoscope Child	1
20	Torch & Spot light	1
21	Glucometer	1
22.	Needle cutter (manually operated)	1
23.	Public Address System with Amplifier	1
24.	Drinking Water Dispenser	1
25.	Waste Collecting Bins	3 types
26.	Stool	4
27.	Chairs	4
28.	Height Measurement Instrument	1
29.	Extension Box	1
30.	Screen (for privacy)	1
31.	Emergency light	1
32.	Test tubes (Pack of 6)	1
33.	Auto pipettes	1
34.	Ophthalmoscope	1
35.	Otoscope	1
36	ECG Machine- 12 Channel	1
37	Snellen's chart	1
38	Tuning fork	1
39	Clinical Thermometer	1

40	Inverter	1
41	Examination Torch	1
42	Bed Linen	2 Sets
43	Table cloth	8 Sets
44	Foldable tables	4
45	Fetoscope	1
46	Chlorinometer/ Chloroscope	1
47	Plastic Trays	4
48	Fire Extinguisher (5 kg with fixing stand)	1
49	ECG Paper (Consumable)	One time provision
50	ECG Gel (Consumable)	

Service provider shall make suitable arrangement in the MMUs for placing the equipment at SI No 1 to 4 for which cost (Capital) will be reimbursed by the Government on satisfactory receipt, installation and working

ANNEXURE VI
Standard list Drugs and Consumables to be supplied to MMU

Type of medicine	Name of medicine / consumables
Emergency Medicine	Inj.Theophyllin 50.6 mg + Etophyllin 169.4 mg / 2 ml
	Inj.Dexamethasone 2 mg / ml
	Inj. Chlopheniramine Maleate (2 ml)
	Inj. Lignocaine 2 %
	Inj. Anti-Snake venom serum
Antibiotics	Tab. Amlodipine 5 mg
	Tab. Roxithromycin 150 mg
	Tab. Erythromycin 250 mg
	Tab. Ciprofloxacin 250 mg
	Tab. Norfloxacin 400 mg
	Furazolidine tab.
	Furazolidine Syp. Bottles
	Metronidazole tab (400 mg)
	Metronidazole tab (200 mg)
	Cap. Amoxicillin 250 mg
	Septran SS Tab
	Sofracort Eye + Ear drops
	Soframycin Ointment
	Syp. Ampicilin
Amoxicillin Syp. Bottles	

Type of medicine	Name of medicine / consumables
	Ampicilin Caps (250 mg)
	Ciprofloxacin eye drop
	Ciplox – TZ tab
	Sy. Cotrimazole (septran)
Anti-Diabetics	Glibenclamide Tablets IP 5mg
	Glimepride Tablets IP 1mg
	Metformin Tablets IP 500 mg
Antiamoebic	Sy. Furzolidine 60 ml
	Tab. Furzolidine 100 mg
	Tab. Metronidazole 200 mg
Antifungal	Whitfield's Ointment
	Fluconazole Tab
	Tab. Griseofulvin 125 mg
Nutrients	Tab. Multivitamin
	Tab/Cap Iron Folic Acid (S R)
	Vitamin A/E Capsule
	Vit. A Solution
	Vit D Sache
	Tab Vit B Complex
	Tab. Calcium carbonate
	Tab. Etophylline & Theophylline SR
Wormicidals	Albendazole Syp.

Type of medicine	Name of medicine / consumables
	Tab Albendazole
General Medicine and Non-Communicable Diseases	Omeprazole Cap.
	Metoclopramide
	Lasix tab.
	Amlodipine Tab
	Paracetamol Tab
	Phenobarbitone tablet
	Prednisolone Tablet
	Ranitidine tablet
	Salbutamol Tab.
	Sorbitrate
	Cough Syrup Bottles
	CPM Tab
	Diclofenac SR Tab
	Diclofenac tab
	Dicyclomine tab
	Antacid tab
	Aspirin tab
	Asthalin Respiratory Solution
Atenolol tab	
BC tab	
Betamethasone ointment (Betnovate)	

Type of medicine	Name of medicine / consumables
	Calamine lotion
	Carbamazepine tab.
	Amlodipine tab
Others	Tab. Albendazole 400 mg
	Sy. Paracetamol 60 ml
	Tab. Paracetamol 500 mg
	Tab Cetirizine 10 mg
	Urine Dip Sticks
	Tab. Diclofenac Sodium 50 mg
	DEC Tab
	ORS Powder 27.5 mg WHO Formula
	ORS Powder 27.5 mg WHO Formula
Local application	Gama Benzene hexachloride 1% W/W lotion
	Framycetin sulphate BP 15 mg (1.5%)
	Povidone-iodine-Ointment
	Ciprofloxacin eye drop
	Lignocaine 2% jelly
	Gentamycin eye/ear drop
Disinfectants	Povidone Iodine Solution 500 ml
Other Consumables	Surgical gloves
	Scale Vein set
	Kidney tray (Plastic) 12"

Type of medicine	Name of medicine / consumables
	Scapel Blade
	Cotton roll 500 gm
	Rolled bandages
	Paper Adhesive tape
	Elastic crepe bandages Non-sterile – 10 cm
	Sterile Water for injection
	Disposable Syringes – 2 cc, 5 cc
	IV Set
	Disposable Needle – 22 G, 24 G, 23 G
Laboratory Consumables	Tourniquet
	Collection bulbs – EDTA, PLAIN
	Lancet needles
	Stains field – A, B
	Pregnancy Test Card
	Multi Uri sticks
	Gluco Strips
	Widal test Kit
	Slides – Standard
	Urine routine – Albumin / Sugar strips
	Two sets of the IUCD kit having following instruments – stainless steel tray with lid, Steel bowl, Cusco / Sims's speculum, Sponge holding forceps, Anterior vaginal wall retractor, Uterine sound, Long curved scissors, Artery clamp.

ANNEXURE VII

Lab tests to be conducted in MMU

Glucose Tests

1. RBS (Random Blood Sugar)
2. FBS (Fasting Blood Sugar)
3. PPBS (Postprandial Blood Sugar)

Liver Function Test

1. Bilirubin (Total)
2. Bilirubin (Direct)
3. SGOT (Serum Glutamic-Oxaloacetic Transaminase)
4. SGPT (Serum Glutamic-Pyruvic Transaminase)
5. Serum Alkaline Phosphatase
6. Total Protein
7. Albumin
8. A/G Ratio (Albumin/Globulin Ratio)

Renal Function Test

1. Blood Urea Nitrogen (BUN)
2. Serum Creatinine
3. Serum Uric Acid

Electrolytes

1. Sodium
2. Potassium
3. Chloride
4. Serum Amylase

Lipid Profile

1. Total Cholesterol
2. Triglycerides
3. HDL (High-Density Lipoprotein)
4. LDL (Low-Density Lipoprotein)
5. LDH (Lactate Dehydrogenase)

Coagulation Tests

1. Prothrombin Time (PT)
2. Activated Partial Thromboplastin Time (APTT)

Total White Blood Cell (WBC) Count

1. Polymorphs
2. Lymphocytes
3. Eosinophils
4. Monocytes
5. Basophils

Total Red Blood Cell (RBC) Count

1. Hematocrit (HCT)
2. Plateletcrit (PCT)
3. Mean Corpuscular Hemoglobin (MCH)

4. Mean Corpuscular Hemoglobin Concentration (MCHC)
5. Red Cell Distribution Width (RDW-SD)
6. Red Cell Distribution Width (RDW-CV)
7. Platelet Indices

Sedimentation Rate

1. ESR (Erythrocyte Sedimentation Rate)

Examination of Differential Count.

1. Examination of a differential count under a microscope involves analyzing a stained blood smear to identify and count the different types of white blood cells.

URINE ANALYSIS

1. Physical Examination
 - a. Quantity
 - b. Colour
2. Appearance
 - a. Deposit
 - b. Reaction
3. Microscopic Examination
 - a. Pus Cells
 - b. Epithelial Cells
 - c. Red Blood Cells (RBC)
 - d. Cast
 - e. Crystal
2. Smear for MP
 - a. Presence of parasites in the concentrated area
 - b. Morphological features of *Plasmodium* species

ECG

Rapid Tests

1. VDRL
2. Dengue
3. HBsAg
4. Hepatitis.C
5. MP. Pv.Pf
6. HCG
7. Urine Pregnancy Test

ANNEXURE VIII- LIST OF MMUS

S.No	District	Mandal	Vehicle No	ODO
1	Alluri Sitharama Raju	Munchingpattu	AP39TL9064	41276
2	Alluri Sitharama Raju	Ananthagiri	AP39TL9068	60771
3	Alluri Sitharama Raju	Koyyuru 2	AP39TL9078	36378
4	Alluri Sitharama Raju	Pedabayalu 2	AP39TL9079	49436
5	Alluri Sitharama Raju	Chintapalli	AP39TL9080	36820
6	Alluri Sitharama Raju	Arukuvalley	AP39TL9093	38872
7	Alluri Sitharama Raju	Hukumpeta 2	AP39TL9097	42881
8	Alluri Sitharama Raju	Addateegala	AP39TL9110	59964
9	Alluri Sitharama Raju	Ananthagiri	AP39TL9065	77370
10	Alluri Sitharama Raju	Araku Valley	AP39TL9066	40548
11	Alluri Sitharama Raju	Chintapalli / Lambasingh PHC	AP39TL9071	58047
12	Alluri Sitharama Raju	Chintoor	AP39TL9119	54881
13	Alluri Sitharama Raju	Devipatanam	AP39TL9120	52755
14	Alluri Sitharama Raju	Dumbriguda	AP39TL9074	63044
15	Alluri Sitharama Raju	G.K Veedhi 1	AP39TL9075	56092
16	Alluri Sitharama Raju	G.Madugula	AP39TL9076	45714
17	Alluri Sitharama Raju	Gangavaram	AP39TL9122	56185
18	Alluri Sitharama Raju	Hukumpeta	AP39TL9081	45052
19	Alluri Sitharama Raju	Koyyuru 1	AP39TL9085	77642
20	Alluri Sitharama Raju	Kunavaram	AP39TL9138	34708
21	Alluri Sitharama Raju	Maredumilli	AP39TL9141	70150
22	Alluri Sitharama Raju	Munchingaputtu	AP39TL9088	58312
23	Alluri Sitharama Raju	Nellipaka	AP39TL9143	45095
24	Alluri Sitharama Raju	Paderu 1	AP39TL9092	36206
25	Alluri Sitharama Raju	Pedabayalu	AP39TL9096	59867

