



क० रा० बी० नि० अस्पताल,साहिबाबाद, गाजियाबाद, उत्तर प्रदेश
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File NO: ESICH/SBD/212/Med/Ambulance/ 2017

Date: 09/01/2018

E-TENDER FOR
AMBULANCE AND HEARSE VAN SERVICES ON CONTRACT BASIS

NAME OF WORK:- E-TENDER FOR HIRING AMBULANCE AND HEARSE VAN SERVICES ON CONTRACT BASIS AT ESIC HOSPITAL,SAHIBABAD, GHAZIABAD,UP, FOR THE PERIOD OF TWO YEARS.

Last Date & Time of submission	02/02/2018 Up to 1.00 PM
Date & Time of opening	02/02/2018 at 2:30 PM
EMD Amount	Rs.25,000/-
Estimated cost	Rs.10,00,000/-

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Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-III B 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 Options → Advanced 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>

A. NOTICE INVITING E-TENDER (NIT)

1. E-TENDERS are invited from registered, eligible, experienced & reputed agencies/contractors for Hiring Ambulance and Hearse Van service on contract Basis under two bid system (technical bid & financial bid) for 100 bedded ESIC Hospital, Sahibabad, Ghaziabad, UP for a period of two years as per specification given below:

1	Name of Work	E-TENDER for Hiring Ambulance and Hearse Van service on contract For ESIC Hospital, Sahibabad, Ghaziabad, UP for the period of two years.
2	Period of Work	Two Years.
3	A) Ambulance	i) Ambulance with Driver- with BLS (Basic Life Support) facility for transporting sick patients, stationed at Hospital premises, round the clock. ii) Ambulance with Driver -as per ACLS (Advanced Cardiac Life Support) guidelines mentioned in terms &conditions for transporting critically ill patients on call basis
	B) Hearse Van	On Call Basis
5	Estimated Cost	Rs. 10,00,000.00 (Rupee Ten lakh)

2. The draft of EMD in original shall be dropped in the tender box , (the envelope must be captioned with “E-TENDER for hiring Ambulance and Hearse Van services on contract basis at ESIC Hospital, Sahibabad, Ghaziabad, UP) kept in the Room of Deputy Medical Superintendent by the stipulated date and time. EMD, if dropped in any box other than the specific TENDER box will not be considered for selection.
3. Details of the E-TENDER Document can be seen & downloaded at ESIC’s website www.esic.nic.in
4. The TENDERS shall be opened at 02:30 PM on 02/02/2018 in the DMS office in the presence of such TENDERERS or their authorized representatives who may wish to be present.
5. The TENDERERS whose Technical Bids are accepted will be informed about the date of the opening of financial bids individually at the mentioned email address, no separate advertisement will be published
6. TENDERS received after the closing date and time shall not be considered.

B. ELIGIBILITY CRITERIA

1. The TENDERER should have experience in doing similar nature of work Minimum of 2 years in last 5 years and TENDERER to submit satisfactory completion certificates from the Client/Employer in support on his letter head failing which the information is liable to be treated as invalid.
2. The tenderer should have the Registered Office within the radius of 20 KM from this Hospital in UP/ Delhi/NCR. Complete postal address and telephone/mobile/fax/email address should be submitted as a proof with the documents.
3. The Tenderer should have completed the following work of similar nature in last 5 years:
Similar nature of work means providing Ambulance to any Hospital in UP/Delhi/NCR.

One work of similar nature worth Rs 8 Lakhs

or

Two work of similar nature worth Rs 5 lakhs

or

Three work of similar nature worth Rs 4 Lakhs

4. The annual turnover of the firm/bidder during the final year 2015-2016 and 2016-2017 should be at least 10 lakh.

Documents to be uploaded along with the Technical Bid:-

1. Balance Sheet, Profit & Loss/Income & Expenditure for the financial year for two years. 2015-2016 and 2016-2017.
2. Income Tax Return filed by the company/firm for the assessment year i.e. 2016-2017 and 2017-2018
3. Service Tax Registration.(if applicable)
4. Company/firm Registration Certificate.
5. PAN No.
6. Experience certificate for eligibility conditions no.1, 2 and 3 & 4.
7. Registration for providing ambulance services in UP/Delhi/NCR.
8. Copy of tender document duly signed and stamped on each page.
9. E M D
10. Declaration

Note: The successful bidder has to produce the documents of vehicle registration certificate, pollution certificate, ambulance and hearse van fitness certificate, driving license of drivers, insurance certificate within 10 days after awarding the work and before starting the work. IN case of non- production of documents mentioned in bid will be rejected and EMD will be forfeited.

