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Employees State Insurance Corporation Hospital
(Je ,oWa jkstxkj eWa=ky;] Hkkjr ljdkj)
(Ministry of labour & Employment, Govt.of India)
SAROJINI NAGAR LUCKNOW-226023

Tel-0522 – 2473814 E-mail: ms-lucknow.up@esic.in

No.T/301/A-ESICH/Lko/

Dt. 29.08.2017

TENDER NO. 1/2017 AMBULANCE SERVICES ON CONTRACT BASIS

Name of work	Hiring 1 (one) Ambulance Services on contract basis at Esic Hospital, Sarojini Nagar Lucknow
Estimated tender value	Rs. 10,00,000/- approx. (For 1 Year)
Period of contract	Two years, extendable by another 1 year.
Period for submission of Tender form	From 29.08.17 to 26.09.17 upto 4:00 PM
Date & Time of Opening of e-Tender	28.09.17 at 11:00AM
Bid Security / Earnest Money to be sent through Post/Delivered in hand	EMD Rs. 25,000/- (Rupees twenty five thousand)
Performance security / Security Deposit Money	A sum equivalent to 5% of bid value

Bidder should get Registered at <https://esictenders.eproc.in>. Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp> Bidder needs to submit Bid Processing Fee charges of Rs.2495/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of E S I C Fund Account No.1 payable at Lucknow for participating in the Tender. Bidder needs to send a covering letter along with the Demand Draft mentioning about the Payment Details, Company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).

Note: Payment will be approved only after physical receipt of Demand Draft.

TENDERS are invited from registered, eligible, experienced & reputed company/firm for Hiring Ambulance service on contract basis under two bid system (technical bid & financial bid) for 75 bedded hospital ESIC Hospital Lucknow for a period of two years as per specification given below:

1	Name of Work	Hiring 1 (one) Ambulance Services on contract basis at ESIC Hospital Sarojini Nagar, Lucknow
2	Period of Work	One Year
4	EMD	Rs. 25,000/- (Rupees twenty five thousand)

2. Eligible bidders may visit/inspect the site on any working day to collect all information that will be necessary for preparing the TENDER and entering into a Contract for the services to be rendered between 10:00 a.m. To 1.00 p.m. by contacting the M.S. Office.

3. The EMD in original shall be dropped in the tender box, the envelope must be captioned with TENDER for hiring Ambulance services on contract basis at ESIC Hospital **Sarojini Nagar, Lucknow** " placed at M.S.Office by the stipulated date and time. EMD, if dropped in any box other than the specific TENDER box will not be considered for selection.

4. Details of the TENDER Document can be seen & downloaded at ESIC's website www.esic.nic.in & www.esichospitals.gov.in

5. The TENDERS shall be opened at 02:30 PM on 28.09.2017 in the M.S.Office, ESIC Hospital **Sarojini Nagar, Lucknow** in the presence of such TENDERERS or their authorized representatives who may wish to be present.

6. The TENDERERS whose Technical Bids are accepted will only be considered for the opening of financial bids 7. TENDERS received after the closing date and time shall not be considered.

IMPORTANT INSTRUCTIONS TO THE TENDERERS.

Eligibility Conditions of bidders:-

- **The bidder should be a company/firm engaged for supply of Ambulance Service for Central or State Govt. or PSU or Corporate Hospitals having minimum bed strength of 100 beds for at least two years, during last seven years, till publishing of this tender.**
- **The bidder should have successfully completed the following work in the last 07 years :**
 - a) **One similar nature of work of value not less than 8 Lakh or**
 - b) **Two similar nature of works of value not less than 6 Lakh or**
 - c) **Three similar nature of works of value not less than 4 Lakh**

Documents to be submitted along with the Technical Bid:-

- 1 Tender Document duly signed and stamped.
- 2 Copy of Valid registration of the Agency/firm under Shop & Establishment Act
- 3 Copy of PAN Card .
- 4 Copy of Work orders and Completion Certificate in support of Eligibility condition 1 and 2 as mentioned at pg. No. 3
- 5 Copy of GST Registration Certificate
- 6 Copy of ESIC registration
- 7 Copy of EPFO registration
- 8 Copy of Vehicle registration and insurance certificate for The Ambulance Van
- 9 Copy of valid driving license of drivers

