



क.रा.बी.नि. अस्पताल वापी (श्रम एवं रोजगार मंत्रालय, भारत सरकार).
ESIC HOSPITAL VAPI (Ministry of Labour & Employment, Government of India)
वापी - सेलवासा रोड, चणोद, वापी Vapi - Selvasa Road, Chanod , Vapi - 396195
दूर भाष एवं फेक्स Phone and Fax : 0260 - 2451473, ई - मेल E -mail : esih-vapi.gj@esic.in

**e- TENDER FOR
PROVIDING AMBULANCE SERVICES AT ESIC HOSPITAL, VAPI (GUJARAT)**

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Notice Inviting e -Tender

FOR AMBULANCE SERVICES AT ESIC HOSPITAL, VAPI (GUJARAT)

Sealed Offers are invited from eligible Agencies for providing the Ambulance services at ESIC Hospital Vapi, Gujarat under **e – Tendering Two Bid** (Technical and Financial) System as per given instructions and details,

Sl.	Item	Detail		Remarks
1	Name of work	Item A. Providing the service of Basic Life Support (BLS) Ambulance (Only One) as per the Scope of the Work Round the clock (24 X 7 X 365)	Item B. Providing the service of Advance Life Support (ALS) Ambulance – On Call Basis	
2	Period of Contract	The Contract shall be initially for a period of One year and may be extended further for one year and more period subject to the satisfactory performance, on the same rate, terms and conditions.		
3	Estimated Cost	Approximately per annum Rs. 8.00 (Eight)Lakh only	Approximately Rs. 5.00 (Five) Lakh only	Approximately Rs. 13.00 (Thirteen) Lakh only per annum for the whole of the tender
4	Earnest Money Deposit (EMD)	The amount of Earnest Money Deposit (EMD) of Rs 40000/- Only (Rs forty thousand only).	The amount of Earnest Money Deposit (EMD) of Rs 25000/- Only (Rs. Twenty five thousand only).	EMD of Rs 65000/- Only (Rs Sixty five thousand only) can be deposited in both items interested.
		The EMD shall be in the form of Banker's Cheque / Demand Draft of scheduled Bank issued / drawn in favor of ESI FUND ACCOUNT No.1, payable at Vapi.		
5	Tender Document	Technical bid and finance bid must be submitted online at https://esictenders.eproc.in as per given schedule. Apart from this, it is required to drop, the duly signed all pages of print out of tender document except Financial Bid including technical bid document along with necessary documents and		

		all annexure <u>in prescribed manner</u> in tender box at given Address. The same can be sent through registered post at the given address. Bid submitted through any other mode shall not be entertained.		
6	Cost for Tender Document	Nil (Only applicable payment for on line process as per the Agency C 1 India Limited, as per instructed mode)		
7	Address for Submission in Tender Box.	Medical Superintendent, ESIC Hospital- Vapi, Vapi - Selvasa Road, Chanod, Vapi – 396195.		
8	Tender Schedules	Date	Time	
	Online tender Submission from	06/02/18	11 : 00 Hours	
	Pre Bid Meeting.	13/02/18	11 : 00 Hours To 12 : 00 Hours	
	Online Closing of the tender Submission	27/02/18	13 : 00 Hours	
	Closing of Tender Box	27/02/18	14 : 00 Hours	The Envelope received after this Schedule either Postal delay or any other reason will not be considered for scrutinizing.
	Opening of Tender Envelops / Technical Bid	27/02/18	15 : 00 Hours	Any authorized Representative who has submitted Tender in time may remain present.
	Opening of Financial Bid / Price Bid	01/03/18	14 : 00 Hours	Any authorized Representative of technically Qualified bid may remain present.
In case of Holiday the next working date deemed to be Scheduled date.				

Note: Please see this Advertise Details in ESIC HQ website www.esic.nic.in (TENDER Tab).Any subsequent changes will be notified in the given websites only. For any other query, please contact Dy. Director (Admn.) at above address during working hours of the ESIC Hospital Vapi .

ELIGIBILITY CRITERIA:

The interested Bidder should full fill following criteria for participating in this Bidding Process.

- A. Possessed Ambulances as described in tender document.(Whoever Interested to provide new Ambulance in case of Basic Life Support Ambulance as per the norms may also apply subject to have provided the Ambulance within 15 days of the Award of the Contract, In case of failure, the EMD will be forfeited.)
- B. The Bidder should have an experience of not less than a total of three years for providing Ambulance Services of carrying patients in one or more Hospitals of repute. (Experience certificate with satisfactorily work completion of similar nature for three (3) years to be submitted).
- C. The Bidder should have an average annual turnover of Rs.15 Lakhs (Rupees Fifteen Lakhs only) in the preceding 2 financial years 2015-16 & 2016-17 (Income Tax Return with the Profit and loss statement or Certificate of the Chartered Accountant to be enclosed for confirmation)
- D. The bidder should possess a registration as a firm with any Government Authority relevant license(s) and documents to perform the contract.