A valid certificate of the vehicle issued from appropriate agency that will be used as ambulance for the said period should be produced within 10 days of award of contract and before starting the work renewal of the certificate if any will be done by the bidder in the contract period.

C. INSTRUCTIONS TO TENDERERS

1. Tender document are available for viewing on the websites of Employees' State Insurance Corporation I.e. www.esic.nic.in
2. The interested tenderer should upload duly filled tender form and their bids, along with scan copy of the relevant certificate, document etc. on website <https://esictenders.eproc.in> which support their technical & price bids latest by 02/02/2018 up to 1:00 PM. The bids will be opened online on 02/02/2018 at 2:30 PM.
3. The TENDERERS are required to submit two separate Bids i.e. – Technical and Financial.
4. The declaration should be uploaded along with the Technical Bid.
5. The Technical Bid should be accompanied by a copy of Earnest Money Deposit (EMD) of Rs. 25000/- (Twenty five thousand rupees only) in the form of demand Draft/Pay Order from a scheduled bank drawn in favour of “ESI Fund A/c. no. 1”, payable at UP. In the absence of EMD, the TENDER shall be rejected summarily. The earnest money shall be refunded to the unsuccessful TENDERERS after finalization. It shall be refunded to the successful TENDERERS on receipt of performance security deposit. No interest is payable on the EMD.
6. The EMD in original shall be dropped in the tender box , the envelope must be captioned with “E-TENDER for hiring Ambulance and Hearse Van services on contract basis at ESIC Hospital, Sahibabad, Ghaziabad,UP”, kept in the Room of Deputy Medical Superintendent by the stipulated date and time. EMD, if dropped in any box other than the specific TENDER box will not be considered for selection.
7. All entries in the E-TENDER form should be legible and filled clearly.
8. The bid shall be valid for 180 days from the date of opening.
9. The TENDERERS shall quote for all works failing which the bid shall be considered non-responsive.
10. E-TENDER incomplete in any form will be rejected outright. Conditional TENDERS will be rejected outright.
11. The closing date and time for receipt of TENDERS will be 01:00 P.M. On
12. The Technical Bid shall be opened in the Room of Deputy Medical Superintendent in the presence of the authorized representatives of the TENDERERS, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the tenderers whose Technical bids are accepted will be informed about the date and time for opening the Financial Bids.
13. No TENDERER will be allowed to withdraw the bid after submission of the TENDER within the validity period otherwise the EMD Submitted by the TENDERING firm would stand forfeited.
14. In case the successful TENDERER declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
15. A formal contract shall be entered into with the successful TENDERER. In this contract, the successful TENDERER shall be defined as Contractor.