26	Alluri Sitharama Raju	Rajavomangi	AP39TL9151	58078
27	Alluri Sitharama Raju	Rampachodavaram	AP39TL9153	60244
28	Alluri Sitharama Raju	VR Puram	AP39TL9167	45491
29	Alluri Sitharama Raju	Y Ramavaram	AP39TL9168	54694
30	Alluri Sitharama Raju	ARAKUVALLEY 2	AP39UL4270	13857
31	Alluri Sitharama Raju	PADERU	AP39UL4271	30897
32	Alluri Sitharama Raju	GK VEEDHI	AP39UL4272	31639
33	Alluri Sitharama Raju	Y ramavaram	AP39UL4273	19120
34	Alluri Sitharama Raju	BACKUP	AP39UL4274	5251
35	Alluri Sitharama Raju	BACKUP	AP39UL4275	19363
36	Alluri Sitharama Raju	BACKUP	AP39UL4276	9071
37	Anakapalli	Anakapalli	AP39TL9063	24002
38	Anakapalli	Atchuthapuram	AP39TL9067	26598
39	Anakapalli	Butchayyapeta	AP39TL9069	33222
40	Anakapalli	Cheedikada	AP39TL9070	27553
41	Anakapalli	Chodavaram	AP39TL9072	20136
42	Anakapalli	Devarapalli	AP39TL9073	33858
43	Anakapalli	Golugonda	AP39TL9077	34959
44	Anakapalli	K.Kotapadu	AP39TL9082	27307
45	Anakapalli	Kasimkota	AP39TL9083	34222
46	Anakapalli	Kotauratla	AP39TL9084	26083
47	Anakapalli	Makavarapalem	AP39TL9086	24519
48	Anakapalli	Munagapaka	AP39TL9087	27484
49	Anakapalli	Nakkapalli	AP39TL9089	44435
50	Anakapalli	Narsipatnam	AP39TL9090	33717
51	Anakapalli	Nathavaram	AP39TL9091	41241

52	Anakapalli	Parawada	AP39TL9094	22155
53	Anakapalli	Payakaraopeta	AP39TL9095	28159
54	Anakapalli	Rambilli	AP39TL9098	28040
55	Anakapalli	Ravikamatham	AP39TL9100	31298
56	Anakapalli	Rolugunta	AP39TL9101	28394
57	Anakapalli	S. Rayavaram	AP39TL9102	31700
58	Anakapalli	Sabbavaram	AP39TL9103	23232
59	Anakapalli	Madugula	AP39TL9104	32366
60	Anakapalli	Yelamanchili	AP39TL9105	26770
61	Anakapalli	Anakapalli-2	AP39UL4251	12743
62	Anakapalli	atchuthapuram-2	AP39UL4252	9261
63	Anakapalli	chodavaram-2	AP39UL4253	8514
64	Anakapalli	Devarapalli-2	AP39UL4254	10120
65	Anakapalli	Golugonda-2	AP39UL4256	17439
66	Anakapalli	K.Kotapadu-2	AP39UL4258	10899
67	Anakapalli	KASIMKOTA-2	AP39UL4259	16537
68	Anakapalli	MAKAVARAPALEM-2	AP39UL4260	11943
69	Anakapalli	MUNAGAPAKA-2	AP39UL4261	7847
70	Anakapalli	NAKKAPALLI-2	AP39UL4262	8790
71	Anakapalli	PAYAKARAOPETA-2	AP39UL4263	14156
72	Anakapalli	BACKUP	AP39UL4264	4911
73	Anakapalli	RAVIKATHAM-2	AP39UL4265	8796
74	Anakapalli	S.RAYAVARAM-2	AP39UL4267	9290
75	Anakapalli	SABBAVARAM-2	AP39UL4268	8683
76	Anakapalli	MADUGULA-2	AP39UL4269	11741
77	Anantapur	Atmakur	AP39TL9492	57627

78	Anantapur	Beluguppa	AP39TL9494	47963
79	Anantapur	Bommanahal	AP39TL9495	46262
80	Anantapur	Bramhasamudram	AP39TL9496	41784
81	Anantapur	Bukkarayasamudram	AP39TL9498	31272
82	Anantapur	D.Hirehal	AP39TL9501	55209
83	Anantapur	Garladinne	AP39TL9504	45059
84	Anantapur	Gooty	AP39TL9505	34079
85	Anantapur	Gummagatta	AP39TL9508	50889
86	Anantapur	Kalyanadurgam	AP39TL9510	42629
87	Anantapur	Kambadur	AP39TL9511	43715
88	Anantapur	Kanekal	AP39TL9513	40769
89	Anantapur	Kuderu	AP39TL9515	38700
90	Anantapur	Kundurpi	AP39TL9516	36395
91	Anantapur	Narpala	AP39TL9523	33447
92	Anantapur	Pamidi	AP39TL9525	40642
93	Anantapur	Peddapappur	AP39TL9527	30356
94	Anantapur	Peddavadugur	AP39TL9528	44281
95	Anantapur	Putlur	AP39TL9530	43460
96	Anantapur	Rapthadu	AP39TL9533	39802
97	Anantapur	Rayadurg	AP39TL9534	51086
98	Anantapur	Settur	AP39TL9537	37626
99	Anantapur	Singanamala	AP39TL9538	51566
100	Anantapur	Tadipatri	AP39TL9541	37714
101	Anantapur	Uravakonda	AP39TL9544	32295
102	Anantapur	Vajrakarur	AP39TL9545	36093
103	Anantapur	Vidapankal	AP39TL9546	44017

104	Anantapur	Yadiki	AP39TL9547	33187
105	Anantapur	Yellanur	AP39TL9548	48631
106	Anantapur	Guntakal	AP39TL9651	55945
107	Anantapur	Ananthapuram Rural	AP39UH4793	21623
108	Anantapur	Ananthapuram Rural	AP39UL4501	13731
109	Anantapur	Ananthapuram Rural	AP39UL4502	13091
110	Anantapur	Tadipatri	AP39UL4503	11449
111	Anantapur	Uravakonda	AP39UL4504	14455
112	Anantapur	Kanekal	AP39UL4505	14684
113	Anantapur	BACKUP	AP39UL4506	5280
114	Anantapur	BACKUP	AP39UL4541	11936
115	Annamayya	B Kothakota	AP39TL9424	37267
116	Annamayya	Gurramkonda	AP39TL9436	38936
117	Annamayya	Kalakada	AP39TL9439	39291
118	Annamayya	Kalikiri	AP39TL9440	30830
119	Annamayya	Kambhamvaripalle	AP39TL9441	38050
120	Annamayya	Kurabalakota	AP39TL9444	35961
121	Annamayya	Molakalacheruvu	AP39TL9445	45605
122	Annamayya	Nimmanapalle	AP39TL9449	57874
123	Annamayya	Peddamandyam	AP39TL9455	33798
124	Annamayya	Peddathippasamudram	AP39TL9456	41688
125	Annamayya	Pileru	AP39TL9459	22268
126	Annamayya	Ramasamudram	AP39TL9466	33672
127	Annamayya	Thamballapalle	AP39TL9475	39185
128	Annamayya	Valmikipuram/Vayalpadu	AP39TL9480	38628
129	Annamayya	Chinnamandem	AP39TL9557	33953

130	Annamayya	CHITVEL	AP39TL9558	33818
131	Annamayya	Galiveedu	AP39TL9560	41666
132	Annamayya	Lakkireddypalli	AP39TL9568	37501
133	Annamayya	NANDALUR	AP39TL9573	41325
134	Annamayya	Obulavaripalle	AP39TL9574	36409
135	Annamayya	PENAGALUR	AP39TL9576	35403
136	Annamayya	Pullampet	AP39TL9581	33062
137	Annamayya	Railway Kodur	AP39TL9566	24424
138	Annamayya	Rajampet	AP39TL9582	39439
139	Annamayya	Ramapuram	AP39TL9584	33833
140	Annamayya	Rayachoty	AP39TL9549	33612
141	Annamayya	Sambepalle	AP39TL9586	39994
142	Annamayya	T.SUNDUPALLI	AP39TL9589	39284
143	Annamayya	Veeraballi	AP39TL9592	40952
144	Annamayya	Madanapalli	AP39UH4980	15583
145	Annamayya	Railway Kodur	AP39UL4543	12973
146	Annamayya	Madanapalli	AP39UL4544	10259
147	Annamayya	BACKUP	AP39UL4832	9245
148	Bapatla	Amruthaluru	AP39TL9271	25066
149	Bapatla	Bapatla	AP39TL9272	38409
150	Bapatla	Bhattiprolu	AP39TL9274	26197
151	Bapatla	Cherukupalli	AP39TL9277	31876
152	Bapatla	Karlapalem	AP39TL9288	34359
153	Bapatla	Kolluru	AP39TL9290	22625
154	Bapatla	Nagaram	AP39TL9297	30437
155	Bapatla	Nizampatnam	AP39TL9300	31276

156	Bapatla	Pittalavanipalem	AP39TL9307	22934
157	Bapatla	Repalle	AP39TL9312	33385
158	Bapatla	Tsunduru	AP39TL9319	23123
159	Bapatla	Vemuru	AP39TL9322	30477
160	Bapatla	Addanki	AP39TL9324	33101
161	Bapatla	Ballikurava	AP39TL9326	32429
162	Bapatla	Chinaganjam	AP39TL9329	22116
163	Bapatla	Chirala	AP39TL9330	26389
164	Bapatla	Inkollu	AP39TL9339	23828
165	Bapatla	Janakavarampanguluru	AP39TL9340	26161
166	Bapatla	Karamchedu	AP39TL9343	30321
167	Bapatla	Korisapadu	AP39TL9347	31986
168	Bapatla	Martur	AP39TL9354	31338
169	Bapatla	Parchur	AP39TL9359	34793
170	Bapatla	Santhamagalur	AP39TL9366	30461
171	Bapatla	Vetapalem	AP39TL9374	20908
172	Bapatla	YeddanaPudi	AP39TL9376	24967
173	Bapatla	Nizampatnam	AP39UL4397	11369
174	Bapatla	Chirala	AP39UL4398	6376
175	Bapatla	Parchur	AP39UL4401	9955
176	Bapatla	Santhamagalur	AP39UL4402	20083
177	Bapatla	Addanki	AP39UL4403	14020
178	Bapatla	BACKUP	AP39UL4404	6544
179	Bapatla	Cherukupalli	AP39UL4405	20050
180	Bapatla	Repalle	AP39UL4406	17520
181	Chittoor	Baireddi Palle	AP39TL9425	30111

