



EMPLOYEES' STATE INSURANCE HOSPITAL

SECTOR -15, ROHINI, DELHI-110085

(Ministry of Labour & Employment, Govt. of India)

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TENDER NO:115-11/12/2018-Amb./Med.(RH)

Date:-13.09.2018

RE-TENDER NOTICE FOR PROVIDING AMBULANCE SERVICES ON CONTRACTUAL BASIS

Online tenders are invited by the Medical Superintendent through e-procurement portal of ESIC: <https://esictenders.eproc.in>. under two bid system from the interested and eligible agencies for providing round the clock Ambulance Service in **ESI Hospital, Sec-15, Rohini, Delhi-110089** for One year extendable further with mutual consent as per need.

Sl No	Type of Ambulance	Earnest Money	Last date of submission of E-tender online	Tender opening date
1	Basic Life Support Ambulance –One	Rs. 50,000/- (Rupees Fifty Thousand Only)	04.10.2018 up to 1:00 P.M	04.10.2018 at 2:00 P.M
2	Advance Life Support ambulance- One (on call)	Rs.50,000/- (Rupees Fifty Thousand Only)	04.10.2018 up to 1:00 P.M	04.10.2018 at 2:00 P.M

Tender Document along with all terms and conditions and procedure of e-tendering may be viewed online or downloaded, by the bidder from the website- www.esic.nic.in . at **tenders & <https://esictenders.eproc.in>**.

All bidders are requested to check further notifications/updates if any, on the above mentioned web sites.

Medical Superintendent

Important Instructions for Bidders regarding Online Payment

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 Explore→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 favor 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>

TENDER DOCUMENT FOR PROVIDING AMBULANCE SERVICES

All bidders are requested to read the tender document carefully including all terms and conditions, procedures to fill the tender form and tender assessment criteria.

I. ELIGIBILITY CRITERIA

1. The agency should be a registered under competent authority and must possess all relevant license(s) and documents applicable to perform the contract.
(Registration Certificate / Deed of incorporation of Firm/Agency/Organizations to be uploaded and submitted)
2. The Bidder should have an experience of at least three years in providing Ambulance Services to the Hospitals. (Submit and upload MOU copies/ Certificate from the Medical Superintendents/Competent Authority of the hospitals with period).
3. The Bidder should have an annual turnover of Rs. 20 Lakhs or more in the last three financial years. (Submit audited balance sheet/Certificate from C A).
4. The Bidder should have not been black listed by any institution of Central or State Government and should not have been convicted for any criminal offence. (Affidavit as per Annexure on Rs. 100/ Non Judicial stamp paper)
5. The bidder should have a permanent office in Delhi to operate ambulance services. Bidder should submit address with documentary evidence.
6. **EMD** of amount Rs.50,000/- (Rupees Fifty Thousand Only) for Basic Life Support Ambulance & Rs. 50,000/- (Rupees Fifty Thousand Only)for Advance Life Support Ambulance is to be submitted in the form of DD/Banker's Cheque from any scheduled bank in favor of **ESI FUND A/C NO.1 PAYABLE AT DELHI** . Tender without EMD will be summarily rejected.
7. The agency should be having in hand at least two running contracts in hand and one of them should be in a Government hospital. (Attach copy of MOUs).
8. Certificates of satisfactory performance report from one hospital where the agency is providing ambulance services.

THE FOLLOWING ADDITIONAL DOCUMENTS SHALL ALSO BE SUBMITTED AND UPLOADED WITH THE TENDER ALONG WITH ABOVE MENTIONED SUPPORTING DOCUMENTS:

- a) PAN Number of company or owner
- b) GST Registration details. (Give undertaking if GST registration not required)
- c) Labour Licence, ESI and EPF registration if applicable.
- d) Proof of owning the ambulance vehicles registration certificates from competent Authority.
- e) Copy of Valid road permit for Delhi State. All permits and licence will have to be kept in active condition and be renewed timely at own cost and will be sole responsibility of contractor during contract period.
- f) R.C. Book Copy of Ambulance.
- g) Road Tax Clearance (copy)
- h) Pollution Control Certificate (Copy)
- i) Comprehensive Insurance Certificate (copy)
- j) Fitness Certificate for road worthiness from Statutory authority(Attach Copy)

II. GENERAL INSTRUCTIONS TO THE BIDDERS

Eligible and willing agencies are advised to visit the hospital site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM after taking permission from the Medical Superintendent/CMO.