16. The successful TENDERER will have to deposit a Performance Security Deposit of Rs. 100,000/- (**Rupees One Lakh only**) by way of Demand Draft drawn in favor of "ESI Fund A/c.no. 1" Payable at UP /Performance Bank Guarantee of any scheduled bank.
17. The successful tenderer will have to commence the work within 15 days of acceptance of offer, otherwise the contract may be canceled and EMD will be forfeited.
18. Each page of the E-TENDER document should be signed and stamped by authorized representative of TENDERER in acceptance of the terms and conditions laid down by ESIC.
19. The competent authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above.
20. The competent authority of ESIC reserves the right to reject all or any TENDER in whole, or in part, without assigning any reason thereof.
21. For finalization of contract, the TENDERER whose rates, as given in the Financial Bid, are the lowest in comparison to other TENDERS will be considered as the Lowest TENDER.
22. Vehicle registration book, insurance copy and driver license should be available with vehicle every time. Vehicle fitness certificate complete in all respect should be passed by the respective Govt.
23. The vehicle offered for hire should be free from litigation as regard to ownership is concerned and should be kept ready for 24 hours a day, seven days a week without any kind of break and accordingly the tenderer would arrange for replacement of vehicle in case of normal wear and tear/temporary break in service.
24. No extra charges should be levied other than the rate quoted on trip basis and in case of noncompliance of time limit of reaching the hospital when called, the cost of alternative arrangement shall be deducted from the payments. Further Rs500/- penalty should be levied for every mistake in addition to cost of alternative arrangement,
25. If more than one patient is transferred at the same time, the charges for one trip will be paid only. In each shift, the driver will report to CMO for duty. The driver will be in proper uniform and wear name badges. The call should be attended well in time on the given contact number without any failure.
26. Only authorized attendant of referred patient by CMO (Casualty Medical Officer) on duty will be permitted along with the respective patient for Ambulances journey.
27. Separate log book is to be maintained by the driver all times and entry should be duly signed by CMO for each patient. The log book shall be submitted to the office with monthly bill duly verified by the casualty In-charge.
28. The staff provided by the contractor shall be on the roll of contractor only.
29. The contract can be terminated by the Medical Superintendent, ESIC Hospital, Sahibabad, Ghaziabad by giving one month notice.
30. In case of any serious default by the contract can be terminated by the Medical Superintendent giving 24 hrs notice and invoking the risk purchase clause for remaining period of contract in addition to forfeiture of Security Money deposited.
31. It shall be the responsibility of the contractor to maintain proper discipline among the staff provided by him. Contractor's staff shall not drink alcohol or be under the influence of any drug on duty. Any misconduct committed by the staff will be dealt with by the contractor either suo moto or on information given to the ESIC Hospital, Sahibabad, Ghaziabad, UP. The contractor shall be liable to change the driver in such a manner that the 24 hours service should not be interrupted.
32. It must be ensured by the bidder that the driver on duty has a valid driving license and Medical fitness certificate showing mental & physical fitness. The age of driver should not be more than fifty five years.
33. Any loss of property caused by the Driver would be recovered from the monthly bill of the tenderer/bidder.
34. The tenderer/bidder would provide a mobile phone to its Driver and number would be intimated to the CMO on duty and he should remain available in vehicle only.
35. Rate for the Ambulances & Hearse Van on call basis shall be paid only for the distance from this Hospital premises to place of destination as notified/verified by CMO.

36. The CMO/Casualty In-charge shall verify the attendance of drivers provided by the tenderer. Similarly if Ambulance is not available for any day then proportionate amount of bill of that day or the cost of hiring of Ambulance for that day/Rs. 2000/- penalty per day, whichever is higher will be recovered from the tenderer. However, Medical Superintendent may relax the penalty if non availability of Ambulance due to natural calamity or any condition/circumstance beyond human control.
37. While submitting bill for any month the tenderer shall enclose along with bill extract of Log Book, Detail of Attendance Register, Wage Register and proof of payment through ECS / Cheque. All these documents should be signed by the CMO on duty / Casualty In-charge. Bill shall not be accepted until and unless all relevant documents for that particular month have been signed by the CMO on duty / Casualty In-charge.
38. Log book will be maintained by the agency and each journey shall be duly recorded immediately on completion of journey and countersigned by the CMO on duty / Casualty in charge.
39. The contractor shall ensure before submission of the bill that it is complete in all respect.
40. Risk & responsibilities in regard to the benefits/compensation to the engaged person will be sole responsibility of the bidder only.
41. The bidder shall be responsible for all legal & financial liabilities arising out of accidents if any, during contract period.
42. In case of any breach of condition of contract security money shall be forfeited. In case of any dispute related with the contractor the matter will be under UP jurisdiction only.
43. All damages arising out of Ambulances Services are responsibilities of service provider.
44. For second Ambulances on call basis, payment shall be paid on monthly basis.