(Certificate issued by Shops and Establishment registration, Service Tax Registration or any other issuing Authority)
- E. The Bidder should not be under declaration of ineligibility for corrupt and fraudulent practices or any other reason whatsoever, or have not been black listed by Govt. of India or any State Govt. or any of their agencies including Public Enterprises or Reputed Private Institute.
- F. The Bidder should not have been convicted of any offences under any Labour Laws.
- G. The bidder should preferably have a registered place of business at Vapi / Valsad. A documentary Proof like Registration with any Government authority as per D or purchase or rent agreement have to be attached.

(For E F and G, Bidder has to fill and submit an Undertaking in (**Annexure – IX**).

Instruction to Bidders

- **Item A (Basic Life Support Ambulance) and Item B (Advance Life Support Ambulance):- Both items or individual items can be wished to be filled by tenderer subject to the fulfillment of mandatory requirements in each case and / or both cases as applicable.**
- All tenderer are requested to read the tender document carefully as the terms and conditions, including the procedures to fill the tender form and tender assessment criteria are slightly different from the routine off line tenders.
- The technical bid should contain the information in Performa of the technical bid and the papers to fulfill all the eligibility criteria, certificate of experience, undertakings as per instructions etc.
- Financial bid should contain the rates quoted for the services to be provided as per instructions given in the tender document.
- The Instructions to Bidder / Tenderer have been Distributed in Three Parts, which follows in details,

No.	Part	Subjects
1	A	Detailed information Related with e – Tendering (for On Line Submission)
2	B	Detailed information Related with Tender Envelope Submission (Print out of Tender Document along with Necessary Papers)
3	C	Other / General Instructions

Part-A

Important Instructions for Bidders regarding Online Payment for e-Tendering Process

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer→Tools→Internet Options→Security→Trusted Sites→Sites of Internet Explorer:

<https://esictenders.eproc.in>
<https://www.tpsl-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer→Tools→Internet Option→Advance Tab→Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/-(non-refundable) in favour of M/s. C1 India Pvt.Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>

Part - B

For Submission of Technical Bid along with necessary Documents in Tender Box

- 1) In addition to On Line e – Tendering, the print out or hard copies of whole Tender document, (**except Financial Bid**) Technical Bid Along with all Annexure, Certificates or Testimonials as applicable and EMD are to be submitted in sealed envelope as per the instruction given here under **Sr. No 4**.
- 2) **Financial bid must be submitted online only at <https://esictenders.eproc.in>**. The financial bid of those tenderer whose technical bid is qualified, will be taken/downloaded only from e-Tendering system and subsequently the same will be opened in the presence of the tenderer, who desires to attend the opening of financial bid.
- 3) **Financial Bid will be Scrutinized in on line Systems only as per given Scheduled and in manner prescribed in e – Tendering System.**
- 4) The set of document should be prepared in following manner for submission.

1	<u>E.M.D. of Rs. 65,000=00 (Sixty Five Thousand only)/ Rs. 40000=00 (Forty Thousand only)/ Rs. 25000=00(Twenty Five Thousand Only) as applicable.</u>	
2	Each and every page of the print out of tender document along with Technical Bid (<u>Except Financial Bid</u>), Certificate or Testimonials and Annexures should bear the stamp and signature of the person whose name registration exists or he shall be authorized legally or any representative clearly by mentioning the name.	
3	Certificate of Incorporation/ Registration of Firm. Certificate/Memorandum and article of Association/ Partnership Deed/ Proprietorship Deed/ Declaration of proprietorship etc. as the case may be	
4	Firm Registration details	
5	Copy of PAN Card	
6	Copy of Service Tax / GST Certificate along with latest challan.	
7	Document Stating Bank Details.	
8	Details related with the Ambulances	Document Stating Ownership RTO Registration Details. Road Tax Clearance (copy) Pollution Control Certificate (Copy) Comprehensive Insurance Certificate (copy)
9	Experience certificate with satisfactorily work completion of similar nature for three (3) years.	
10	Copy of Balance sheet /P & L Account and Income tax return for last two financial years (i.e. 2015-16, 2016-17) for confirmation of financial turn over.	
11	Proof of the office at Vapi / Valsad.	

12	Any other requirement stipulated by the statutory authorities from time to time (copy)
13	Undertaking.
14	Check list.

- 5) All the document should be tagged properly, numbered, stamped and signed and packed in proper envelope with sealing.
- 6) Sealed envelope should be super scribed **“e - Tender for Ambulance Services”**.
- 7) The completely filled Tender should be dropped in the Tender Box kept in the chamber of Medical Superintendent, ESIC Hospital, Vapi (Gujarat) by the stipulated date and time.
- 8) It may also be accepted by Registered Post subject to reach at this office before the Scheduled time of Tender Box Closing.

Part – C

Other instructions to Tenderer

1) General Instructions:

1. Tenderer who are interested to quote for the above services are advised:
 - (a) To study carefully the various clauses contained in the Tender Documents before submitting their tender bids.
 - (b) To visit the ESIC Hospital, Vapi and physically inspect the site and acquaint themselves with the facilities available, the nature and quantum of the work before submitting the tender bid.
2. The Tender incomplete in any form or manner of conditional tender will be rejected out rightly.
3. The tenderer shall quote for all segments of Item A or Item B or Both as applicable, failing which the bid shall be considered non-responsive.