1. The Online e-Tenders to be submitted as per two bid system i.e. **Technical and Financial Bid.**

(A) The technical bid should contain the documents to fulfil all the eligibility criteria

(B) Financial bid should contain the rates quoted for the services to be provided as per performa attached as Annexure-III in the tender document and same should be filled online in e-tender.

2. Tender for both types of ambulances should be filled separately online. Hard copies are also to be submitted in tender box. Separate EMDs for both tenders should be submitted in two separate sealed envelopes super scribed as **“Technical Bid for Ambulance Services and Financial Bid for Basic Life Support Ambulance Services”** & **“Technical Bid for Ambulance Services and Financial Bid for Advance Life Support Ambulance”** respectively with all required details of the bidder and is to be dropped in the same tender box kept at DMS office in the Hospital before or up to 1 P.M on the last date of tender submission. **Bidders are free to bid for any one or both types of ambulances**

3. Bids received late will not be considered and hospital will not be responsible for any delay. All the bids received will be opened on the same date at **2.30 p.m.** Bidders or their authorized representative may be present if they wish to attend. In case tender opening date is declared a holiday, bids will be opened on the next working day at the same time & venue.

4. The Earnest Money Deposit will be refunded to the unsuccessful bidders only after finalization of the tender. In case of the successful bidder EMD will be refunded after receipt of the performance security deposit. No interest will be paid on EMD/Performance Security.

5. The bid shall be valid for 180 days from the date of opening of tender.

6. No bidder will be allowed to withdraw his tender after submission. In case the bidder does not honour his bid, the EMD submitted by the tendering firm shall stand forfeited.

7. All entries in the Tender form should be legible and filled clearly. Any overwriting, correction which is unavoidable has to be signed by the authorized signatory.

8. Each page of the bids and documents submitted and uploaded should be numbered, signed and stamped by the authorized signatory.

9. The tenderer shall quote for all the items of Financial Bid failing which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected. The basic rate quoted shall be all inclusive i.e. wages of driver, statutory expenses like PF, ESI, leave wages,, weekly off, uniform expenses etc. or any other incidental charges to meet the requirement of contract. **A minimum free mileage of 2000 km is to be included in financial bid of basic life support ambulance.**

10. Tender incomplete in any way will be rejected out rightly. Similarly conditional Tenders will also be rejected out rightly.

11. Technical Bids will be scrutinized, by an evaluation committee as constituted by the Medical Superintendent to check all requisite and relevant documents and their authenticity. The bidders, whose Technical Bids qualify all the eligibility criteria will only be considered for opening of Financial bid. **The uploaded documents in online e- tender will only be considered for evaluation in normal circumstances.**

12. In case the successful bidder declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.

13. The successful bidder will have to deposit the **Performance Security Deposit of Rs. 1,00,000/- (Rupees one Lakh Only)** for Basic Life Support Ambulance & **Rs. 1,00,000/- (Rupees One Lakh Only)** for Advance Life Support Ambulance in the form of Demand Draft/Banker's cheque of any Nationalized/Scheduled bank, drawn in favour of "ESIC Fund A/c No. 1" payable at Delhi and commence the work within 15 days of Notification of award of tender or before the date fixed in the Notification of award. Services may be started even before agreement is signed. EMD will be forfeited if the bidder does not start his services before the assigned date in NOA. EMD amount may be adjusted in performance security on written request of the bidder.

14. An agreement between Successful Bidder & Medical Superintendent will be entered into on Rs. 100/- Non Judicial Stamp Paper. Stamp value will be paid by the bidder.

15. Medical Superintendent reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document before or during the technical evaluation if it is felt necessary and is not of much significance for the hospital services.