182	Chittoor	Bangarupalem	AP39TL9426	30173
183	Chittoor	Chittoor	AP39TL9430	42670
184	Chittoor	Chowdepalle	AP39TL9431	25980
185	Chittoor	Gangadhara Nellore	AP39TL9432	31690
186	Chittoor	Gangavaram	AP39TL9433	32505
187	Chittoor	Gudi Palle	AP39TL9434	31935
188	Chittoor	Gudipala	AP39TL9435	29127
189	Chittoor	Irala	AP39TL9437	34854
190	Chittoor	Karvetinagar	AP39TL9442	34512
191	Chittoor	Kuppam	AP39TL9443	38118
192	Chittoor	Nagari	AP39TL9447	29005
193	Chittoor	Nindra	AP39TL9450	27354
194	Chittoor	Palamaner	AP39TL9452	33911
195	Chittoor	Palasamudram	AP39TL9453	42889
196	Chittoor	Pedda Panjani	AP39TL9454	45279
197	Chittoor	Penumuru	AP39TL9457	31409
198	Chittoor	Pulicherla	AP39TL9460	30833
199	Chittoor	Punganur	AP39TL9461	39191
200	Chittoor	Puthalapattu	AP39TL9462	31397
201	Chittoor	Rama Kuppam	AP39TL9464	35158
202	Chittoor	Rompicherla	AP39TL9468	24978
203	Chittoor	Santhi Puram	AP39TL9469	27237
204	Chittoor	Sodam	AP39TL9471	32390
205	Chittoor	Somala	AP39TL9472	38189
206	Chittoor	Srirangarajapuram	AP39TL9474	35886
207	Chittoor	Thavanampalle	AP39TL9476	35196

208	Chittoor	Veduru Kuppam	AP39TL9482	51519
209	Chittoor	Venkatagiri Kota	AP39TL9483	29985
210	Chittoor	Vijaya Puram	AP39TL9484	31088
211	Chittoor	Yadamari	AP39TL9485	28025
212	Chittoor	Baireddipalli	AP39UL4435	12202
213	Chittoor	Bangarupalayam	AP39UL4436	11986
214	Chittoor	Gangavaram	AP39UL4438	12484
215	Chittoor	Gangadhara Nellore	AP39UL4439	12266
216	Chittoor	Gudupalle	AP39UL4440	11696
217	Chittoor	IRALA	AP39UL4442	12288
218	Chittoor	KUPPAM	AP39UL4450	16550
219	Chittoor	Peddhapanjani	AP39UL4451	9834
220	Chittoor	Punganur	AP39UL4452	12853
221	Chittoor	RAMAKUPPAM	AP39UL4453	17982
222	Chittoor	Santhipuram	AP39UL4454	11515
223	Chittoor	Venkatagirikota	AP39UL4461	9211
224	Chittoor	BACKUP	AP39UL4462	5163
225	East Godavari	Anaparthi	AP39TL9116	20958
226	East Godavari	BICCAVOLU	AP39TL9118	21276
227	East Godavari	Gokavaram	AP39TL9123	23655
228	East Godavari	Kadium	AP39TL9128	28777
229	East Godavari	Korukonda	AP39TL9135	21077
230	East Godavari	Rajamahendravaram Rural	AP39TL9149	21614
231	East Godavari	RAJANAGARAM	AP39TL9150	26796
232	East Godavari	Rangampeta	AP39TL9154	24310
233	East Godavari	Seethanagaram	AP39TL9161	22155

234	East Godavari	Chagallu	AP39TL9178	22503
235	East Godavari	Devarapalli	AP39TL9181	37180
236	East Godavari	Gopalapuram	AP39TL9186	28754
237	East Godavari	Kovvur	AP39TL9192	35072
238	East Godavari	Nallajerla	AP39TL9197	31168
239	East Godavari	Nidadavole	AP39TL9198	27266
240	East Godavari	Peravali	AP39TL9207	30247
241	East Godavari	Tallapudi	AP39TL9212	25823
242	East Godavari	Undrajavaram	AP39TL9214	22880
243	East Godavari	Kovvur	AP39UL4277	14473
244	East Godavari	Nidadavole	AP39UL4278	10272
245	East Godavari	Nallajerla	AP39UL4280	13095
246	East Godavari	Peravali	AP39UL4281	10606
247	East Godavari	Anaparthi	AP39UL4282	6992
248	East Godavari	BICCAVOLU	AP39UL4283	9127
249	East Godavari	Gokavaram	AP39UL4285	14120
250	East Godavari	Kadium	AP39UL4286	10105
251	East Godavari	Rajamahendravaram Rural	AP39UL4287	10435
252	East Godavari	Rajamahendravaram Rural	AP39UL4290	17747
253	East Godavari	Korukonda	AP39UL4291	11979
254	East Godavari	RAJANAGARAM	AP39UL4292	10290
255	East Godavari	RAJANAGARAM	AP39UL4293	18521
256	East Godavari	Rangampeta	AP39UL4294	18150
257	East Godavari	Seethanagaram	AP39UL4295	9290
258	East Godavari	BACKUP	AP39UL4296	5886
259	Eluru	AGIRIPALLI	AP39TL9219	29017

260	Eluru	MUDHINEPALLI	AP39TL9221	30970
261	Eluru	CHATRAI	AP39TL9225	32992
262	Eluru	KAIKALURU	AP39TL9235	20458
263	Eluru	KALIDINDI	AP39TL9236	27804
264	Eluru	MANDAVALLI	AP39TL9242	25554
265	Eluru	MUSUNURU	AP39TL9246	42846
266	Eluru	NUZIVEDU	AP39TL9251	38868
267	Eluru	Bhimadole	AP39TL9175	29682
268	Eluru	Buttaigudem	AP39TL9177	30666
269	Eluru	Chintalapudi	AP39TL9179	29564
270	Eluru	Denduluru	AP39TL9180	33990
271	Eluru	Dwaraka Tirumala	AP39TL9182	38050
272	Eluru	Eluru	AP39TL9184	23672
273	Eluru	Ganapavaram	AP39TL9185	24030
274	Eluru	Jangareddygudem	AP39TL9188	30957
275	Eluru	Jeelugumilli	AP39TL9189	34357
276	Eluru	Kamavarapukota	AP39TL9191	36672
277	Eluru	Koyyalagudem	AP39TL9193	22966
278	Eluru	Kukkunuru	AP39TL9194	57637
279	Eluru	Lingapalem	AP39TL9195	35946
280	Eluru	Nidamarru	AP39TL9199	25771
281	Eluru	Pedapadu	AP39TL9202	31623
282	Eluru	Pedavegi	AP39TL9203	36080
283	Eluru	Polavaram	AP39TL9209	36571
284	Eluru	T.Narasapuram	AP39TL9210	39356
285	Eluru	Unguturu	AP39TL9215	25803

286	Eluru	Velerupadu	AP39TL9217	39115
287	Eluru	ELURU	AP39UL4328	11445
288	Eluru	Pedapadu	AP39UL4330	12470
289	Eluru	Kaikalur	AP39UL4331	12875
290	Eluru	Kalidindi	AP39UL4332	13671
291	Eluru	Mudinepalle	AP39UL4336	15444
292	Eluru	Pedavegi	AP39UL4339	16989
293	Eluru	Denduluru	AP39UL4340	13657
294	Eluru	Lingapalem	AP39UL4341	13518
295	Eluru	Unguturu	AP39UL4342	13023
296	Eluru	Dwarakatirumala	AP39UL4346	15944
297	Eluru	Chintalapudi	AP39UL4348	18553
298	Eluru	Koyyalagudem	AP39UL4349	14551
299	Eluru	Ganapavaram	AP39UL4350	8206
300	Eluru	Nuzvid	AP39UL4351	11799
301	Eluru	Agiripalle	AP39UL4352	14099
302	Eluru	BACKUP	AP39UL4353	8199
303	Guntur	Chebrole	AP39TL9276	20490
304	Guntur	Duggirala	AP39TL9280	20436
305	Guntur	Guntur Rural	AP39TL9283	32118
306	Guntur	KAKUMANU	AP39TL9286	34002
307	Guntur	Kollipara	AP39TL9289	29035
308	Guntur	Mangalagiri	AP39TL9305	26475
309	Guntur	Medikonduru	AP39TL9294	23490
310	Guntur	Pedakakani	AP39TL9302	26510
311	Guntur	Pedanandipadu	AP39TL9304	28473

312	Guntur	Phirangipuram	AP39TL9273	27014
313	Guntur	Ponnur	AP39TL9308	38341
314	Guntur	Prathipadu	AP39TL9309	21388
315	Guntur	Tadepalli	AP39TL9315	24396
316	Guntur	Tadikonda	AP39TL9316	26355
317	Guntur	Tenali	AP39TL9317	28157
318	Guntur	Thulluru	AP39TL9318	27797
319	Guntur	Vatticherukuru	AP39TL9320	27187
320	Guntur	BACKUP	AP39UL4387	8588
321	Guntur	Tenali	AP39UL4390	3562
322	Guntur	Duggirala	AP39UL4391	12765
323	Guntur	Guntur	AP39UL4392	7129
324	Kakinada	Gandepalli	AP39TL9121	30132
325	Kakinada	Gollaprolu	AP39TL9124	29799
326	Kakinada	JAGGAMPETA	AP39TL9126	25719
327	Kakinada	KAJULURU	AP39TL9129	25737
328	Kakinada	KAKINADA RURAL	AP39TL9130	28168
329	Kakinada	KARAPA	AP39TL9132	21492
330	Kakinada	Kirlampudi	AP39TL9134	26645
331	Kakinada	KOTANANDURU	AP39TL9136	24101
332	Kakinada	PEDAPUDI	AP39TL9145	22664
333	Kakinada	PEDDAPURAM	AP39TL9146	32787
334	Kakinada	PITHAPURAM	AP39TL9147	29673
335	Kakinada	Prathipadu	AP39TL9148	27374
336	Kakinada	ROUTHULAPUDI	AP39TL9158	41275
337	Kakinada	SAMALKOT	AP39TL9109	36750

338	Kakinada	Sankavaram	AP39TL9160	34347
339	Kakinada	Tallarevu	AP39TL9162	25443
340	Kakinada	THONDANGI	AP39TL9163	44576
341	Kakinada	TUNI	AP39TL9164	40578
342	Kakinada	U.KOTHAPALLI	AP39TL9165	23051
343	Kakinada	Yeleswaram	AP39TL9169	29481
344	Kakinada	KAJULURU	AP39UL4297	10391
345	Kakinada	Tallarevu	AP39UL4298	9281
346	Kakinada	KAKINADA RURAL	AP39UL4300	13718
347	Kakinada	KAKINADA RURAL	AP39UL4301	9338
348	Kakinada	PITHAPURAM	AP39UL4302	12620
349	Kakinada	PEDDAPURAM	AP39UL4303	6547
350	Kakinada	Kirlampudi	AP39UL4304	7853
351	Kakinada	U.KOTHAPALLI	AP39UL4305	5238
352	Kakinada	TUNI	AP39UL4306	14078
353	Kakinada	SAMALKOT	AP39UL4307	19467
354	Kakinada	JAGGAMPETA	AP39UL4308	13168
355	Kakinada	Prathipadu	AP39UL4309	19417
356	Kakinada	THONDANGI	AP39UL4310	16174
357	Kakinada	ROWTHULAPUDI	AP39UL4311	11668
358	Kakinada	KARAPA	AP39UL4312	8053
359	Konaseema	Ainavelli	AP39TL9111	20338
360	Konaseema	Alamuru	AP39TL9112	23339
361	Konaseema	Allavaram	AP39TL9113	23854
362	Konaseema	Amalapuram	AP39TL9114	22282
363	Konaseema	Ambhajipeta	AP39TL9115	18292

364	Konaseema	Atreyapuram	AP39TL9117	29753
365	Konaseema	I.Polavaram	AP39TL9125	27832
366	Konaseema	K. GANGAVARAM	AP39TL9127	31926
367	Konaseema	Kapileswarapuram	AP39TL9131	30678
368	Konaseema	Katrenukona	AP39TL9133	33852
369	Konaseema	Kothapeta	AP39TL9137	23217
370	Konaseema	Malkipuram	AP39TL9139	19726
371	Konaseema	Mamidikuduru	AP39TL9140	20920
372	Konaseema	Mandapeta	AP39TL9108	28318
373	Konaseema	Mummidivaram	AP39TL9142	23127
374	Konaseema	P.Gannavaram	AP39TL9144	25397
375	Konaseema	RAMACHANDRAPURAM	AP39TL9152	20292
376	Konaseema	Ravulapalem	AP39TL9155	23684
377	Konaseema	RAYAVARAM	AP39TL9156	34188
378	Konaseema	Razole	AP39TL9157	23336
379	Konaseema	Sakhenatipalli	AP39TL9159	24962
380	Konaseema	Uppalaguptam	AP39TL9166	26380
381	Konaseema	I.Polavaram	AP39UL4313	12965
382	Konaseema	Ainavelli	AP39UL4314	11556
383	Konaseema	Allavaram	AP39UL4315	13686
384	Konaseema	Amalapuram	AP39UL4316	7665
385	Konaseema	Mamidikuduru	AP39UL4317	10763
386	Konaseema	P.Gannavaram	AP39UL4318	10738
387	Konaseema	Razole	AP39UL4319	10484
388	Konaseema	Malkipuram	AP39UL4320	10531
389	Konaseema	Sakhenatipalli	AP39UL4321	7825

390	Konaseema	Ambhajipeta	AP39UL4322	9596
391	Konaseema	Ravulapalem	AP39UL4323	11755
392	Konaseema	Alamuru	AP39UL4324	7705
393	Konaseema	Mandapeta	AP39UL4325	12122
394	Konaseema	K. GANGAVARAM	AP39UL4326	16392
395	Konaseema	BACKUP	AP39UL4327	6491
396	Krishna	CHINNAPURAM	AP39TL9241	44487
397	Krishna	BAPULAPADU	AP39TL9222	33306
398	Krishna	CHALLAPALLI	AP39TL9223	22863
399	Krishna	GANNAVARAM	AP39TL9228	27356
400	Krishna	GHANTASALA	AP39TL9229	40121
401	Krishna	GUDIVADA	AP39TL9230	23764
402	Krishna	GUDLAVALLERU	AP39TL9231	23440
403	Krishna	GUDUR	AP39TL9232	32308
404	Krishna	KANKIPADU	AP39TL9238	26582
405	Krishna	KODURU	AP39TL9239	32234
406	Krishna	KRUTHIVENNU	AP39TL9240	57051
407	Krishna	PAMIDIMUKALA	AP39TL9253	28842
408	Krishna	MOPIDEVI	AP39TL9243	18964
409	Krishna	MOVVA	AP39TL9244	27277
410	Krishna	NAGAYALANKA	AP39TL9245	34021
411	Krishna	BANTUMILLI	AP39TL9248	25745
412	Krishna	NANDIWADA	AP39TL9250	35771
413	Krishna	PAMMARU	AP39TL9252	21881
414	Krishna	PEDAPURUPUDI	AP39TL9255	25797
415	Krishna	PEDANA	AP39TL9254	31506

416	Krishna	THOTAVALLURU	AP39TL9259	25456
417	Krishna	UNGATURU	AP39TL9261	32346
418	Krishna	VEKANURU	AP39TL9220	24908
419	Krishna	PENAMALURU	AP39TL9264	20347
420	Krishna	VUYURRU	AP39TL9266	31350
421	Krishna	BAPULAPADU	AP39UL4369	14160
422	Krishna	UNGUTURU	AP39UL4370	14044
423	Krishna	PEDANA	AP39UL4371	16144
424	Krishna	MACHILIPATNAM	AP39UL4372	15053
425	Krishna	PENAMALURU	AP39UL4373	11093
426	Krishna	PENAMALURU	AP39UL4374	15860
427	Krishna	BACKUP	AP39UL4375	11641
428	Krishna	BACKUP	AP39UL4376	9250
429	Kurnool	Adoni	AP39TL9600	53340
430	Kurnool	Alur	AP39TL9602	38675
431	Kurnool	Aspari	AP39TL9603	48550
432	Kurnool	C-Belagal	AP39TL9608	32289
433	Kurnool	Chippagiri	AP39TL9610	40310
434	Kurnool	Devanakonda	AP39TL9611	40452
435	Kurnool	Gonegandla	AP39TL9615	31006
436	Kurnool	Gudur	AP39TL9617	31890
437	Kurnool	Halaharvi	AP39TL9618	51356
438	Kurnool	Holagunda	AP39TL9619	39659
439	Kurnool	Kallur	AP39TL9621	49962
440	Kurnool	Kodumur	AP39TL9622	35720
441	Kurnool	Kosigi	AP39TL9625	26212

442	Kurnool	Kowthalam	AP39TL9627	43318
443	Kurnool	Krishnagiri	AP39TL9628	55146
444	Kurnool	Kurnool Rural	AP39TL9629	41789
445	Kurnool	Maddikera	AP39TL9630	28638
446	Kurnool	Mantralayam	AP39TL9632	41148
447	Kurnool	Nandavaram	AP39TL9634	37583
448	Kurnool	Orvakal	AP39TL9637	45922
449	Kurnool	Pattikonda	AP39TL9642	31026
450	Kurnool	Peddakadubur	AP39TL9644	39968
451	Kurnool	Tuggali	AP39TL9649	49420
452	Kurnool	Veldurthi	AP39TL9267	37254
453	Kurnool	Yemmiganur	AP39TL9268	32631
454	Kurnool	Kurnool	AP39UL4472	18271
455	Kurnool	Gudur	AP39UL4473	14742
456	Kurnool	Devanakonda	AP39UL4475	24946
457	Kurnool	Gonegandla	AP39UL4476	16953
458	Kurnool	Mantralayam	AP39UL4480	25194
459	Kurnool	Nandavaram	AP39UL4481	16424
460	Kurnool	Kowthalam	AP39UL4482	16201
461	Kurnool	Orvakal	AP39UL4483	14641
462	Kurnool	Veldurthy	AP39UL4484	14135
463	Kurnool	Adoni	AP39UL4485	18308
464	Kurnool	Alur	AP39UL4487	21821
465	Kurnool	Yemmiganur	AP39UL4490	13903
466	Kurnool	Pattikonda	AP39UL4491	9753
467	Kurnool	Tuggali	AP39UL4492	19028

468	Kurnool	Kosigi	AP39UL4493	24673
469	Kurnool	BACKUP	AP39UL4494	6305
470	Nandyal	Allagadda	AP39TL9601	40561
471	Nandyal	Atmakur	AP39TL9604	30170
472	Nandyal	Banaganapalli	AP39TL9605	32367
473	Nandyal	Bandiatmakur	AP39TL9606	30956
474	Nandyal	Bethamcherla	AP39TL9607	36085
475	Nandyal	Chagalamarri	AP39TL9609	29591
476	Nandyal	Dhone	AP39TL9612	42275
477	Nandyal	Dornipadu	AP39TL9613	27704
478	Nandyal	Gadivemula	AP39TL9614	32387
479	Nandyal	Gospadu	AP39TL9616	29653
480	Nandyal	Jupadubungalow	AP39TL9620	28844
481	Nandyal	Koilkuntla	AP39TL9623	23082
482	Nandyal	Kolimigundla	AP39TL9624	37146
483	Nandyal	Kothapalli	AP39TL9626	39273
484	Nandyal	Mahanandi	AP39TL9631	36979
485	Nandyal	Midthur	AP39TL9633	30359
486	Nandyal	Nandikotkur	AP39TL9635	31402
487	Nandyal	Nandyal	AP39TL9636	33087
488	Nandyal	Owk	AP39TL9638	37058
489	Nandyal	Pagidyala	AP39TL9639	26142
490	Nandyal	Pamulapadu	AP39TL9640	29161
491	Nandyal	Panyam	AP39TL9641	31409
492	Nandyal	Peapully	AP39TL9643	47267
493	Nandyal	Rudravaram	AP39TL9645	37032