2) Tender Scheduled:

Tender Schedules	Date	Time	Remarks
Online tender Submission from	06/02/18	11:00 Hours	
Pre Bid Meeting.	13/02/18	11:00 Hours to 12:00 Hours	
Online Closing of the tender Submission	27/02/18	13:00 Hours	
Closing of Tender Box	27/02/18	14:00 Hours	The envelope received after this schedule due to postal delay or any other reason will not be accepted for Scrutiny.
Opening of Tender Envelops / Technical Bid	27/02/18	15 : 00 Hours	Any authorized Representative who has submitted Tender in time may remain present.
Opening of Financial	01/03/18	14 : 00 Hours	Any authorized Representative of

Bid / Price Bid			technically Qualified bid may remain present.
Please note that in case of Holiday the next working date deemed to be Scheduled Date.			

3) Manner of tender Submission:

1. The tenderer is required to submit online two separate Bids i.e. – Technical and Financial, as per given instruction as per Part - A. For any assistance please contact as per given details.
2. Print out of the Technical Bid only along with all submitted document in online system has to be forwarded as per given instruction in Part – B.

4) Manner of Tender Evaluation and Finalization for Award of the Work Order.

- A. The Tender Box will be opened as per given Scheduled time by the Committee members nominated by Medical Superintendent at ESIC Hospital, Vapi in the presence of the authorized representatives of the tenderer, who wish to be present at that time.
- B. All the Technical Bids will be scrutinized by the evaluation committee constituted by the Medical Superintendent to check all relevant documents for their authenticity and relevance.
- C. Only those documents will be considered for evaluation which is submitted in online system.
- D. Financial Bid of those Tenderer whose Technical parts of tender are qualified and accepted shall be opened on the Scheduled time in the presence of the authorized representatives of the qualified tender, who wish to be present at that time. In case any change of scheduled time they will be informed accordingly by any mode for communication.
- E. Upon evaluation and Scrutiny of offers in all aspects, fulfillment of all documents, the work order will be issued to the best qualified responsive tender(s).
- F. A formal contract shall be entered into with the successful tenderer(s) on the Stamp Paper of applicable value or of Rs.200=00 whichever is higher. In this contract, the successful tenderer shall be defined as Contractor.
- G. The written notification for award of contract will be intimated to the successful tenderer(s) to start the work.
- H. The successful tenderer(s) will have to deposit a Security Deposit as per given instruction in EMD / SD Part within seven days or as instructed by Hospital Authority.
- I. The selection of the Tenderer(s) will be at the sole discretion of the Medical Superintendent ESIC Hospital Vapi.
- J. The successful Tenderer(s) will have to commence the work within 15 days of acceptance of tender or as per the instructed date, otherwise the contract may be cancelled and EMD will be forfeited.

TERMS AND CONDITIONS

PART - 1

GENERAL TERMS AND CONDITIONS

I. Sufficiency of Tender and entering in to the Contract Agreement with Hospital

(1)The Tendered shall be given full assistance and information as may be required in connection with the tender & contract by the Hospital Authority or will be allowed to inspect the premises at reasonable time of Tender Floating period.

(2)The Tenderer shall be deemed to have based his Tender on the data made available by the Hospital and on his own inspection and examination of this site conditions. The acceptance of tender is deemed to have visited the site and made themselves conversant with the type of services incorporated in this tender.

(3)The Successful Tendered has to enter into the contract agreement with Medical Superintendent, ESIC Hospital, Vapi on appropriate value of the stamp paper on awarding of the contract. The Cost incurred in this connection, shall be borne by the contractor.

(4)All the instructions, Terms and conditions and Annexure incorporated in this Tender Document will become the part of the contract Agreement.

II. Period of the Contract:

- I. The Contract shall initially be for a period of **One year** from the date specified in the contract Agreement.
- II. It may be extended further for one year and more period subject to satisfactory performance, on the same rate, terms and conditions.

III. Scope of the work:

A. Supply of the Basic Life Support Ambulances with following Norms.

- a) Only **One** Ambulance as per specifications of Ambulance given under Annexure V – Special Terms and Conditions for Contract.
- b) Must be stationed at ESIC Hospital, Vapi
- c) For Round the Clock services. 24 hours in all 7 days of week for whole year including all holiday from the date as per the contract agreement period.
- d) With Drivers 3 Nos. with their Reliever as per given norms and specified qualification
- e) Services as per specified manner given in this Tender Document and Agreement made upon.

B. Supply of the Advance Life Support Ambulance with Following Norms.

- 1) On Call Basis,
- 2) Agency should be able to provide the same within short span of time (Not more than 15 to 20 minutes) at the required place i.e. ESIC Hospital Vapi or any of the enlisted / empanelled hospital or any other place as per the direction of the ESIC

- Hospital Vapi.
- 3) Ambulance as per specification given under Annexure V with Qualified Medical Team as per the norms.
 - 4) Services as per specified manner given in this Tender Document and Agreement made upon.