16. Medical Superintendent reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of 01 (One) year from the date of commencement of Agreement. Contract may be extended for further period of 01 (One) year based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions of the contract. The decision of Medical Superintendent of ESI Hospital Rohini shall be final for extending contract period.
2. ESIC reserves the right to terminate the contract by serving one month's notice, in writing if the services of the agency are not found satisfactory. The Medical Superintendent may ask agency to provide services till the alternative arrangement is made and it will be binding on the part of the service provider to provide services till demanded.
3. The Agency has to abide and ensure all the statutory conditions imposed by the Law regarding the payment of the **wages** applicable to the ambulance drivers/other Staff deployed in Ambulances and also shall fulfil all statutory conditions regarding ambulance and ambulance services as per notifications of the Government and Law of the land.
4. It will be full responsibility of the contractor to maintain the Ambulance vehicle in working condition all the time and in case of downtime he will provide the alternative Ambulance. The repair and maintenance, tyres, spares, parking charges, Government Taxes and Mobile/telephone Charges shall be responsibility of contractor and ESI Hospital will not make any payment other than the rate quoted in financial bid.
5. The drivers deployed by the Agency should be properly trained, and have requisite qualifications, valid driving licence, badge no. and experience as mandatory for the engagement as ambulance drivers. They should have never been convicted for any offence in past. They have to be on duty in proper Uniform with their identity cards properly displayed, and these have to be arranged by the agency at its own cost. The Agency shall be fully responsible for the conduct of his staff.
6. The Agency at all times should indemnify ESIC against all claims, damages or compensation in all cases arising due to the any misconduct or carelessness of its deputed staff during providing the required Ambulance service. The ESI hospital will not own any responsibility in this regard.
7. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the agency will be liable to be forfeited by ESIC besides annulment of the contract and other legal action deemed fit.

8. Any misconduct / misbehaviour on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the agency at his own costs, risks and responsibilities immediately, with intimation to Medical Superintendent.

9. **Payment Procedure:**

a. The payment shall be made on monthly basis. The payment shall be made to the contractor on submission of monthly bill along-with pre-receipt contract bill in the following month for which services has been provided.

b. The Bills of the ambulance service provided shall be submitted by the 7th day of the following month, with the **verified log book records** and other documents demanded as details of the vehicle running for patient transfer with the details of the patient by the hospital authorities. Payment of the bills will be through ECS/ Similar online mode/NEFT.

IV- SCOPE OF WORK FOR THE AMBULANCE SERVICES

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 Intravenous line arrangement as per Constructional and Functional requirements for Road Ambulances (National Ambulance Code), as per recent guidelines of Govt. of NCT for registration of Ambulance.
2. The ambulance vehicle shall be parked at the causality of, ESI Hospital, Rohini, Delhi round the clock along with driver 24 hours on all days including holidays (24x7x365).The drivers must always be available with the ambulance and not leave Hospital in any case without order of CMO.
3. The ambulance shall carry patients and attendants accompanying the patients to other hospitals in **Delhi/ NCR** as per the orders of Casualty Medical Officer on duty.
4. The drivers shall maintain a log-book with mileage record in every trip and get it verified by the causality medical officer on duty after the trip (to & fro in KMs) after verifying the metre reading. 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
5. Punctuality, reliability and commitment are the essence of contract. Any lapse in this part, if causes any liability due to negligence, delay in treatment or death claims, will not be waived and the contractor has to indemnify ESIC hospital against any such claim/ liability up to full amount at his own cost.
6. **THE ADVANCE LIFE SUPPORT AMBULANCE** fitted with all Standard equipment's as per standard guidelines by the Government accompanied with the qualified Doctor has to be provided by the agency **whenever demanded** by the Casualty Medical Officer of this hospital for transporting very sick patients to higher centers. The agency should be able to provide the same with in short span of time (not more than 15 to 20 minutes).
7. Separate log book is to be maintained for this ambulance and distance travelled is to be certified.
8. The contractor shall give his landline telephone / mobile phone contact number(s) and name and address of the persons to be contacted.
9. The ambulance must not carry any person other than the person authorized by the

Medical Officer ordering the movement of the ambulance.

10. The Ambulance vehicle should be in perfect running condition.
11. Ambulance vehicle should not have been converted to run on fuel other than its original manufacture specification.
12. Ambulance vehicle should have been manufactured/fabricated originally as ambulance and should not have been converted to ambulance from some other vehicle. It must have basic minimum equipment needed for ambulance service.
13. The ambulance vehicle should be registered exclusively in the name of the contractor/firm as ambulance.
14. **CONTINGENCY ARRANGEMENTS:** The Contractor should have contingency arrangements 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.
15. **PENALTY:** 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, the security deposit shall be forfeited and the contract shall be terminated at bidder's risk and cost. The Contractor can be terminated by Medical Superintendent by giving one month notice to the Contractor without assigning any reason. In addition to the recovery of expenses for making alternative arrangement by the hospital, Rs. 1000/ per default, Penalty will be deducted from the monthly bill if the contractor fails to supply the vehicle any time. Any damages as per consequences arising out of non-supply of ambulance are to be borne by the Contractor up to full amount of Liability.