D. Scope of work

1.) Basic life support ambulance:

- 1.1 The agency has to provide ONE BASIC LIFE SUPPORT AMBULANCE with sufficient space for ambulatory patient, sitting for his relatives and medical assistants fitted with Stretcher, Oxygen cylinders, other emergency equipment and Intra Venous line arrangement as per constructional and functional requirements for road ambulances (National Ambulance code), as per recent guidelines of Govt. of NCT/UP for registration of ambulance.
- 1.2 The ambulance vehicle shall be stationed at causality of ESIC Hospital, Sahibabad, Ghaziabad, UP round the clock 24 hours on all days including holidays (24x7x365). The drivers must always be available with the ambulance and should not leave hospital in any case without permission of CMO.
- 1.3 The ambulance shall carry patients and attendants accompanying the patients to other hospitals in UP/Delhi/NCR as per the orders of casualty Medical officer on duty.
- 1.4 The drivers shall maintain a log-book with mileage record in every trip and get it verified by the casualty medical officer on duty after the trip. 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.

2.) Advanced Cardiac Life support ambulance on call:

- 2.1 The advanced life support ambulance should be fitted with all standard equipment as per standard guidelines by the Government of NCT/UP as per constructional and functional requirements for road ambulances (National ambulances code) and as per recent guidelines of govt. of NCT/UP for registration of ambulance and accompanied with the qualified doctor has to be provided by the agency whenever demanded by the casualty medical officer. The agency should be able to provide the same within short span of time (not more than 15- 20 minutes).
- 2.2 Separate log book is to be maintained for this ambulance and same is to be certified by the casualty by the casualty medical officer on duty.
- 2.3 The contractor shall give his land-line telephone/mobile phone contact numbers and name and address of the person to be contacted.
- 2.4 The ambulance must not carry any person other than the person authorized by medical officer ordering the movement of the ambulance.

3) Hearse van on call:

To be made available within half an hour demanded by casualty medical officer.

Contingency arrangement: The contractor should have contingency arrangement to meet events that may cause disruption in service like absenteeism, ambulance break down or strike call, or in case of more patient, provision of additional ambulance etc.

E. GENERAL CONDITIONS OF CONTRACT (GCC)

TERMS AND CONDITIONS OF HIRING AMBULANCE SERVICES FOR TRANSPORTING THE (CRITICAL & NONCRITICAL) PATIENT AND HEARSE VAN:

1. Contract period is initially for two years extendable to another one, year, subject to the satisfactory performance of the firm during the contract period.
2. The tender application form and related documents are to be uploaded online as specified in the tender document and EMD is to be dropped in the tender box kept for this purpose in the room of DMS in Administrative Block of the hospital by the date and time specified in the document.
3. A demand draft of Rs. 25,000/- (Rupees twenty five thousand only) will be deposited as earnest money.
4. The competent Authority reserves the right to reject any or all E-TENDERS without assigning any reason whatsoever.
5. Validity of bids will be six months form the date of opening of tender. List of enclosures should be as per check list of the subject tender.
6. Successful tenderer is required to deposit Performance Bank Guarantee of **Rs.1,00,000/- (Rupees one lakh)** which should be valid up to 6 months beyond conclusion of the contract. Performances security can also be deposited in the form of D.D. In favor of 'ESI FUND A/C No 1' at the time of Agreement which will be refunded without interest 2 month after the completion of contract.

VEHICLES REQUIRED FOR HIRING:

1. **BLS ambulance on regular basis:** One Ambulance van for sick patients- which will be parked/ stationed in front of the casualty.
2. **ACLS ambulance:** Ambulance on call basis
3. Hearse van on call basis

F. TECHNICAL INFORMATION OF THE FIRM

FOR AMBULANCE AND HEARSE VAN SERVICES IN ESIC

1	Name of the bidder:	
2	Address of the bidder :	
3	Contact Details of the bidder :	
a)	Tel. No. with STD (0) (Fax)	
b)	Mobile No ;	
c)	Email Address	
4	Name of Proprietor/Partners/Directors of the firm/agency:	
5	PAN number	
6 a)	Bidder's Bank and Place of the Branch:	
b)	Current Account Number:	
c)	IFSC Code	
7	Registration and incorporation particulars of the bidder indicating legal status such as company partnership / proprietorship (concern copies of the relevant documents/ certificates)	
8	Details of Earnest Money Deposit:-	DD No. Dated for Rs-/- drawn on Bank in favor of 'ESI FUND A/C No 1' valid till.....