494	Nandyal	Sanjamala	AP39TL9646	41155
495	Nandyal	Sirivel	AP39TL9647	34344
496	Nandyal	Uyyalawada	AP39TL9650	33045
497	Nandyal	Velgodu	AP39TL9106	24901
498	Nandyal	Srisailam	AP39UG9303	17400
499	Nandyal	Dhone	AP39UL4463	17662
500	Nandyal	Peapully	AP39UL4465	24955
501	Nandyal	Bethamcherla	AP39UL4467	19160
502	Nandyal	Nandyal	AP39UL4470	13651
503	Nandyal	BACKUP	AP39UL4471	4693
504	NTR	A.KONDURU	AP39TL9218	36232
505	NTR	CHANDARLAPADU	AP39TL9224	29962
506	NTR	G.KONDURU	AP39TL9226	31558
507	NTR	GAMPALAGUDEM	AP39TL9227	38469
508	NTR	IBRAHIMPATNAM	AP39TL9233	28713
509	NTR	JAGGAYAPETA	AP39TL9234	37077
510	NTR	KANCHIKACHERLA	AP39TL9237	27877
511	NTR	MYLAVARAM	AP39TL9247	25215
512	NTR	NANDIGAMA	AP39TL9249	33068
513	NTR	VIJAYAWADA RURAL	AP39TL9256	37480
514	NTR	PENUGRANCHIPROLU	AP39TL9257	27556
515	NTR	REDDYGUDEM	AP39TL9258	32524
516	NTR	TIRUVURU	AP39TL9260	38643
517	NTR	VATSAVAI	AP39TL9262	36066
518	NTR	VEERULAPADU	AP39TL9263	40271
519	NTR	VISSANAPET	AP39TL9265	37411

520	NTR	JAGGAIHPET	AP39UL4378	13064
521	NTR	NANDIGAMA	AP39UL4380	18989
522	NTR	GAMPALAGUDEM	AP39UL4381	28283
523	NTR	VIJAYAWADA RURAL	AP39UL4382	17522
524	NTR	VIJAYAWADA RURAL	AP39UL4384	18461
525	NTR	BACKUP	AP39UL4385	8482
526	NTR	BACKUP	AP39UL4386	9631
527	Palnadu	Achampeta	AP39TL9269	32860
528	Palnadu	Amaravati	AP39TL9270	34011
529	Palnadu	Bollapalli	AP39TL9275	61369
530	Palnadu	Chilakaluripet	AP39TL9278	30711
531	Palnadu	Dachepalli	AP39TL9279	37208
532	Palnadu	Durgi	AP39TL9281	27001
533	Palnadu	Edlapadu	AP39TL9282	25370
534	Palnadu	Gurazala	AP39TL9284	30947
535	Palnadu	Ipuru	AP39TL9285	32473
536	Palnadu	Karempudi	AP39TL9287	31103
537	Palnadu	Krosuru	AP39TL9291	29880
538	Palnadu	Machavaram	AP39TL9292	23526
539	Palnadu	Macherla	AP39TL9293	49529
540	Palnadu	Muppalla	AP39TL9295	24832
541	Palnadu	Nadendla	AP39TL9296	27723
542	Palnadu	Narasaraopet	AP39TL9298	30330
543	Palnadu	Nekarikallu	AP39TL9299	35324
544	Palnadu	Nuzendla	AP39TL9301	67034
545	Palnadu	Pedakurapadu	AP39TL9303	27078

546	Palnadu	Piduguralla	AP39TL9306	30334
547	Palnadu	Rajupalem	AP39TL9310	34603
548	Palnadu	Rentachintala	AP39TL9311	28250
549	Palnadu	Rompicherla	AP39TL9313	31041
550	Palnadu	Sattenapalli	AP39TL9648	38021
551	Palnadu	Savalyapuram	AP39TL9314	32681
552	Palnadu	Veldurthy	AP39TL9321	51699
553	Palnadu	Vinukonda	AP39TL9323	42861
554	Palnadu	Bellamkonda	AP39UH5429	15449
555	Palnadu	Sattenaplli	AP39UL4393	11688
556	Palnadu	BACKUP	AP39UL4394	18204
557	Palnadu	Narsaraopeta	AP39UL4395	10626
558	Palnadu	Narsaraopeta	AP39UL4396	11072
559	Parvathipuram Manyam	BHAMINI	AP39TK8652	38341
560	Parvathipuram Manyam	Palakonda	AP39TL9013	24710
561	Parvathipuram Manyam	Gummalakshmipuram 2	AP39UH3967	20372
562	Parvathipuram Manyam	Veeraghattam	AP39TL9030	24717
563	Parvathipuram Manyam	Garugubilli	AP39TL9040	38834
564	Parvathipuram Manyam	Gummalakshmipuram 1	AP39TL9041	57881
565	Parvathipuram Manyam	Jiyyammavalasa	AP39TL9044	34969
566	Parvathipuram Manyam	Komarada 1	AP39TL9045	43611
567	Parvathipuram Manyam	Kurupam	AP39TL9047	55815
568	Parvathipuram Manyam	Makkuva	AP39TL9049	24052
569	Parvathipuram Manyam	Pachipenta	AP39TL9053	31106
570	Parvathipuram Manyam	Parvathipuram	AP39TL9054	30657

571	Parvathipuram Manyam	Komarada 2	AP39UH3970	20020
572	Parvathipuram Manyam	Seethanagaram	AP39TL9058	21625
573	Parvathipuram Manyam	Balijipeta	AP39TL9107	28239
574	Parvathipuram Manyam	Saluru 1	AP39TL9057	42502
575	Parvathipuram Manyam	Saluru 2	AP39UH3971	26157
576	Parvathipuram Manyam	Seethampeta 2	AP39UH3968	21144
577	Parvathipuram Manyam	Seethampeta 1	AP39TL9025	39736
578	Parvathipuram Manyam	Balijipeta	AP39UL4213	18358
579	Parvathipuram Manyam	Gummalakshmipuram	AP39UL4214	18065
580	Parvathipuram Manyam	Garugubilli	AP39UL4215	13863
581	Parvathipuram Manyam	Makkuva	AP39UL4216	18264
582	Parvathipuram Manyam	Pachipenta	AP39UL4217	12509
583	Parvathipuram Manyam	Palakonda	AP39UL4218	10462
584	Parvathipuram Manyam	Parvathipuram	AP39UL4219	10132
585	Parvathipuram Manyam	Seethampeta	AP39UL4220	21042
586	Parvathipuram Manyam	Seethanagaram	AP39UL4221	15043
587	Parvathipuram Manyam	Veeraghattam	AP39UL4222	14709
588	Parvathipuram Manyam	BACKUP	AP39UL4223	7478
589	Parvathipuram Manyam	BACKUP	AP39UL4225	7564
590	Prakasam	Ardhaveedu	AP39TL9325	66232
591	Prakasam	Bestavaripeta	AP39TL9327	33774
592	Prakasam	Chimakurthi	AP39TL9328	38640
593	Prakasam	ChandraSekharaPuram	AP39TL9331	43570
594	Prakasam	Cumbum	AP39TL9332	24673

595	Prakasam	Darsi	AP39TL9333	32726
596	Prakasam	Donakonda	AP39TL9334	38689
597	Prakasam	Dornala	AP39TL9335	30078
598	Prakasam	Giddalur	AP39TL9336	32669
599	Prakasam	HanumanthuniPadu	AP39TL9338	41062
600	Prakasam	Kanigiri	AP39TL9342	42118
601	Prakasam	Konakanamitla	AP39TL9344	42003
602	Prakasam	Komarole	AP39TL9345	32503
603	Prakasam	Kondapi	AP39TL9346	28982
604	Prakasam	Kothapatnam	AP39TL9348	27232
605	Prakasam	Kurichedu	AP39TL9349	33370
606	Prakasam	Maddipadu	AP39TL9351	23853
607	Prakasam	Markapur	AP39TL9352	32043
608	Prakasam	Marripudi	AP39TL9353	52828
609	Prakasam	Mundlamuru	AP39TL9355	37464
610	Prakasam	NaguluppalaPadu	AP39TL9356	37212
611	Prakasam	Ongole	AP39TL9357	47024
612	Prakasam	Pamur	AP39TL9358	38077
613	Prakasam	Pedacherlopalli	AP39TL9360	39383
614	Prakasam	Peddaraveedu	AP39TL9361	42148
615	Prakasam	Podili	AP39TL9362	31995
616	Prakasam	Ponnalur	AP39TL9363	35925
617	Prakasam	Pullalacheruvu	AP39TL9364	52889
618	Prakasam	Racherla	AP39TL9365	32944
619	Prakasam	Singarayakonda	AP39TL9367	18287
620	Prakasam	Santhanuthlapadu	AP39TL9368	31985

621	Prakasam	Thallur	AP39TL9369	29662
622	Prakasam	Tangutur	AP39TL9370	25036
623	Prakasam	Tarlupadu	AP39TL9371	45294
624	Prakasam	Veligandla	AP39TL9373	37942
625	Prakasam	Yerragondapalem	AP39TL9377	39585
626	Prakasam	Zarugumalli	AP39TL9378	46997
627	Prakasam	Tripuranthakam	AP39TL9379	38252
628	Prakasam	TRIPURANTHAKAM-2	AP39UL4407	20918
629	Prakasam	Kanigiri 2	AP39UL4408	27953
630	Prakasam	Darsi 2	AP39UL4409	11798
631	Prakasam	MADDIPADU 2	AP39UL4410	9399
632	Prakasam	TANGUTUR 2	AP39UL4411	18424
633	Prakasam	SANTHANUTTHALAPADU 2	AP39UL4412	15917
634	Prakasam	BACKUP	AP39UL4413	6053
635	Prakasam	MARKAPUR-2	AP39UL4414	15532
636	Prakasam	Podili 2	AP39UL4416	18645
637	Prakasam	NAGULUPPAPADU 2	AP39UL4417	16475
638	SPSR Nellore	Ananthasagaram	AP39TL9380	37511
639	SPSR Nellore	Anumasamudram Peta	AP39TL9381	51007
640	SPSR Nellore	Atmakur	AP39TL9382	44866
641	SPSR Nellore	Bogole	AP39TL9384	33733
642	SPSR Nellore	Buchireddypalem	AP39TL9385	20456
643	SPSR Nellore	Chejerla	AP39TL9386	44111
644	SPSR Nellore	Dagadarthi	AP39TL9389	46115
645	SPSR Nellore	Duttalur	AP39TL9392	37677
646	SPSR Nellore	Indukurpet	AP39TL9394	30676