V. SPECIFICATION OF THE AMBULANCE:

Ambulance vehicles should meet the specifications as per "Constructional and Functional requirements for Road Ambulances (National Ambulance Code)". Further the ambulances going to be provided to the hospital will be inspected by the committee constituted by the Medical Superintendent for verifying all the conditions as below, after verification of Technical Bid on specified time and date as decided by the Authority.

- a) Ambulance Vehicles provided shall bear valid Delhi State Registration No.
- b) The ambulance vehicle shall **not be more than 3 years old** as on the close date of Tender Submission.
- c) The ambulance vehicle should be in perfect running condition.

- d) Ambulance vehicle should not have been converted to run on fuel other than its original manufacture specification.
- e) Ambulance vehicle should have been manufactured / fabricated originally as ambulance and should not have been converted to ambulance from some other vehicle. It must have basic minimum equipment needed for ambulance service.
- f) The ambulance vehicle should be registered exclusively in the name of the contractor/ firm as ambulance.
- g) The ambulance vehicle should have all relevant and valid documents from the statutory authorities in continuous compliance of the statutory requirements including
 - I. RC Book/ Ambulance Registration.
 - II. Valid Road Permit as to ply as a hired ambulance throughout the Delhi State/NCR.
 - III. Fitness Certificate for the road worthiness.
 - IV. Road Tax Clearance.
 - V. Pollution Control Certificate.
 - VI. Ambulance should be fully equipped and legally registered as an Ambulance with R.T.A of Delhi.
 - VII. Any other requirement stipulated by the statutory authorities from time to time. 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.
- j) In case of Advance Life Support Ambulance, the Medical Officer deputed should have minimum 01 year experience of handling & transportation of emergency patients.

VI. DRIVERS:

- a) The drivers should have valid professional driving licence and badge no. as per relevant Motor Vehicle Act and always carry the same while on the move.
- b) The driver should be minimum 10 th standard pass.

- c) The driver should have thorough knowledge of the routes and road, location of the Delhi/NCR area & hospitals.
- d) The drivers should possess good health, good manners and good character.
- e) The driver should wear suitable clean labelled uniform.
- f) 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.
- g) The drivers shall carry a mobile phone with enough balance, charged and in working condition, which must be always on at contractor's cost. The driver must always pick hospital phone on priority basis and respond to duty as it involves life issues.
- h) The drivers shall assist in shifting the patient on stretcher etc.
- i) Payment of ESI, EPF contribution and other statutory requirements in respect of the drivers is the responsibility of the contractor.
- j) At the beginning of the contract, Contractor shall provide a panel of drivers at least 4 (Four) 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 which is must.
- k) Drivers shall not be allowed to work in continuous shifts more than 08 hours.
- l) Behaviour of the driver must be polite and co-operative and he cannot argue or make dispute with the hospital representative in service matter as life issues are involved in services.
- m) Only the drivers from the panel shall be allowed to work. Any additions and deletions to the panel should have the prior permission of the Medical Officer-in-Charge of ambulance services/Medical Superintendent.

The contractor shall provide the following documents in respect of the drivers in the panel of contractor-

- Police Verification report
- Latest colour passport size photos of Drivers(3 each)
- Copy of Aadhaar card/Voter Card with address
- Copy of Driving Licence .

Note: the driver or contractual staff will always be an employee of contractor and never a staff of ESIC hence will never claim and such benefit, like claim of permanency, medical benefit etc.

VII. STATUTORY CONDITIONS:

- a. The contractor shall abide by and comply with the provisions of all the acts and Rules by Central/State Governments applicable from time to time in respect of the contracted work and all staff employed by him at his own risk and cost. The contractor shall keep up to date records required to be maintained to comply with the provision of all the Acts and Rules by all staff employed by him at his own risk.
- b. Medical Officer Incharge of Ambulance Services or any other authorized representative of ESIC Hospital Rohini shall be entitled to inspect all these records at any time.
- c. The contractor shall indemnify the ESIC Hospital Rohini against any litigation/Compensation arising from violation of any law. The contractor shall conduct all legal proceedings as may be necessary without any cost to the ESI Hospital Rohini.
- d. Under any said laws etc., at the ESIC Hospital Rohini management shall recover the same from the dues payable by the ESIC Hospital Rohini to the contractor and/from the security deposit furnished by the contractor with the ESIC Hospital Rohini.
- e. If a driver is found unsuitable for work by Medical Officer In charge ESI Hospital Rohini, due to misconduct/negligence of duty/unsafe act/ being under influence of Alcohol, drugs/violation of any norms or instructions or any other reason, the employee shall be replaced by the contractor immediately on information to this effect without any delay and penalty of Rs. 1,000/- will be deducted from the bill at each occasion.
- f. The contractor will not permit his employees to participate in any trade union activities or agitation in the hospital premises.