Terms and Conditions

1. Tender document are available for viewing on the websites of Employees' State Insurance Corporation I.e. **www.esic.nic.in & www.esichospitals.gov.in.**
2. The TENDERERS are required to submit two separate Bids i.e. – Technical and Financial.
3. The declaration should be submitted along with the Technical Bid.
4. 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/Bankers cheque from a scheduled bank drawn in favour of **“ESI Fund A/c. no. 1”, payable at Lucknow.**
5. 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 “TENDER for hiring Ambulance Van services on contract basis at ESIC Hospital Lucknow along with the Demand Draft” placed at M.S. Office 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 TENDER form should be legible and filled clearly.
8. The bid shall be valid for **6 months** from the date of opening.
9. The TENDERER shall quote for all items failing which the bid shall not be considered.
10. 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 **04:00 P.M. on 26.09.2017.**
12. The Technical Bid shall be opened in the M.S. Office, ESIC Hospital Sarojini Nagar, Lucknow 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 considered for 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 **A sum equivalent to 5% of bid value** by way of Demand Draft/ Bank Guarantee from any scheduled bank drawn in favour of “ESI Fund A/c.no. 1” Payable at Lucknow.
17. The successful tenderer will have to commence the work within 15 days of acceptance of offer, otherwise the contract may be cancelled 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.

Specifications of Ambulances for sick patients (for transporting sick patient with BLS (BASIC LIFE SUPPORT FACILITY) & other instructions are as follows:-

For sick patients (for transporting sick patient with BLS (BASIC LIFE SUPPORT FACILITY) patients (to be Stationed at casualty/ Emergency)- Ambulances fitted with oxygen & oxygen support system, IV line support system, stretcher, sitting space for patient attendants.

1. **Ambulance van should be air-conditioned and of model 2015 onward and engine capacity above 1500 cc.**
2. Vehicle registration book, insurance copy and driver license should be available with the Vehicle every time. Vehicle fitness certificate complete in all respect should be passed by the respective Govt. Authorities.
3. The vehicle offered for hire should be free from litigation as regards ownership is concerned and should possess no tainted history as rash driving, negligence of traffic rule etc. The vehicle 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 of service.
4. 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 C M O for duty. The driver will be in proper uniform and wear name badges.
5. The call should be attended well in time on the given contact No. without any failure.
6. Only authorized attendant of referred patient by CMO (Casualty Medical Officer) on duty will be permitted along with the respective patient for Ambulances journey.
7. 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 Incharge.
8. The staff provided by the contractor shall be on the roll of contractor only.
9. The contract can be terminated by the Medical Superintendent, by giving one month notice.
10. In case of any serious default by the contract or the contract can be terminated by the Medical Superintendent giving 24 hrs notice and invoking the risk for remaining period of contract in addition to forfeiture of Security Money deposited.
11. 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 under the influence of any liquor on duty. Any misconduct committed by the staff will be dealt with by the contractor either suo moto or on information given by the ESIC Hospital Lucknow. The contractor shall be liable to change the driver in such a manner that the 24 hours service should not be interrupted.
12. 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.
13. Any loss of property caused by the Driver would be recovered from the monthly bill of the tenderer/bidder.
14. The tenderer/bidder would provide a mobile phone to its Driver and number would be intimated to the CMO on duty and the driver should remain available in vehicle only.
15. The CMO/Casualty Incharge 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 on non availability of Ambulance due to natural calamity or any condition/circumstance beyond human control.

16. While submitting bill for any month the tenderer shall enclose along with bill the extract of Log Book and Detail of Attendance Register and proof of payment through ECS / Cheque. All these documents should be signed by the CMO on duty / Casualty Incharge. Bill shall not be accepted until and unless all relevant documents for that particular month are signed by the CMO on duty / Casualty Incharge.

17. 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 duty / Casualty in charge.

18. The contractor shall ensure before submission of the bill that it is complete in all respect.

19. All damage arise out of Ambulances Services are responsibilities of service provider.

20. Risk & responsibilities in regard to the benefits/compensation to the engaged person will be sole responsibility of the contractor only.

21. The bidder shall be responsible for all legal & financial liabilities arising out of accidents if any, during contract period.

22. In case of any breach of condition of contract security money shall be forfeited. In case of any dispute related with the contract it shall be binding at Lucknow jurisdiction only.

Payment Procedure: Payment will be considered on monthly basis. The contractor shall submit bill in triplicate by the 7th day of each month for the service executed up to the end of previous month in a prescribed format as approved by ESIC. Bill must be raised based on the rate quoted in tender. After submission of monthly bill complete in all respect by the contractor the payment will be made within 15 days of submission of bill. No advance payment will be considered.