647	SPSR Nellore	Jaladanki	AP39TL9395	44760
648	SPSR Nellore	Kaligiri	AP39TL9396	52280
649	SPSR Nellore	Kaluvoya	AP39TL9397	40094
650	SPSR Nellore	Kodavalur	AP39TL9398	23529
651	SPSR Nellore	Kondapuram	AP39TL9399	64156
652	SPSR Nellore	Kovur	AP39TL9401	19338
653	SPSR Nellore	Manubolu	AP39TL9402	33190
654	SPSR Nellore	Marripadu	AP39TL9403	51135
655	SPSR Nellore	Muthukur	AP39TL9404	25879
656	SPSR Nellore	Nellore Rural	AP39TL9406	66650
657	SPSR Nellore	Podalakur	AP39TL9409	36865
658	SPSR Nellore	Rapur	AP39TL9410	57733
659	SPSR Nellore	Sangam	AP39TL9411	36349
660	SPSR Nellore	Seetharamapuram	AP39TL9412	31254
661	SPSR Nellore	Sydapuram	AP39TL9414	51590
662	SPSR Nellore	Totapalligudur	AP39TL9416	35904
663	SPSR Nellore	Udayagiri	AP39TL9417	38177
664	SPSR Nellore	Varikuntapadu	AP39TL9419	62900
665	SPSR Nellore	Venkatachalam	AP39TL9420	35635
666	SPSR Nellore	Vidavalur	AP39TL9422	31737
667	SPSR Nellore	Vinjamur	AP39TL9423	37465
668	SPSR Nellore	Gudluru	AP39TL9337	33651
669	SPSR Nellore	Kandukur	AP39TL9341	32840
670	SPSR Nellore	Lingasamudram	AP39TL9350	43155
671	SPSR Nellore	Ulavapadu	AP39TL9372	28190
672	SPSR Nellore	Valetivaripalem	AP39TL9375	36470

673	SPSR Nellore	Kavali	AP39UH4790	18876
674	SPSR Nellore	Alluru	AP39UH4791	12882
675	SPSR Nellore	BACKUP	AP39UL4418	6935
676	SPSR Nellore	Ulavapadu	AP39UL4420	14341
677	SPSR Nellore	KOVUR	AP39UL4421	12095
678	SPSR Nellore	INDUKURIPETA	AP39UL4422	13319
679	SPSR Nellore	MUTHUKUR	AP39UL4423	19630
680	SPSR Nellore	PODALAKUR	AP39UL4424	17752
681	SPSR Nellore	RAPUR	AP39UL4425	25722
682	Sri Sathya Sai	Kadiri	AP39TL9488	31887
683	Sri Sathya Sai	Agali	AP39TL9489	28156
684	Sri Sathya Sai	Amadgur	AP39TL9490	36362
685	Sri Sathya Sai	Amarapuram	AP39TL9491	34702
686	Sri Sathya Sai	Bathalapalle	AP39TL9493	30772
687	Sri Sathya Sai	Bukkapatnam	AP39TL9497	58505
688	Sri Sathya Sai	Chilmathur	AP39TL9499	39247
689	Sri Sathya Sai	Ck Palli	AP39TL9500	56153
690	Sri Sathya Sai	Dharmavaram	AP39TL9502	38277
691	Sri Sathya Sai	Gandlapenta	AP39TL9503	31450
692	Sri Sathya Sai	Gorantla	AP39TL9506	28711
693	Sri Sathya Sai	Gudibanda	AP39TL9507	38796
694	Sri Sathya Sai	Hindupur	AP39TL9509	44319
695	Sri Sathya Sai	Kanaganapalli	AP39TL9512	58965
696	Sri Sathya Sai	Kothacheruvu	AP39TL9514	32300
697	Sri Sathya Sai	Lepakshi	AP39TL9517	30712
698	Sri Sathya Sai	Madakasira	AP39TL9518	38418

699	Sri Sathya Sai	Mudigubba	AP39TL9519	43296
700	Sri Sathya Sai	N.P.Kunta	AP39TL9520	48291
701	Sri Sathya Sai	Nallachervu	AP39TL9521	31467
702	Sri Sathya Sai	Nallamada	AP39TL9522	37185
703	Sri Sathya Sai	Obula Devara Cheruvu	AP39TL9524	33831
704	Sri Sathya Sai	Parigi	AP39TL9526	25800
705	Sri Sathya Sai	Penukonda	AP39TL9529	32312
706	Sri Sathya Sai	Puttaparthi	AP39TL9531	67342
707	Sri Sathya Sai	Ramagiri	AP39TL9532	59118
708	Sri Sathya Sai	Roddam	AP39TL9535	38008
709	Sri Sathya Sai	Rolla	AP39TL9536	44904
710	Sri Sathya Sai	Somandepalli	AP39TL9539	36445
711	Sri Sathya Sai	Tadimirri	AP39TL9540	34909
712	Sri Sathya Sai	Talupula	AP39TL9542	35898
713	Sri Sathya Sai	Tanakallu	AP39TL9543	37378
714	Sri Sathya Sai	Madakasira	AP39UL4495	19710
715	Sri Sathya Sai	Gorantla	AP39UL4497	11446
716	Sri Sathya Sai	Mudigubba	AP39UL4498	19292
717	Srikakulam	BURJA	AP39TK8653	30844
718	Srikakulam	Etcherla	AP39TK8654	32270
719	Srikakulam	G.SIGADAM	AP39TK8655	36157
720	Srikakulam	Gara	AP39TK8656	35682
721	Srikakulam	HIRAMANDALAM	AP39TK8657	29275
722	Srikakulam	ICHAPURAM	AP39TK8658	27955
723	Srikakulam	Jalumuru	AP39TL9001	32808
724	Srikakulam	Kanchili	AP39TL9002	29516

725	Srikakulam	KAVITI	AP39TL9003	26848
726	Srikakulam	Kotabommali	AP39TL9004	21939
727	Srikakulam	Kothuru	AP39TL9005	36078
728	Srikakulam	L.N.Peta	AP39TL9006	23288
729	Srikakulam	Laveru	AP39TL9007	37657
730	Srikakulam	Mandasa	AP39TL9008	29810
731	Srikakulam	Meliaputti	AP39TL9010	36174
732	Srikakulam	Nandigam	AP39TL9011	30318
733	Srikakulam	Narasannapeta	AP39TL9012	21662
734	Srikakulam	Palasa	AP39TL9014	28287
735	Srikakulam	Pathapatnam	AP39TL9015	29173
736	Srikakulam	Polaki	AP39TL9016	29319
737	Srikakulam	Ponduru	AP39TL9017	28587
738	Srikakulam	Ranasthalam	AP39TL9020	29740
739	Srikakulam	Santhabommali	AP39TL9021	32062
740	Srikakulam	Saravakota	AP39TL9023	26439
741	Srikakulam	Sarubujjili	AP39TL9024	38017
742	Srikakulam	Sompeta	AP39TL9026	37664
743	Srikakulam	Tekkali	AP39TL9027	21633
744	Srikakulam	Vajrapukothuru	AP39TL9028	28901
745	Srikakulam	Srikakulam Rural	AP39UH4402	15716
746	Srikakulam	Amadalavalasa	AP39UH4403	17132
747	Srikakulam	Srikakulam	AP39UL4187	8432
748	Srikakulam	Amadalavalasa	AP39UL4188	15791
749	Srikakulam	Ranastalam	AP39UL4189	11626
750	Srikakulam	Etcherla	AP39UL4190	11430

751	Srikakulam	Ponduru	AP39UL4191	9905
752	Srikakulam	Laveru	AP39UL4192	10089
753	Srikakulam	Ganguvarisigadam	AP39UL4193	13285
754	Srikakulam	Narasannapeta	AP39UL4194	14223
755	Srikakulam	Gara	AP39UL4195	11530
756	Srikakulam	Polaki	AP39UL4196	15006
757	Srikakulam	SARAVKOTA	AP39UL4197	16776
758	Srikakulam	Kotabommali	AP39UL4198	14570
759	Srikakulam	TEKKALI	AP39UL4200	15111
760	Srikakulam	Nandigam	AP39UL4201	16137
761	Srikakulam	Vajrapukothuru	AP39UL4202	14937
762	Srikakulam	Mandasa	AP39UL4203	16324
763	Srikakulam	Kanchili	AP39UL4204	13672
764	Srikakulam	Kaviti	AP39UL4205	18318
765	Srikakulam	Pathapatnam	AP39UL4206	11060
766	Srikakulam	Kothuru	AP39UL4207	17180
767	Srikakulam	Hiramandalam	AP39UL4208	13420
768	Srikakulam	BACKUP	AP39UL4209	6877
769	Srikakulam	BACKUP	AP39UL4210	7390
770	Srikakulam	BACKUP	AP39UL4211	3498
771	Srikakulam	BACKUP	AP39UL4212	5709
772	Tirupati	Buchinaidu Khandriga	AP39TL9427	36778
773	Tirupati	Chandragiri	AP39TL9428	29944
774	Tirupati	Chinnagottigallu	AP39TL9429	28449
775	Tirupati	K V B Puram	AP39TL9438	32912
776	Tirupati	Nagalapuram	AP39TL9446	25161

777	Tirupati	Narayanavanam	AP39TL9448	21867
778	Tirupati	Pakala	AP39TL9451	32126
779	Tirupati	Pichatur	AP39TL9458	32661
780	Tirupati	Puttur	AP39TL9463	28025
781	Tirupati	Ramachandrapuram	AP39TL9465	37365
782	Tirupati	Renigunta	AP39TL9467	22964
783	Tirupati	Satyavedu	AP39TL9470	37815
784	Tirupati	Srikalahasti	AP39TL9473	44497
785	Tirupati	Thottambedu	AP39TL9477	34295
786	Tirupati	Tirupati Rural	AP39TL9478	31677
787	Tirupati	Vadamalapeta	AP39TL9479	24994
788	Tirupati	Varadaiahpalem	AP39TL9481	40433
789	Tirupati	Yerpedu	AP39TL9486	32106
790	Tirupati	Yerravaripalem	AP39TL9487	48321
791	Tirupati	Balayapalli	AP39TL9383	47160
792	Tirupati	Chillakur	AP39TL9387	58160
793	Tirupati	Chittamur	AP39TL9388	43962
794	Tirupati	Dakkili	AP39TL9390	35896
795	Tirupati	Doravarisatram	AP39TL9391	42382
796	Tirupati	Gudur	AP39TL9393	37190
797	Tirupati	Kota	AP39TL9400	25303
798	Tirupati	Naidupet	AP39TL9405	32157
799	Tirupati	Ozili	AP39TL9407	50061
800	Tirupati	Pellakur	AP39TL9408	40799
801	Tirupati	Sullurpet	AP39TL9413	43362
802	Tirupati	Tada	AP39TL9415	39908