- g. All demands and disputes of drivers/staff engaged by the contractor or their union will have to be settled by the contractor himself. ESI Hospital Rohini administration will in no way involved and shall not responsible for any settlement of such disputes.
- h. Contractor will be liable against the third party liabilities and comply with all relevant rules of the Motor Vehicle Act Of the land.
- i. The contractor shall also be liable at his own cost up to full liabilities, claim for any expenses loss or damage, loss of life to anyone including contract driver due to services of Ambulance which ESIC Hospital may sustain during execution of job/by contractor's employees.
- j. Performance Evaluation:
The contractor shall keep a complaint book to record any complaint/deficiencies in services performance. The complaint shall be acted upon and settled on urgent basis. The complaint register should be produced to Medical Officer In-charge before verification of monthly bills.

VIII. ARBITRATION:

Any Dispute Settlement 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 Hospital, Rohini Delhi, whose decision shall be final and binding on both the parties. Any legal dispute will be subject to DELHI jurisdiction only.

TECHNICAL BID**TECHNICAL BID FOR BASIC LIFE SUPPORT AND ADVANCE LIFE SUPPORT AMBULANCE**

PARTICULARS OF THE AGENCY/CONTRACTOR					
1	Name of Agency				
2	Ownership Status Proprietorship/Pvt. Ltd. Company etc. Provide documents in this regard				
3	Name of proprietor/Managing Partner/ Managing Director				
4	Office address Provide documents for ownership/lease Agreement				
5	Residential Address of proprietor/Managing Partner/ Managing Director				
6	Contact Details				
	Office Land Line Phone Number (attach copy of bill)				
	Mobile Number				
	Email ID				
	Fax Number				
7	Registration Details Agency				
	PAN Number (attach copy)				
	GST Registration No.				
	ESIC & EPF Registration No. (if applicable)				
	Labour Licence No.				
	Ambulance operator licence no.				
8	Registration details of vehicle (attach copy of registration no.)				
	Type Make/Model				
	Vehicle Registration No.				
	Licence for Ambulance Service				
	Total No. of Registered Ambulance owned				
9	Experience details for past 03 years				
		Period		Name of Hospital/ Organization	Amount of contract
		From	To		
	a				
	B				
	c				
10	Details of bank (provide original cancel cheque)				
	Name of Bank				
	Address of Bank				
	Account Number & Type				
	IFS Code				

Signature of the Authorized signatory with seal

On Rs. 100/ Non Judicial Stamp paper. ANNEXURE-II

DECLARATION

1. I, Son / Daughter of Shri
 Authorised signatory of
 is / am competent to sign this
 declaration and execute this tender document.
2. I have carefully read and understand all the terms and conditions of the 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 tender at any stage and forfeit of EMD/Performance Security besides liabilities towards prosecution under appropriate law.
4. I further declare that my Company/agency has never been blacklisted by any Government organization and no CBI/ or any criminal case is pending against me. I further declare that I have never been convicted for any criminal offence by any court of law.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

N. B. : The above declaration, duly signed and sealed by the authorised signatory of the company, should be enclosed with Technical Bid and uploaded online in e-tender.

FINANCIAL BID FOR PROVIDING AMBULANCE SERVICE
ON CONTRACT BASIS

I. Name of the Bidder Agency

FINANCIAL BID (To Be Filled Online)

SL. NO	RATES	AMOUNT IN RS. (Including ALL)
A1	*Base Rate of Basic Life support ambulance up to 2000 km/per month free run.	
A2	Rate per km after initial 2000 km for Basic life support ambulance	

The Tender will be awarded to the lowest quoted bidder and the criteria for selection of L-1 will be as follows:-

[A1 + A2 x 1000]

*The rate quoted for Basic Life support ambulance should cover all expenses, salaries, maintenance charges or any type of expenditure on the part of agency **including all type of taxes.**

B2	For Advanced Life Support Ambulance Rate per km	Rs.
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The Tender will be awarded to the lowest quoted bidder and the criteria for selection of L-1 will be as follows:-

** For Advance Life Support ambulance no basic charges are to be quoted as it will not be parked in hospital and will be required to be provided whenever asked for.

Date:

Place:

Signature of Authorized Person

Full Name:

Company's Seal: