

# Request for Proposal

**Subject: Hiring of Agency for conducting Baseline Study on existing situation on IMS operation at NHAI.**

HLFPPT, a 100% owned entity of HLL Lifecare Limited will be implementing different projects with NHAI under the MoU signed between National Highways Authority of India and HLL Lifecare Limited. One of the component is Strengthening of Incident Management System (HIMS) to ensure effective response to accidents within the golden hour across India's national highway stretches. This initiative spans 25 regional office jurisdictions and aims to enhance safety and emergency response capabilities nationwide.

We are looking for an experienced agency to conduct a baseline assessment to evaluate the existing situation for developing, measuring, and benchmarking key performance metrics. We believe that IIT Hyderabad (IITH) possesses the necessary expertise for this critical study and would like to invite your institution to submit a proposal.

Please find attached the Terms of Reference (TOR) outlining the scope of the baseline assessment. Kindly note that HLPPT will independently handle the data collection process, and the proposal should focus on analysis, interpretation, and other activities specified in the TOR.

You may submit your detailed proposal by 22nd November 2024 by 1800HRS along with the profile and experience in similar types of assessments/studies.

This document does not constitute a recommendation, offer, or invitation to enter into contract, agreement or any other arrangement regarding the services. The provision of the services is subject to adherence to the selection process and agreement upon appropriate documentation between the organization and any successful bidder, as identified by the organization following the completion of the selection process.

No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of organization and the bidder.

The purpose of this document is to furnish the bidder(s) with information to aid in the formulation of their proposal.

## **General Terms & Conditions**

1. PAN details, GST details to be submitted, if applicable.
2. HLPPT reserves the right to accept/reject/select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.
3. HLPPT reserves the right to cancel the contract based on performance without assigning any reason thereof.
4. The rates quoted should be inclusive of all taxes, service charges etc.
5. The agency to submit the detailed proposal along with execution plan and duration of completing the assessment as attached TOR.
6. The payment to the agency will be done on submission of detailed report duly certified/verified by the authorized representative of HLPPT.

## TERMS OF REFERENCE FOR ENGAING AGENCY FOR BASELINE OF INCIDENT MANAGEMENT OF NATIONAL HIGHWAYS IN INDIA

### 1. Introduction

HLFPPT is working with National Highways Authority of India (NHAI) towards strengthening the Incident Management System. In this context, HLPFPT intends to engage a consultant to conduct a comprehensive baseline assessment of the current incident management practices on national highways across 25 Regional Office (RO) limits in India. This assessment will serve as a foundation for the upcoming "Strengthening the Incident Management System" project, providing crucial insights into existing infrastructure, personnel, processes, and systems.

### 2. Objectives of the Assignment

The primary objectives of this consultancy assignment are to:

- **Assess the current state of incident management:** Evaluate the existing incident management practices, infrastructure, resources, and technologies deployed across the 25 RO limits.
- **Establish a baseline for performance measurement:** Develop a set of key performance indicators (KPIs) and collect baseline data to measure the effectiveness of the current incident management system and track future improvements.
- **Benchmarking of these base line KPIs** against international best practices as per applicability

### 3. Scope of Work

The consultant is responsible for executing a detailed assessment of the current incident management system (IMS) on national highways, focusing on infrastructure, personnel, processes, and technologies. The scope includes the following tasks:

- a) **Infrastructure Audit:** Evaluate the availability and condition of critical infrastructure for incident management, including:
  - *Emergency Call Boxes:* Availability, working condition, and distribution along the highways.
  - *Patrol vehicles, Ambulances and Crane vehicles, Advanced Life Support Ambulances*
  - *Infrastructure availability* for positioning of responder vehicles along the highways in proximity.
  - *Trauma Care and Medica/Hospital Facilities:* Assessing proximity, capacity, and effectiveness of trauma care centers and hospitals in attending to victims of highway incidents.