803	Tirupati	Vakadu	AP39TL9418	30478
804	Tirupati	Venkatagiri	AP39TL9421	33492
805	Tirupati	CHANDRAGIRI	AP39UL4426	9508
806	Tirupati	Renigunta	AP39UL4427	11281
807	Tirupati	Srikalahasti	AP39UL4429	25622
808	Tirupati	TIRUPATHI RURAL	AP39UL4430	12486
809	Tirupati	VARADAIHPALEM	AP39UL4431	18758
810	Tirupati	YERPEDU	AP39UL4432	11892
811	Tirupati	BACKUP	AP39UL4434	3482
812	Visakhapatnam	Bheemili	AP39UH3960	22234
813	Visakhapatnam	Padmanbham	AP39UH3961	18575
814	Visakhapatnam	G.K Veedhi 2	AP39UH3964	18001
815	Visakhapatnam	Pendurthi	AP39UH3962	19609
816	Visakhapatnam	Pedhagantyada	AP39UH3966	13318
817	Visakhapatnam	Gajuwaka	AP39UH3965	15674
818	Visakhapatnam	Anandhapuram	AP39UH3963	18020
819	Visakhapatnam	BACKUP	AP39UL4250	5353
820	Vizianagaram	Rajam	AP39TL9019	26785
821	Vizianagaram	Regidi Amadalavalasa	AP39TL9018	30236
822	Vizianagaram	Santhakaviti	AP39TL9022	26129
823	Vizianagaram	Vangara	AP39TL9029	46915
824	Vizianagaram	Bhogapuram	AP39TL9031	28521
825	Vizianagaram	Bobbili	AP39TL9032	29685
826	Vizianagaram	Bondapalli	AP39TL9033	27488
827	Vizianagaram	Cheepurupalli	AP39TL9034	28770
828	Vizianagaram	Dattirajeru	AP39TL9035	26888

829	Vizianagaram	Denkada	AP39TL9036	24906
830	Vizianagaram	Gajapathinagaram	AP39TL9037	30869
831	Vizianagaram	GANTYADA	AP39TL9038	26529
832	Vizianagaram	Garividi	AP39TL9039	24296
833	Vizianagaram	GURLA	AP39TL9042	31522
834	Vizianagaram	Jami	AP39TL9043	22144
835	Vizianagaram	Kothavalasa	AP39TL9046	22609
836	Vizianagaram	Lakkavarapukota	AP39TL9048	23233
837	Vizianagaram	Mentada	AP39TL9050	35573
838	Vizianagaram	Merakamudidam	AP39TL9051	29778
839	Vizianagaram	Nellimarla	AP39TL9052	35681
840	Vizianagaram	Pusapatirega	AP39TL9055	24960
841	Vizianagaram	Ramabhadrapuram	AP39TL9056	17835
842	Vizianagaram	Srungavarapukota	AP39TL9059	32403
843	Vizianagaram	Therlam	AP39TL9060	34592
844	Vizianagaram	Vepada	AP39TL9061	25445
845	Vizianagaram	Badangi	AP39TL9062	28467
846	Vizianagaram	Vizianagaram Rural	AP39UH4792	15542
847	Vizianagaram	Badangi	AP39UL4226	8113
848	Vizianagaram	Bhogapuram	AP39UL4227	12806
849	Vizianagaram	Bobbili	AP39UL4228	14056
850	Vizianagaram	Dattirajeru	AP39UL4229	12372
851	Vizianagaram	Denkada	AP39UL4230	10608
852	Vizianagaram	Gajapathinagaram	AP39UL4231	16498
853	Vizianagaram	Bondapalle	AP39UL4232	12266
854	Vizianagaram	Garividi	AP39UL4233	15538

855	Vizianagaram	Gurla	AP39UL4234	12363
856	Vizianagaram	JAMI	AP39UL4235	11104
857	Vizianagaram	Kothavalasa	AP39UL4236	11509
858	Vizianagaram	Merakamudidam	AP39UL4237	10074
859	Vizianagaram	Pusapatirega	AP39UL4238	14476
860	Vizianagaram	Regidi Amadalavalasa	AP39UL4240	10831
861	Vizianagaram	Santhakaviti	AP39UL4241	9043
862	Vizianagaram	Srungavarapukota	AP39UL4243	8279
863	Vizianagaram	Therlam	AP39UL4244	11961
864	Vizianagaram	Vangara	AP39UL4245	18863
865	Vizianagaram	Lakkavarapukota	AP39UL4246	8647
866	West Godavari	Achanta	AP39TL9172	34131
867	West Godavari	Akiveedu	AP39TL9173	23938
868	West Godavari	Attili	AP39TL9174	20678
869	West Godavari	Bhimavaram	AP39TL9176	37911
870	West Godavari	Elamanchili	AP39TL9183	31108
871	West Godavari	Iragavaram	AP39TL9187	23175
872	West Godavari	Kalla	AP39TL9190	22494
873	West Godavari	Mogalturu	AP39TL9196	27450
874	West Godavari	Narasapuram	AP39TL9170	31389
875	West Godavari	Palakoderu	AP39TL9200	29340
876	West Godavari	Palakollu	AP39TL9201	22957
877	West Godavari	Pentapadu	AP39TL9204	22645
878	West Godavari	Penugonda	AP39TL9205	23196
879	West Godavari	Penumantra	AP39TL9206	28448
880	West Godavari	Poduru	AP39TL9208	24416

881	West Godavari	Tadepalligudem	AP39TL9211	36815
882	West Godavari	Tanuku	AP39TL9171	25194
883	West Godavari	Undi	AP39TL9213	22382
884	West Godavari	Veeravasaram	AP39TL9216	26226
885	West Godavari	Tadepalligudem	AP39UL4354	15618
886	West Godavari	Pentapadu	AP39UL4355	13310
887	West Godavari	Attili	AP39UL4357	9826
888	West Godavari	Penugonda	AP39UL4358	10734
889	West Godavari	Iragavaram	AP39UL4360	10852
890	West Godavari	Undi	AP39UL4361	12424
891	West Godavari	Palakollu	AP39UL4362	14787
892	West Godavari	Kalla	AP39UL4363	13044
893	West Godavari	Mogalturu	AP39UL4364	17382
894	West Godavari	Narasapuram	AP39UL4365	16724
895	West Godavari	Elamanchili	AP39UL4366	12725
896	West Godavari	Bhimavaram	AP39UL4367	14372
897	West Godavari	BACKUP	AP39UL4368	5716
898	Y.S.R. Kadapa	AKKAYAPALLI	AP39TL9563	26845
899	Y.S.R. Kadapa	Atloor	AP39TL9550	34218
900	Y.S.R. Kadapa	B.Kodur	AP39TL9551	46642
901	Y.S.R. Kadapa	BADVEL	AP39TL9553	39465
902	Y.S.R. Kadapa	Brahmam Gari Mattam	AP39TL9552	59385
903	Y.S.R. Kadapa	Chakrayapeta	AP39TL9554	41256
904	Y.S.R. Kadapa	CHAPADU	AP39TL9555	27246
905	Y.S.R. Kadapa	Chennur	AP39TL9556	25396
906	Y.S.R. Kadapa	Chinta Komma Dinne	AP39TL9598	25482

907	Y.S.R. Kadapa	Duvvur	AP39TL9559	29876
908	Y.S.R. Kadapa	GOPAVARAM	AP39TL9561	57463
909	Y.S.R. Kadapa	JAMMALAMADUGU	AP39TL9562	37502
910	Y.S.R. Kadapa	KALASAPADU	AP39TL9599	31810
911	Y.S.R. Kadapa	KAMALAPURAM	AP39TL9564	32160
912	Y.S.R. Kadapa	KHAJIPETA	AP39TL9565	26966
913	Y.S.R. Kadapa	KONDAPURAM	AP39TL9567	41931
914	Y.S.R. Kadapa	LINGALA	AP39TL9569	46484
915	Y.S.R. Kadapa	MUDDANUR	AP39TL9570	39901
916	Y.S.R. Kadapa	Mydukur	AP39TL9571	41610
917	Y.S.R. Kadapa	MYLAVARAM	AP39TL9572	44473
918	Y.S.R. Kadapa	Peddamudiam	AP39TL9575	43451
919	Y.S.R. Kadapa	Pendlimarri	AP39TL9577	39236
920	Y.S.R. Kadapa	PORUMAMILLA	AP39TL9578	38892
921	Y.S.R. Kadapa	PRODDATUR	AP39TL9579	29589
922	Y.S.R. Kadapa	Pulivendula	AP39TL9580	38083
923	Y.S.R. Kadapa	Rajupalem	AP39TL9583	29223
924	Y.S.R. Kadapa	Sidhout	AP39TL9587	38404
925	Y.S.R. Kadapa	SIMHADRI PURAM	AP39TL9588	39322
926	Y.S.R. Kadapa	Sri Avadooth Kasi Nayan	AP39TL9585	37626
927	Y.S.R. Kadapa	THONDUR	AP39TL9590	52946
928	Y.S.R. Kadapa	Vallur	AP39TL9591	37105
929	Y.S.R. Kadapa	Veerapunayunipalle	AP39TL9593	37700
930	Y.S.R. Kadapa	Vempalle	AP39TL9594	28799
931	Y.S.R. Kadapa	VEMULA	AP39TL9595	49331
932	Y.S.R. Kadapa	VONTIMITTA	AP39TL9596	32393

933	Y.S.R. Kadapa	YERRAGUNTLA	AP39TL9597	41988
934	Y.S.R. Kadapa	Vempalle	AP39UL4834	11752
935	Y.S.R. Kadapa	PORUMAMILLA	AP39UL4835	12515
936	Y.S.R. Kadapa	BACKUP	AP39UL5619	9939