Risk Clause

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving 30 days written notice, if the services to award the contract to any other selected bidders at the cost, risk and responsibilities of Contractor and excess expenditure incurred pending bill or by raising a separate claim.

- All the necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with ESIC
- In the event of loss/damage of equipment etc. at the premises of ESIC due to negligence/carelessness of contractor staff then the contractor shall compensate the loss of ESIC.

Dispute Settlement

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Medical Superintendent, ESIC whose decision shall be final and binding on both the parties.

In case of any legal dispute, Jurisdiction will be at Lucknow.

Termination clause

During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the Medical Superintendent reserves the right to forfeit the security deposit whole or part thereof in favour of ESIC and agreement will be terminated after giving 30 days notice. In such situations, tender can be allotted to second lowest bidder.

In above mentioned conditions the Medical Superintendent reserves all the rights.

**TECHNICAL BID
PROFILE OF THE BIDDER**

Sl. No.	Description	
<u>1</u>	Name of Tendering Company/Firm	
<u>2</u>	Name of owner/Partners/Directors	
<u>3</u>	Full Particulars of Office/Shop	
<u>4</u>	Address	
<u>5</u>	Telephone No./Fax Email Address	
<u>6</u>	<hr/> Full Particulars of the Bankers of Company/Firm, with full Address/Tel. No. I. Name of the Bank II. A/C No. III. Branch IV. IFSC Code V. Telephone No. VI. Email Address	
<u>7</u>	PAN/GIR No.	
<u>8</u>	GST Registration No.	

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.

Note: A cancelled cheque has to be attached with tender documents for the purpose of refund of EMD in case of non successful bid.

Date:

Place:

Signature of the authorized person
Full Name

Company's seal

CHECKLIST FOR SUBMISSION OF TENDER

**NAME OF WORK:-TENDER FOR SUPPLY OF AMBULANCE SERVICES ON CONTRACT BASIS AT ESIC HOSPITAL, SARAJINI NAGAR LUCKNOW.
THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMITTING OF TENDER DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED.**

S.No	Particular	Yes/No
1	Tender Document duly signed and stamped.	
2	Copy of Valid registration of the Agency/firm under Shop & Establishment Act	
3	Copy of PAN Card	
4	Copy of Work orders and Completion Certificate in support of Eligibility condition 1 and 2 as mentioned at pg. No. 3	
5	Copy of GST Registration Certificate	
6	Copy of ESIC registration	
7	Copy of EPFO registration	
8	Copy of Vehicle registration and insurance certificate for The Ambulance Van	
9	Copy of valid driving license of drivers	

N.B. Bidders to ensure that:

- i) All the above documents are submitted
- ii) All pages of the tender document have been signed and stamped by the authorized persons except original documents submitted
- 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 TENDER.

Date:

Place:

Signature of the authorized person
Full Name

Company's seal

AMBULANCE SERVICES ON CONTRACT BASIS

FINANCIAL BID

Description	Amount (Including taxes) to be quoted in Rs. (both in figures & in words)
<p>A. Charges for Ambulance 1 (One) on 24 hours basis for one month should include:</p> <p>i. The Charges upto 3500 kms per month including fuel (minimum charge to be paid even if the distance does / does not reach 3500 kms)</p> <p>ii. Monthly Wages for 3 Nos. of Drivers : Wages should not be less than the minimum wages as per central govt./state govt. whichever is higher as per latest notification including EPF@12% + ESI @ 4.75 % + BONOUS 8.33% of Rs. 7000.</p>	<p>Rs. _____ (Rupees _____ _____) only</p> <p>Rs. _____ (Rupees _____ _____) only</p>
<p>*Total of i & ii of A above</p>	<p>Rs. _____ (Rupees _____ _____) only</p>
<p>B. Charges per kms after completion of 3500 kms in a month</p>	<p>Rs. _____ (Rupees _____ _____) only</p>

1. L1 will be considered only on the basis of the rates quoted at **Total of i & ii of A (Charges for Ambulance 1 (One) on 24 hours basis for one month should include) above***.

2. In case rates quoted by bidders for **Toal of i & ii of A above** are same then rates quoted for **B (Charges per kms after completion of 3500 kms in a month)** will be deciding criteria for selection.

Date:

Place:

Signature of the authorized person
 Full Name

Company's seal