IV. Earnest Money Deposit (EMD) and Security Deposit (SD):

- 1) EMD and SD is payable in the form of account payee Bankers Cheque or Demand Draft drawn on any Nationalized Bank / Scheduled Bank in favor of "ESI Fund A/c. No. - I", payable at Vapi.
- 2) Earnest money is to be deposited along with the Technical Bid in separate sealed cover for an amount of Rs. 25000/- (Rupees Twenty five Thousand Only) or Rs. 40000/- (Rupees forty Thousand Only) or Rs. 65000/- (Rupees Sixty five Thousand Only) as applicable.
- 3) In the absence of EMD or non submission of EMD or not found as per the prescribed manner, the tender shall be summarily rejected at the opening stage and his Technical/financial Bid shall not be opened.
- 4) EMD shall remain valid for a period of **90 days** from the opening of Financial Bid.
- 5) The Earnest Money of unsuccessful Tenderer shall be refunded after finalization of the contract.
- 6) The EMD of the Successful Bidder will be refunded on the receipt of the Security Deposit (SD) or Adjusted against the amount of Security Deposit as per following Para No. 7 as per the Instruction of the Competent Authority.
- 7) The Value of the SD (for each item) will be remained of 5 (Five) % of the Annual Contract Value nearer to higher thousands Rupees or as decided by the Medical Superintendent, ESIC Hospital Vapi
- 8) Exemption from EMD shall not be considered under any circumstances.
- 9) The bid security (EMD) may be forfeited. If ,
 - i) A bidder withdraws his bid during the specified period of bid validity of **90 days** as specified above.
 - ii) In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s),
 - iii) In the case of successful bidder, if the bidder fails to submit the agreement bond after awarding of the contract and/ or furnish the Security Deposit within time specified in the Tender document i.e. **7 days** of the award of the contract or as instructed by Hospital Authority.
- 10) SD will be returned after satisfactorily completion of the Contract Period.
- 11) Any Default or Deviation from the Terms and Conditions may lead to forfeiture of SD in full or partial.
- 12) No interest is payable on EMD or SD.

V. RATE:

1. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and Scope of the work ,No extra charges consequent on any misunderstanding or otherwise shall be allowed
2. For the both type of Ambulances - Financial Bid may please be seen and rate submitted in Financial Bid may be copied in this column.
3. The lowest quote will be determined on the basis of Financial Bid Document.

4. Medical Superintendent Reserve the right to give the contract of the Advance Life Support Ambulance to the Agency which qualified for providing the Basic Life support ambulance or may give separately for this facility.

VI. INSPECTION:

The contractor shall present the Basic Life Support Ambulance vehicle offered against the contract at ESIC Hospital, Vapi for inspection by representative of the Medical Superintendent, ESIC Hospital, Vapi for acceptability against specifications along with the following documents: i) Original of the documents submitted with the tender. ii) Panel of drivers proposed to be employed by him and their Photographs. The time of venue of such inspection shall be informed.

VII TERMINATIONS AND EXTENSION OF CONTRACT:

- 1) If the contractor fails to complete the contracted work satisfactorily or any portion thereof or refuses to comply with any direction given in this regard to him, the contract shall be terminated at his risk and cost the Security Deposit will be forfeited
- 2) The Hospital management can terminate the contract at any time by giving one-month notice to the contractor if the services of the agency are not found satisfactory as per the opinion of Medical Superintendent or his representative for which no claim or compensation shall be entertained by the Hospital.
- 3) The contractor is permitted to terminate the contract by giving minimum 2(two) months notice in writing to Hospital management enabling the Hospital to arrange for new Agency after due process of Tendering.. During the period of notice, the party shall continue to discharge all their duties and obligations.
- 4) The Medical Superintendent, ESIC HOSPITAL, VAPI (GUJARAT) reserves the right to extend the tenure of the contract for a period of one or more years subject to mutual willingness under existing rates and terms and conditions, subject to satisfactory performance duly certified by Hospital Administration.

VIII ARBITRATION:

- 1) All the disputes and differences arising out of and in any way touching the concerning this contract (except for which specific provisions has been made herein) shall be referred to the Competent Authority i. e. The Medical Superintendent ESIC Hospital Vapi or any person appointed by him / her and his/her decision in this regard is full and final which should be abided by the contractor.
- 2) The Services under the contract shall continue, during the Arbitration proceedings.
- 3) All disputes are subject to Vapi Jurisdiction.

IX Rights of Acceptance/ Rejection / Relaxation:

- (a) The Medical Superintendent ESIC Hospital Vapi reserves the right to reject any, all or any tender in whole or in part, without assigning any reason thereof.
- (b) Medical Superintendent also reserves the right to Award Tender separately, with reference to Both Services, in that case Both Parties have to submit the Security deposit @ the rate of 10% of approximate value of each Contract.
- (c) The competent authority on behalf of ESIC does not bind him / herself to accept the lowest or any other tender.
- (d) All the tenders, in which any of the prescribed conditions is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer, shall be summarily rejected.
- (e) The competent authority of ESIC reserves the right to withdraw/ relax/ modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the hospital.