Annexure IX: Letter of Proposal

(To be submitted by Bidder on Letterhead)

Date:

To

Managing Director

APMSIDC

2nd Floor, PHYCARE Building, Plot No. 9, APIIC IT park, Autonagar

Mangalagiri, Andhra Pradesh, 522503

RFP Ref:

Dear Sir,

- 1) All information provided in the Proposal and in the Appendices, is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
- 2) I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
- 3) I/We acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 4) I/We to the best of our knowledge certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
- 5) I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the vendor, without incurring any liability to the Bidders
- 6) I/We to the best of our knowledge certify that, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 7) I/We to the best of our knowledge further, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

-
- 8) I/We agree and understand that the Proposal is subject to the provisions of the RFP document. In no case, shall I/We have any claim or right of whatsoever nature if our Proposal is not opened or rejected.
 - 9) I/We agree to keep this offer valid for 180 days from the Proposal Submission Date specified in the RFP.
 - 10) I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/We submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

Place:

()

Date: Signature of authorized signatory

Designation and Official seal

Annexure X: Particulars of Bidder

1. Name of the Company:
2. Registered Office:
3. Date of Incorporation:
4. Constitution of the Bidder Company:
5. Core business activities:
6. Number of years in business
7. Worldwide presence:
8. Presence in India:
9. Total no. of employees:
10. No. of ambulances owned
11. No of MMUs owned
12. No ERCs /Call Centers operating
13. No. of Emergency Ambulances being operated and maintained across the country:
14. Details of main branches in the State of AP, if any:
15. Details of contact persons:
16. Any other details:

Name:

Designation:

Contact tel. No.:

Mobile no.:

Fax no.:

Email ID Postal address:

*Attach copies of Pan Card and GST registration

(Signature of Authorized signatory)

Annexure XI: Declaration that the bidder is not blacklisted and not declared NPA

(Affidavit to be submitted by the bidder)

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Declaration of not been blacklisted in response to the RFP for “Selection of Service Provider for providing Emergency Response Services (108) across Andhra Pradesh”

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the Central Government/State Government/PSU/Parastatal agencies in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. Our company is not indulged in any corrupt practice/misappropriation of Government funds / fraud etc

We shall be liable for termination and also for penalty and for criminal prosecution in case any information found not true and correct.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Annexure XII: Previous project experience format

Assignment name	Contract Value
Country	Duration of assignment
Location within the country	Start/Completion Date
Name and Address of the Client	
Description of services provided	

Certificate of project details and satisfactory completion or running of project from the client with signature and seal or e-office format shall be submitted for each project. Submission of work order or MoU cannot be construed as work experience

Annexure XIII : Format of Bank Guarantee (Unconditional) for Bid Security

Whereas ----- (hereinafter called 'the Bidder') has submitted or will submit the proposal for RFP dated ----- for “<Insert name of the RFP>” to Andhra Pradesh Medical Services & Infrastructure Development Corporation (hereinafter called "the APMSIDC")

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the APMSIDC to the sum of ----- for which payment well and truly to be made to the APMSIDC, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this -----day of ----- 2019.

THE CONDITIONS of this obligation are:

- 1 If the Bidder, withdraws its bid during the period of bid validity specified by the Bidder in the RFP; or
- 2 If the Bidder, having been notified of the acceptance of its bid by the APMSIDC during the period of bid validity.
 - a) fails or refuses to execute the Proforma for Contract, if required; or
 - b) fails or refuses to furnish the Bank Guarantee for Performance Security, in accordance with the conditions mentioned in the RFP.

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

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....

Authorized Signatory of the Bank

Annexure XIV: Format of Bank Guarantee (Unconditional) for Performance Security/ Advance Payment

To

The Chief Executive Officer

Dr. NTRVST

WHEREAS _____ (Name of the Service Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract No.

_____ dated _____ to supply _____ (Description of Goods and Services) hereinafter called " the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Service Provider's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures) and we under take to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____.

Signature and seal of Guarantors

Date _____

Address _____

Annexure XV: Financial Bid format

To

Managing Director

APMSIDC

2nd Floor, PHYCARE Building, Plot No. 9, APIIC IT park, Autonagar

Mangalagiri, Andhra Pradesh, 522503

Subject: Request for Proposal for “Selection of Service Provider for providing Emergency Response Services (108) across Andhra Pradesh”

Dear Sir,

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.

I/We declare that we have read and understood and that we accept all clauses, conditions and any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions.

I/We agree to abide by this proposal/bid for a period of 6 months from the date of its opening and also 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 or the extended bid validity period.

Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the Government of AP.

We submit the Format - Price bid as appended herewith.

Yours faithfully

Signature of the authorized signatory

Annexure XV A: Format – Price bid:

S. No.	Components	Monthly Service Charge Per Vehicle (INR)*
1	O&M for Ambulances (108 services) (existing ambulances)- 541	<A>
2	O&M for Ambulances (108 services) to be procured by the service provider - 190	
3	O&M for Mobile Medical Units - 904	<C>
4	O&M for ERC – Call center with 100 seats	<D>

$$\text{Total Bid Price} = \text{<A>} * 541 + \text{} * 190 + \text{<C>} * 904 + \text{<d>}$$

Note:

1. *Price are exclusive of GST. GST shall be paid by the Client as applicable during the invoice payment.
2. The contract shall be awarded on total monthly service charges towards all services mentioned in the RFP.
3. Price quoted as “Monthly Service Charge for services “will be used for financial evaluation.
4. Price escalation will be 3% every year.

Annexure XVI: Format for Power of Attorney for sole Bidder

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 ofas 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 <Insert RFP Name> including signing and submission of all documents and providing information / responses to the APMSIDC representing us in all matters before APMSIDC and generally dealing with APMSIDC 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:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, 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 XVII : Format for Consortium Agreement

THIS JOINT BIDDING AGREEMENT is entered into on this the day of.....20...

AMONGST

1. {....., a Society/Company registered under the} and having its registered office at (hereinafter referred to as the “First Part” which expression shall, unless repugnant to the context include its successors and permitted assigns)

AND

2. {....., a Society/Company registered under the} and having its registered office at (hereinafter referred to as the “Second Part” which expression shall, unless repugnant to the context include its successors and permitted assigns)
3. The above-mentioned parties of the FIRST, SECOND are collectively referred to as the “Parties” and each is individually referred to as a “Party”.

WHEREAS,

- A. Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) (hereinafter referred to as the “Authority”), on behalf of the Dr. NTR VS Trust (hereinafter referred to as the “Client”), which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited bids (the “Bids”) by its Request for Proposal No. xxxx dated xxx (the “RFP”) for selection of bidder for “ ” (the “Project”).
- B. The Parties are interested in jointly bidding for the Project as members of a Consortium and in accordance with the terms and conditions of the RFP and other Bidding Documents in respect of the Project, and
- C. It is a necessary condition under the RFP that the members of the Consortium shall enter into a Joint Bidding Agreement and furnish a copy thereof with the Bid.

Now it is hereby agreed as follows:

1. Definitions and Interpretations

In this Agreement, the capitalised terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

2. Consortium

The Parties do hereby irrevocably constitute a consortium (the “Consortium”) for the purposes of jointly participating in the Bidding Process for the Project.

3. Covenants

The Parties hereby undertake that in the event the Consortium is declared the Selected Bidder and awarded the Project, it shall enter into an Agreement with the Client and for performing all its obligations as mentioned in the RFP.

4. Role of the Parties

The Parties hereby undertakes that Party of the First Part shall be the Lead Member of the Consortium and shall have the power of attorney from all Parties for conducting all business for and on behalf of the Consortium throughout the contract period.

Responsibilities of the Parties are detailed below:

S.No	Party Name	Role on Project

5. Joint and Several Liability

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP and the Contract Agreement that will be signed with the Client upon selection for the Project.

6. Representation of the Parties

Each Party represents to the other Parties as of the date of this Agreement that:

- A. Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement;
- B. The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or Authority action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member is annexed to this Agreement, and will not, to the best of its knowledge:
 - i. require any consent or approval not already obtained;
 - ii. violate any Applicable Law presently in effect and having applicability to it;
 - iii. violate the memorandum and articles of association, by-laws or other applicable organizational documents thereof;
 - iv. violate any clearance, permit, concession, grant, license or other Governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
 - v. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party so as to prevent such Party from fulfilling its obligations under this Agreement;

- C. this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
- D. there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects, or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

7. Termination

This Agreement shall be effective from the date hereof and shall continue in full force and effect until the Termination of the Agreement with Client. However, in case the Consortium is either not prequalified for the Project, or does not get selected for award of the Project, this Agreement will stand terminated upon return of the Bid Security by the Client to the Lead Bidder

8. Miscellaneous

- a) This Joint Bidding Agreement shall be governed by laws of India.
- b) The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Client.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED

For and on behalf of

LEAD MEMBER (BIDDER) by:

(Signature)

SIGNED, SEALED AND DELIVERED

For and on behalf of

SECOND PART by:

(Signature)

Annexure XVIII: Format for Power of Attorney for Lead Member of Consortium

Whereas (“the Client”) has invited bids for in the State of Andhra Pradesh (“Project”). Whereas, _____, _____ and _____ (collectively the “Consortium”) being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal and other connected documents in respect of the Project, and Whereas, it is necessary for the Members of the Consortium to designate one of them as 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 and its execution.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

We, _____ having our registered office at _____, M/s. _____, having our registered office at _____, and M/s. _____, having our registered office at _____, {insert the respective names and addresses of the registered office} (hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s _____, having its registered office at _____, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the “Attorney”) and hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the Project, during the execution of the Project, and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders’ meetings and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the Client, and/ or any other authorized representative of the Client or any person, in all matters in connection with or relating to or arising out of the Consortium’s bid for the Project and/ or upon award thereof till the Contract Agreement is entered into with the Client.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF _____ 2025.

For _____

(signature)

(Name & Title)

For _____

(signature)

(Name & Title)

(To be executed by all the Members of the Consortium)

Witnesses: [Notarised]

1.

2.

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. Power of Attorney should be executed on a non-judicial stamp paper of appropriate value as relevant to the place of execution (if required under applicable laws)