N.B. Bidders to ensure that all

- i) All pages have been signed and stamped by the authorized persons**
- ii) Pages have been numbered**
- iii) Documents are legible (clearly readable)**

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us and I have the authority to bid an E-TENDER.

Dated.....

Name & Address of Firm

Place.....

Authorised Signature & Seal of the Firm

G. DECLARATION

1. ----- Proprietor/Partner/Director/Authorized Signatory of ----- am competent to sign this declaration and execute this E-TENDER document.

2. I have carefully read and understood all the terms and conditions of the E-TENDER and hereby convey my acceptance of the same.

3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my E-TENDER at any stage besides liabilities towards prosecution under appropriate law.

4. The company has never been blacklisted from any establishment.

5. I declare that I have the Registered Office within the radius of 20 KM from this Hospital in UP/ Delhi/NCR.

Signature of authorized person

Date:

Full Name:

Place:

Firm/Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.

H. FINANCIAL BID

S.No.	Ambulance Type	Rates/km	Multiplication factor for calculation of financial bid	Total Cost (col.3xcol.4)
1.	2.	3.	4.	5.
1	Ambulance with Driver- with BLS (Basic Life Support) facility for transporting sick patients, stationed at Hospital premises, round the clock. (a) Fixed Rates up to 2000 KM		NIL	
	(b) Rates beyond 2000 KM		500	
2	Ambulance with Driver- with BLS (Basic Life Support) facility for transporting sick patients on call basis in Emergency Condition		500	
3	Ambulance with Driver -as per ACLS (Advanced Cardiac Life Support) guidelines mentioned in terms & conditions for transporting critically ill patients on call basis		500	
4	Hearse van on call basis		500	
		Gross Total		

Date :

Signature of the authorized person

Full Name:

Place:

Company's seal

Note:

1. Tender will be awarded to L1, calculated on basis of gross total in the financial Bid.
2. Multiplication factor is given for calculation of financial bid only.
3. A minimum amount of 2000 KM will be paid to agency every month in r/o ambulance at 1 above even if the KM are less than 2000. After that per km rates will apply.
4. In case of S.no. 2,3 and 4 in financial bid no fixed charges will be paid, charges as per KM, for the distance travelled from this Hospital premises to place of destination as notified/verified by CMO, will be given.

I. CHECK LIST

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE E-TENDER

Kindly confirm the enclosure of all the below listed documents without which the technical-bid may be treated as non-responsive.

S. No.	Description	To be uploaded	To be dropped in drop box
1	EMD	Scan Copy	Original
2	TENDER form with complete technical bid and Financial bid, with all pages serially numbered, signed and stamped on each page.	Scan Copy	Original
3	Satisfactory completion of contract certificate from previous organizations as per eligibility conditions 1, 2, 3 & 4	Scan Copy	Copy
4	Declaration	Scan Copy	Original
5	Balance Sheet, Profit & Loss/Income & Expenditure along with Report for two years I.e. 2015-2016 and 2016-2017	Scan Copy	Copy
6	Income Tax Return filled by the company/firm for financial year 2015-2016 and 2016-2017	Scan Copy	Copy
7	Service Tax registration certificate with details of the last payment. (If applicable)	Scan Copy	Copy
8	Photo copy of Company/firm Registration certificate	Scan Copy	Copy
9	Attested photocopy of PAN card	Scan Copy	Copy
10	Document regarding office with in the Radius of 20 KM from this Hospital in UP/DELHI/NCR	Scan Copy	Copy