PART - 2

Terms and Conditions Related with Contract Management:

A. Payment Terms:

- a. The payment shall be made on monthly basis.
- b. The Bill placed for settlement contains only the accepted - rate and accepted applicable taxes as per the contract agreement.
- c. In case any deviation from the rate, the amount at higher side will be disallowed without any clarification.
- d. The payment shall be made to the contractor on monthly basis within 10 days of the submission of pre-receipted contract's bill in the following month subject to have found in order in all manners
- e. The bill shall be supported by
 - A. The Job Completion / Satisfactory work Certificate duly signed by the competent authority.
 - B. The Attendance and Wage details of the Drivers as per the Scope of work.
 - C. Paid receipt for Applicable statutory Tax Payment
 - D. The details of the Movement of the Ambulance (Log Book) as per the register maintained for it.
 - E. Details of the Complaint Settlement if any.
 - F. The Self Certificate stating compliance of all Rules Regulation related with Labours Laws, Financial Laws and any other taxation authority as prescribed by Medical superintendent.
- f. Applicable Government Taxes, Duties, Surcharge shall be deducted at the prevailing rates from the contractor's bill and no reimbursement of the same shall be admissible.
- g. Bills to be submitted latest by 5th of every month and there shall be no linkage of salaries of employees to bill payments.

B. REVISION OF RATE:

No. escalation of rate/s shall be permitted on any grounds during the currency of the Contract.

C. PENALTY:

- 1) If the contractor fails to complete satisfactorily the contract work or any portion thereof or refuses to comply with any direction given in this regard to him, Rs.2000/- Penalty for per incident will be deducted from the monthly contractor bill.
- 2) If the contractor fails to supply the vehicle as per the terms and conditions Rs.2000/- Penalty for per incident will be deducted from the monthly contractor bills apart from the deduction borne by the ESIC Hospital Vapi for the alternative arrangement.
- 3) Any consequences arising out of non supply of ambulance are to be borne by the Contractor.
- 4) In continued default the security deposit shall be forfeited and the contract shall be terminated at his risk and cost.
- 5) The Contractor can be terminated by Hospital Management by giving one month notice to the Contract without assigning any reason.
- 6) Misbehavior or any fault during the discharge of the duty made by any driver lead to fine of Rs 500/- from any pending bill or security deposit.

Special Terms and Conditions for Contract

Specifications of Ambulance

Part A: For Basic Life Support Ambulance

Ambulance vehicles should meet the following specifications.

- a) The ambulance vehicle shall not be more than 2 years old (The Ambulance purchased before December 2015 will not be considered for hiring)
- b) Not smaller than the Size of ECHO / Standard fitted with stretcher, Oxygen cylinder, other emergency equipments and Intravenous line arrangement as per the constructional and functional requirements for Road Ambulance (National Ambulance Code) as per the norms and guideline issued by Government Authority time to time for registration of the Ambulance.
- c) Ambulance Vehicle provided shall bear valid Gujarat State Registration No.
- d) The ambulance vehicle should be in perfect running condition.
- e) Ambulance vehicle should have been manufactured / fabricated originally as ambulance and should not have been converted to ambulance from some other vehicle.
- f) The ambulance vehicle should have all relevant and valid documents from the statutory authorities in continuous compliance of the statutory requirements including
 - 1) RC Book, Ambulance Registration.
 - 2) Valid Road Permit as to pay as a hired ambulance throughout the State of Gujarat
 - 3) Fitness Certificate for the road worthiness.
 - 4) Road Tax Clearance.
 - 5) Pollution Control Certificate.
 - 6) Any other requirement stipulated by the statutory authorities from time to time.
- g) All the above documents shall remain in the ambulance vehicle at all times.
- h) The ambulance vehicle should carry sufficient fuel at all times for minimum 24 hrs running.
- i) The ambulance vehicle must have a set of standard tools, essential spares, Accessories and a Spare tyre in good condition and available in the vehicle as required for attending breakdown immediately.

Part B: For Advance Life Support Ambulance

1. The Advance Life Support Ambulance fitted with all Standard equipments as per standard guidelines by the Government; accompanied with the qualified Doctor and supporting Medical staff to be provided by the Agency.
2. Should fulfill all statutory requirements.
3. The Agency Should be able to provide the same within short span of time not more than 15 to 20 minutes.

I. Work Specification Related:

- a) The Basic Life Support Ambulance vehicle shall be made available at ESIC HOSPITAL, Vapi round the clock on all days including holidays / all working days.
- b) 3 drivers to be provided in shift basis per 24 hrs to cover 3 shifts.
- c) The ambulance shall carry patients and attendants accompanying the patients as per the orders of Medical Officers or authorized staff as shall be specified by Medical Officer in charge.
- d) The drivers shall maintain a separate log-book.
- e) It is the responsibility of the drivers to ensure that the log-book is completed after each trip and signed by the Medical Officers ordering the movement of the ambulance.
- f) The contractor shall give his landline telephone / mobile phone contact number(s) and name and address of the person to be contacted.
- g) The vehicle must not carry any person other than the person authorized by the Medical Officer ordering the movement of the ambulance.
- h) The contractor may require stationing the ambulances at any place other than the hospital premises if instructed by the competent authority.
- i) Contractor shall not be allowed to carry out whole or part of the work through sub-contract(s).