- *Communication Infrastructure:* Evaluating the current communication infrastructure for incident reporting, response coordination, and real-time updates, particularly in remote areas where connectivity may be an issue.
  - *Lighting:* Inspecting the availability of lighting, particularly in high-risk areas, to ensure that they enhance visibility and safety during night-time operations on attending any incidents.
- b) **Personnel Assessment:** Assess the capacity and competency of personnel involved in incident management, including:
- *Patrolling Teams:* Assessing the training levels, capacity, and operational efficiency of patrol teams. This includes evaluating their preparedness for quick response, ability to identify incidents promptly, and coordination with other agencies.
  - *Ambulance and Crane Operators:* Evaluating the availability and skill levels of operators, adequacy of equipment, and the timeliness of incident responses.
  - *Control Room Operators:* Assessing their ability to manage communications, dispatch resources, and coordinate with on-site teams.
  - *First Responders and Medical Personnel:* Evaluating the training and preparedness of medical personnel from both highway agency and of trauma care for treatment in road traffic incidents.
- c) **Process Evaluation:** Analyze the efficiency and effectiveness of incident management processes, including:
- *Incident Detection and Reporting:* Analyzing the effectiveness of current systems in detecting incidents in real-time and ensuring timely reporting to the appropriate authorities.
  - *Dispatch and Response:* Evaluating how quickly resources (ambulances, cranes, patrol teams) are dispatched after an incident is reported and the factors influencing response times.
  - *Scene Management:* Assessing how well incidents are managed on-site, including securing the scene, coordinating with medical personnel, and mitigating the risk of secondary incidents.
  - *Clearance and Recovery:* Evaluating the time taken to clear the site of the incident and restore normal traffic flow, with a focus on minimizing disruptions.
  - *Communication and Coordination:* Assessing how well different teams (patrols, ambulance, crane, police, etc.) communicate and coordinate during incident response.
- d) **Systems Review:** Evaluate the adequacy and functionality of existing systems used in incident management, including:

- *Communication Systems*: Evaluating the effectiveness of communication tools used by field teams, control rooms, and emergency responders.
  - *Data Management Systems*: Assessing how incident data is collected, stored, analyzed, and reported like existing iRAD systems. This includes understanding if real-time data sharing is facilitated between agencies.
  - *Incident Tracking Systems*: Reviewing the systems like 1033, ATMS, used to track incidents from detection through resolution and recovery, ensuring that these systems provide accurate and timely information.
- e) **KPI Development and Data Collection**: Develop a comprehensive set of KPIs to measure the performance of the incident management system and collect baseline data for each KPI across the 25 RO limits. The consultant will consider the following KPIs as minimum though not limited, among others, for the baseline assessment:
- a. Incident response time: Time taken from incident detection to arrival of first responders and getting victims to the trauma centers.
  - b. Incident clearance time: Time taken to clear the incident site and restore normal traffic flow.
  - c. Compliance with SOPs: Adherence to standard operating procedures for incident management.
  - d. Resource utilization: Efficiency of resource allocation and utilization.
  - e. Stakeholder satisfaction: Satisfaction levels of road users, NHAI officials, and other stakeholders with the existing incident management system, resource availability and practices.
- f) **Benchmarking**: Compare the current incident management practices with national and international best practices to identify areas for improvement.
- g) **Gap Analysis**: Identify gaps and challenges in the existing incident management system based on the assessment findings.
- h) **Reporting**: Prepare a comprehensive report documenting the assessment findings, analysis, and recommendations.

## 5. Deliverables, Timelines & Payment Terms

The duration of the consultancy assignment will be 1 months commencing from the date of release of work order. The consultant will deliver as per the following:

Sl. No.	Deliverable	Timeline	Payment Terms
1	Finalization of Design of Data Collection Forms (Online) & Methodology of Assessment	T*+1 weeks	30% of Total Fee
2	<b>Draft Report</b> : A comprehensive draft report presenting the assessment findings, analysis, and recommendations.	Two weeks after collecting the data	40% of Total Fee

3	<b>Final Report:</b> A finalized report incorporating feedback from authority.	1 week after providing comments on draft	20% of Total Fee
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\*T – The day of workorder for undertaking this assignment

Note: Data collection scope shall be with HLPPT as per the final data collection forms provided by consultant.

## 6. Qualifications and Experience

The consultant should possess the following qualifications and experience:

- a. Be a premier educational institution or consulting firm with demonstrated expertise in road safety and traffic engineering.
- b. The team should have a multidisciplinary background, including expertise in road safety, traffic management, data analysis, and public safety.
- c. Prior experience conducting similar assessments, particularly within the Indian road network and traffic environment, is essential.
- d. A strong understanding of Indian traffic regulations, road infrastructure, and operational conditions is required.

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