II. Management of the services related:

Organizational Chart to be followed.

Level Hospital Side	Contractor Side
Dy. Medical Superintendent/Dy. Director (Admn/Gen) or any authorized officer	Ambulance Contractor
Branch Superintendent (Admn/Gen) or any authorized official	Supervisor / Manager
Duty Medical Officer / Medical Officers / Senior Nurse / Authorized staff on duty.	Ambulance Service Driver

III. Consequential Responsibilities related:

- 1) The Contractor should have contingency arrangements to meet events that may cause disruption in service like absenteeism, ambulance break down and bandh / strike call etc.
- 2) The contractor shall solely be responsible for any accident that may occur while executing the contract.
- 3) If the ambulance vehicle break down during the derailment or during duty or is not available due to any reason such as servicing, the contractor shall immediately provide an alternate ambulance vehicle of the same specification.

- 4) The part trip will not count towards mileage.
- 5) In case of failure to provide alternate ambulance vehicle in case of break down, proportionate deduction shall be made from the contractor's bill subject to minimum of one day's charge.
- 6) Under such circumstances, Medical Officers-in-Charge, ESIC Hospital, Vapi may engage another ambulance vehicle from other sources and the expenditure incurred for this purpose shall also be recovered from the Contractor's bill.
- 7) The odometer of the vehicle must always be in good and correctly working order, failing which, the vehicle shall be treated as absent till the same is set right.
- 8) The contractor shall bear the complete responsibility of conduct and punctuality of the drivers employed by him.
- 9) The contractor shall remain fully responsible for any undesirable incidence / situation caused / created by their conduct / activities.
- 10) If a driver is found unsuitable for the work by Medical Officers-in-Charge, ESIC Hospital, Vapi, due to misconduct / negligence of duty / unsafe act / being under influence alcohol / violation of any norms or instructions or any other reason, the person shall be replaced by the Contractor immediately on being informed to that effect.
- 11) The contractor will not permit his employees to participate in any trade union activities or agitation in the premises.
- 12) All demands / disputes of drivers engaged by the Contractor or their Union will have to be settled by the contractor himself. ESIC Hospital shall never be the part of that demand or dispute.
- 13) Vapi administration will in no way be involved and shall not responsible for any settlement of such disputes.
- 14) The Contractor shall also be liable for any expenses loss or damage, which ESIC Hospital, Vapi may sustain during execution of the job / by contractor's employees. The contractor shall pay to the ESIC Hospital, Vapi such amount of damage as may be decided by the ESIC Hospital, Vapi, Administration within 48 hrs. of the intimation of such decision to the contractor. Otherwise, the same shall be recovered from the dues payable to the contractor.

IV. **Related to Duties and Responsibility of Drivers:**

- a. The drivers should have valid professional driving license as per relevant Motor Vehicle Act and always carry the same while on the move
- b. The drivers should have experience of at least one years in driving ambulance
- c. The driver should be literate.
- d. The driver should have thorough knowledge of the routes and road, location of the Vapi and Valsad city area.
- e. The drivers should possess good health, good manners and good character.
- f. The driver should wear suitable clean labeled uniform bearing the Name Tag and also wear the Identity card with cord.

- g. The drivers will not be allowed to perform duty, if found to be under influence of alcohol or other intoxication substances. Drivers should be conversant with basic first aid procedures.
- h. The drivers should not be in the habit of negligent / rash driving.
- i. The drivers shall carry a mobile phone to be provided by the Contractor at all times while on duty for communication.
- j. The drivers shall assist in shifting the patient on stretcher etc.
- k. ESI, EPF and other statutory requirements in respect of the drivers is the sole responsibility of the contractor.
- l. At the beginning of the contract, Contractor shall provide a panel of drivers proposed to be employed by him. The contractor shall at his own expense get the character / anecdotes of the drivers verified through the local police.
- m. The Contractor shall maintain sufficient additional drivers to meet weekly off and leave requirements. Drivers shall not be allowed to work in continuous shifts; proper reliever should be arranged on leave of Drivers.
- n. The Contractor shall provide the following documents in respect of the driver in the panel to Security Officer.
 - i) Police Verification Report
 - ii) Photographs – 3 numbers
 - iii) Aadhar Biometric Attendance of drivers
 - iv) Certificate regarding no other employment only the drivers from the panel shall be allowed to work.
- o. Any additions and deletions to the panel should have the prior permission of the Medical Officer-in-Charge of ambulance services.
- p. The agency has to maintain Attendance register under the control of IMO In Charge of Matron or any officer / official designated by Medical Superintendent, The copy of the same would have been the part of Bill Submission.

V. Related with Ambulance Service Performance Evaluation:

Contractor or his authorized representative will contact the Medical Officer / Staff In-charge of ambulance services once a month for review of the work done which includes,

1. Details of arrangements to resolve complaints or disputes arising from service delivery.
2. If the required standards of performance are not met, Medical Officer-in-charge, shall discuss the matter with supervisor to resolve the issues.
3. If the required standards of performance are still not met, the matter shall be reported to the Medical Superintendent, who shall take it up with the contractor.
4. If the required standards of performance are still not met, payment shall be withheld and contract may be terminated.
5. The contractor shall keep a complaint book to record any complaints on performance.
6. The complaints shall be acted upon and settled speedily.

7. The complaint register should be produced to the ESIC Hospital, Vapi authorities once a month and / or whenever required.
8. The Log Book of Ambulance maintained as per the Scope of work and should be produced for inspection as and when called upon.

VI **SAFETY AND SECURITY :**

- 1) The contractor shall be responsible for his employees observing all the security and safety regulations / instructions as may be issued by the ESIC Hospital, Vapi from time to time.
- 2) ESIC Hospital will not be responsible for any mishap at any place including the Hospital premises or while transportation of patient or

VII **STATUTORY CONDITION:**

1.The contractor shall abide by and comply with the provisions of all the Acts and Rules by Central / State Governments as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk. Including the following:

- a) Contract labour (Regulation and Abolition) Act, 1970.
- b) Contract labour (Regulation and Abolition) Central Rules, 1971.
- c) Payment of Gratuity Act, 1972
- d) Payment of Wages Act, 1936, Payment of Wages (Amendment) Act, 2005
- e) Minimum Wages Act, 1949, Minimum Wages (Central) Rules, 1950
- f) Workmen Compensation Act, 1923
- g) Employees State Insurance Act, 1948
- h) Employees Provident Fund Act , 1952
- i) Equal Remuneration Act, 1976.
- j) Bonus Act

2.The contractor shall keep up to date records required to be maintained to comply with the provisions of all the Acts and Rules by Central / State Government or any authority as applicable from time to time in respect of the contracted work and all staff employed by him at his own risk.

3.Medical Officer-Incharge of ambulance services or authorized representative of ESIC Hospital, Vapi shall be entitled to inspect these records at any time. The contractor shall indemnify the ESIC Hospital, Vapi against any litigation arising from violation of any law.

4.The contractor shall conduct all legal proceedings as may be necessary without any cost to the ESIC Hospital, Vapi. If due to any reason whatsoever, ESIC Hospital, Vapi management is made liable to pay any liabilities of the contractor under any of the said laws etc.,the ESIC Hospital, Vapi management shall recover the same from the dues payable by the ESIC Hospital, Vapi to the contractor and / or from the security deposit furnished by the Contractor with the ESIC Hospital, Vapi.

VIII PAYMENT OF WAGES:

- i) The contractor shall pay wages not less than the minimum rates of wages fixed by either the Central or State Government which may be higher to the persons engaged by him for the work. Before commencing the contract Agency has to inform the Wage Structure of Driver with proper Government Notification.
- ii) The contractor shall pay wages to Drivers on Monthly Basis for applicable days, not later than the 5th of the following month, **without relating to the payment due to the contractor from ESIC Hospital Vapi.**
- iii) The payment of wages shall be made in **Bank Account** of the Drivers only. The Statement of Transfer of fund has to be provided while submission of the Bill along with detailed statement of ESI, PF deduction to ESIC Hospital, Vapi (Gujarat) as applicable.
- iv) Wages shall be paid without any un due deductions except those applicable under specified act or permissible under the Payments of Wages Act.
- v) In case of non-payment / short, if the ESIC Management as Principal Employer is required to pay the wages to the workers and the amount so paid shall be deducted from the bill of the contractor along with penalty @ 0.5% of the months payment per week or part of week.

TENDER APPLICATION/DECLARATION FORM/TECHNICAL BID

1	A	Earnest Money Deposit Detail	Mode of Submission (DD / Bankers Cheque)	
	B		EMD Rupees	
	C		DD / Bankers Cheque No	
	D		Date of issue	
	E		Issuing Bank	
	F		Branch of the Issuing Bank	
2	A	Firm and Ownership Details	Name of the firm	
	B		Full Postal Address	
	C		Telephone No.	
	D		Fax No.	
	E		E-Mail Address	
	F		Type of the firm (Proprietorship / Partnership / Pvt.Ltd. / Ltd and any other..)	
	G		Name of Director/Prop/Partner(s)	
	H		Cell Phone No.	
	I		Residential Address of Director/Prop/Partner(s)	
3	A	Firm Registration Details	Registration Authority	
	B		Registration No.	
4	A	PAN Details	PAN No	
	B		Name of the PAN Holder	
5	A	GST / Service Tax Details	GST / Service Tax Registration No	
	B		Name on GST/Service Tax Regi. Certificate	
6	A	Bank Details	Name of A/c holder:	
	B		Bank Name:	
	C		Branch :	
	D		Account No.:	
7- A	A	Possessed / Offered Basic Life Support Ambulance Details	Already Possessed (Write Yes or No)	
	B		Brand / Company	
	C		Fuel Type	
	D		Model	
	E		Year of Make	
	F		R. C. No	
	G		Road Tax validity Date up to	

	H		Statutory Insurance validity Date up to						
	I		Name of the Owner						
	J		Date of Purchase						
	K		Kilometer Run						
	L		Any other relevant information if any						
7- B	A	Advance Life Support Ambulance Details	Possessed or Third Party arrangement.						
	B		Brand / Company						
	C		Fuel Type						
	D		Model						
	E		Year of Make						
	F		R. C. No						
	G		Road Tax validity Date up to						
	H		Statutory Insurance validity Date up to						
	I		Name of the Owner in case of third party						
	J		Date of Purchase						
	K		Kilometer Run						
	L		Any other relevant information if any						
	8		Sr No	Experience details	Name and Address of the Hospital with Telephone No.	Value of the Contract in Rs	No of the Ambulance	Form	To
1									
2									
3									
4									
5									
Total Period		Years			Month				
9	A	Turn Over Details for Financial Years in Rupees.	2015- 16						
	B		2016- 17						
10	A	Branch Office Details	Vapi / Valsad Branch office address if main office registered at any other Station.						

I proprietor/partner/director of M/s
..... hereby declare that the information given in this form is true
and correct to the best of my knowledge and belief.

Signature:

Name:

Designation:

Date:

Place:

Financial Bid**Item A for Basic Support Ambulance**

(1)	(2)	(3)	(4)
Sl. No.	Particulars	Rate offered in Rupees	Calculation for L-1 Criteria
A	* Basic Rate / Hire Charges per month up to 1600 KM		90% of Amount as per A(3)/1600= _____
B	Rate per KM beyond 1600 KM		10% of Amount as per B(3) = _____
Total			

*The Basic rate quoted shall be all inclusive, including wages of the Driver (which should not be less than the minimum wages prescribed by the statutory authorities), statutory expenses like PF, ESI, bonus, leave wages, holiday wages, weekly off wages, uniform expenses etc, and any other incidental charges to meet the requirement of the contract and, tyres, tools, maintenance charges, Road tax, Insurance, parking charges, depreciations, Mobile Phone charges, Government Taxes and any other incidental charges and modifications to keep the ambulance fit to meet requirement of the contract. Excluding Service Tax if applicable this shall be reimbursed on production of Challan.

There should not be allowed any variation in Basic Rate or Rate quoted for Extra Kilometers during the contract period due to any changes in any laws or hike in the rate of the Fuel.

Item B for Advance Life Support Ambulance

Sl. No.	Particulars For Advance Life Support Ambulance	Amount
A	Within Vapi City and outside Vapi up to Surat Rate Per KM	

The Rate includes all Expenditure including the Supporting Medical Team, Drivers, Fuel, Toll and Taxes or any other kind of Expenses.

Name & Signature of Tenderer

CHECKLIST

The bidders are requested to follow the check list at the time of online submission of tender document without which the offer is liable to be cancelled.

Sr.	CHECK LIST	Submitted (Yes / No)
1	Earnest Money Deposit by D D or Bankers Cheque only	
2	Each and every page of the print out of tenders along with Technical Bid <u>(Except Financial Bid)</u>	
3	Certificate for Nature of Firm	
4	Firm Registration Certificate / Valid Trade License	
5	PAN / TAN other statutory documents	
6	Copy of GST / Service Tax Registration Certificate	
7	Bank Account Details	
8	Document stating ownership of Ambulance	
9	RTO Registration Certificate of the Vehicle	
10	Certificate Road Tax Clearance	
11	Pollution Control Certificate	
12	Comprehensive Insurance Certificate of vehicles	
13	Experience Certificate with satisfactorily work completion	
14	Copy of Balance Sheet and P& L Account and Income Tax Return	
15	Proof of the office at Vapi / Valsad	
16	Any other requirement stipulated by the statutory authorities (if applicable)	
17	Undertaking	

Signature:

Name:

Designation:

Date:

Place:

UNDERTAKING.

1. This is to certify that I / We, before signing this Bid / Tender Document, have read and fully understood all the terms, conditions and instruction contained therein and undertake myself / ourselves to abide by the said terms and conditions and will follow all instructions.
2. The rates quoted by me/us are valid and binding upon me/us for the entire period of contract.
3. The applicable earnest money of Rs. (Rupees.....only) is to be deposited by me/us has been enclosed herewith as per the given details in technical Bid.
4. I / We hereby undertake to provide the service as per directions given in the tender document within stipulated period.
5. I/We give the rights to Medical Superintendents to forfeit the Earnest Money/Security money deposited by me/us if any delay occur on my/our/Agency part or fail to provide the requisite and desired ambulance services to the hospital or any violation of the Terms and conditions.
6. It is declared and certified that the neither myself /ourselves nor my/our firm has ever been blacklisted by any Govt./Semi Govt./Public/Private Institution.
7. I/We hereby certify that the firm poses all the required license/ certification to perform the work.
8. It is certified that the Valid address of my office at Vapi / Valsad is:

.....
.....
.....

Signature:

Name:

Designation:

Date:

Place: