

EMPLOYEES' STATE INSURANCE CORPORATION

ESIC HOSPITAL

ANKLESHWAR, DIST. BHARUCH

(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)

**E-TENDER FOR PROVIDING AMBULANCE ON CONTRACTUAL BASIS
IN ESIC HOSPITAL, ANKLESHWAR.**



IMPORTANT INSTRUCTION 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 sties 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-pm;ome.in>.

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer →

Tools → Internet Options → Advanced Tab → Security.

Bidders 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>

श्रम एवं रोजगार मंत्रालय, भारत सरकार,
कर्मचारी राज्य बीमा निगम, अंकलेश्वर अस्पताल,
500 क्वार्टर के पास, अंकलेश्वर जी.आई.डी.सी.
अंकलेश्वर, जिला भरूच - 393002
Website: www.esic.nic.in



Ministry of Labour & Employment, Govt of India
Employees' State Insurance Corporation,
Ankleshwar Hospital, Near 500 Quarters,
GIDC Ankleshwar, Dist Bharuch - 393002
Email: ms-ankleshwar.gj@esic.nic.in

375/D/27/22/2016/ESICH/AKN

Dated: 02.01.2018

E-TENDER NOTICE FOR SELECTION OF AGENCY FOR PROVIDING AMBULANCE ON CONTRACTUAL BASIS IN ESIC HOSPITAL, ANKLESHWAR, DIST. BHARUCH

MEDICAL SUPERINTENDENT, ESIC HOSPITAL, ANKLESHWAR, Dist: Bharuch invites E- Tenders under Two-Bid system through e-procurement solution from the interested and eligible agencies for providing round the clock Ambulance Services (1+1, one on regular basis (24X7X365) and one on call basis **in ESIC Hospital, Ankleshwar, Dist: Bharuch** for one year extendable for further one year with mutual consent as per requirement, if the services are found satisfactory.

E-TENDER SCHEDULE:

Validity of E- NIT: 180 days

S.NO	DESCRIPTION	SCHEDULE
1.	Type of Ambulance	Qty- (1+1), One on regular basis (24x7x365) and one on call basis as required.
2.	Estimated Annual cost	Rs 12 (Twelve) lakhs
3.	Date of online availability of E-Tender document	07/01/2019
4.	Last date and time for submission of completed tender forms –Both online & Offline	28/01/2019 up to 1:00 PM
5.	Date and time for opening of online E-Tender and Tender Box.	28/01/ 2019 at 2:30 PM
6.	Earnest Money Deposit @2%	Rs. 24,000/- (Rupees Twenty Four Thousand only)

In the event of any of the above-mentioned date/s being declared as a holiday, the tender will be opened on the next working day at the appointed time.

Tenders received after the specified date and time shall not be accepted. Proof of Postage or courier shall not be accepted as claim for timely submission of Tender.

Tender submitted without EMD will be summarily rejected.

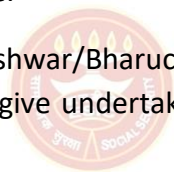
Any future clarification and/or corrigendum(s) shall be communicated only through the website www.esic.nic.in, <https://esictenders.eproc.in> & <https://eprocurement.gov.in>

Medical superintendent, ESIC Hospital, Ankleshwar reserves the right to accept any tender in full or in part and to reject all tenders at any time without assigning any reason thereof.

Medical Superintendent

ELIGIBILITY CRITERIA

1. The Agency should be registered with ESIC & EPF if applicable.
2. Income Tax, GST and Registration Certificate under contract Labour (R & A) Act 1970 or any other registration which is mandatory for such agency stipulated by the concerned authority from time to time.
3. The Bidder should have an experience of minimum one year in providing Vehicle Transport Services in any Centre/State Govt departments/State PSUs/CPSUs/Private Organisation.
4. The Agency/Bidder should have at least:
 - (a) One similar work contract of 80% of total annual cost or more, i.e. Rs. 9,60,000/-
or
 - (b) Two similar work contracts of 50% of total annual cost or more, i.e. Rs. 6,00,000/-
or
 - (c) Three similar work contracts of 40% of total annual cost or more, i.e. Rs. 4,80,000/-
5. The total turnover of the Agency/Bidder should not be less than 30% of total annual cost, i.e. Rs. 3,60,000/- "Vehicle Transport Services "during 3 (three) years of experience.
6. Income tax returns of last three financial years i.e. FY (2015-16, 2016-17 & 2017-18).
7. The Bidder should not have been black listed by any institution of Central/State Government and should not have been convicted for any criminal offence.
8. The bidder should have an office at Ankleshwar/Bharuch and operate ambulance services. Bidder should submit address with documentary evidence or give undertaking for such operation from Ankleshwar if they succeed to get contract.
9. EMD (2% of annual cost) of amount Rs. Rs. 24,000/-(Rupees Twenty Four Thousand only) is to be submitted in the form of DD/Banker's Cheque drawn only on SBI bank in favour of "ESIC FUND A/C NO.1" payable at Kosamadi. Tender without EMD will be summarily rejected.
10. The ambulance vehicle should **not be more than 2 years old** as on the date of opening of the tender as per the ESIC HQ policy.



**THE FOLLOWING DOCUMENTS SHOULD ALSO BE SUBMITTED BY THE AGENCY/BIDDER
ALONGWITH THE TENDER**

1. 03 (Three) years Audited balance sheet along with P/L account i.e. FY (2015-16, 2016-17 & 2017-18).
2. PAN Number of the Agency/Bidder.
3. Vehicle Registration Details.
4. GST Registration of the Agency/Bidder.
5. Copy of Proof of ESIC & EPF, if any.
6. Income Tax registration and certificate of registration under contract Labour (R & A) Act 1970 or any other registration which is mandatory for such agency stipulated by the concerned authority from time to time (if applicable).
7. Copy of Registration Certificate of the Vehicle, if any.
8. Copy of valid Road Permit and taxes paid. All permits and licences will have to be kept in valid condition and be renewed timely at own cost and will be sole responsibility of contractor during contract period, if any.
9. Copy of Pollution Control Certificate of Vehicle, if any.
10. Copy of Comprehensive Insurance Certificate of Vehicle, if any.
11. Copy of Fitness Certificate for road worthiness from statutory authority, if any.
12. One year experience Certificate preferably from any Centre/State Govt departments/State PSUs/CPSUs/Private Organisation.
13. Copy of Shops & Establishment Registration Certificate.



TERMS AND CONDITIONS

A. Relating to Submission of Bids:

1. The tender document containing eligibility criterion, scope of work, terms & conditions etc. are available online on:

a) <https://esictenders.eproc.in>

b) www.esic.nic.in

c) <https://eprocurement.gov.in>

2. The interested agencies/firms/companies are required to upload duly signed and stamped financial bids in chronological order with scanned copies of all relevant certificates, documents etc. in correct resolution on the e-tender portal <https://esictenders.eproc.in>

3. In addition to online submission, bidders are also required to submit hard copy of the bids as described below:

a) Separate envelope containing EMD of Rs. 24,000/- (Rupees Twenty Four Thousand only) in the form of Demand Draft/Pay Order in favour of **“ESIC Fund Account No. 1”, payable at Kosamadi.**

b) Bidder are also required to submit hard copy of Technical and Financial Bid in separate envelope in addition to above. Both the envelopes should be enclosed in a large sealed envelope, super scribed as **“Tender for Hiring of Ambulance Services at ESIC Hospital, Ankleshwar”**.

• **Please note that EMD must be submitted in separate sealed envelope.** The envelope should be in a sealed cover duly super scribed **“Tender for Ambulance Services for ESIC Hospital, Ankleshwar”** E Tender ID No. _____ and should be dropped in the Tender box kept in the **Administrative Block, ESIC Hospital, Ankleshwar, Dist: Bharuch, Gujarat- 393002**, on or before closing time of submission i.e. 28/01/2019 up to 1:00 PM.

4. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tender is signed by the Authorized signatory, a copy of the power of attorney/authorization should be enclosed along with tender.

5. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. Authorized signatory must countersign all cuttings in the Tender application.

6. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Rates quoted in online Financial Bid only will be considered for the purpose of selection of L-1.

7. The bidder shall pay Bid Security (EMD) of Rs Rs. 24,000/- (Rupees Twenty Four Thousand only) by Demand Draft/ Pay Order drawn on SBI in favour of **“ESI Fund Account No. 1”, payable at Kosamadi. Bids received without Earnest Money deposit (EMD) shall stand summarily rejected.**

8. The bid security (EMD) of unsuccessful bidders shall be returned back without accrual of interest within 30 days of Award of Contract.

9. The EMD shall be forfeited if:
- Bidder withdraws his participation after opening of Price Bid.
 - If at any stage of tender processing, any information given by the bidder is found to be false.
 - Successful Bidder fails to undertake the work within 15 (fifteen) days after award of contract.
10. As a guarantee towards due performance and compliance of the contract work (5% of annual cost), the successful bidder (Agency) have to deposit an amount of **Rs 60,000/-(Sixty Thousand only)** Security Deposit by way of Demand Draft/ Pay Order drawn on SBI in favour of "**ESI Fund Account No. 1**, payable at Kosamadi and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited. This Security deposit should be valid for 60 days beyond the date of completion of all contractual obligations of the agency including statutory obligations. EMD amount will be adjusted in performance security of successful bidder.
11. The Security Deposit shall be forfeited if:
- Successful Bidder fails to comply with any of the terms & conditions of the contract.
 - Successful Bidder is found to be implicated of indulging in any fraudulent practices or is blacklisted any time during the contract.
12. The bid shall be valid and open for acceptance of the competent authority for a period of 180 days from the date of opening of the tenders.
13. After evaluation, the work shall be awarded to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the all the provisions stated / referred to for adherence in the tender. In case two or more agencies are found to have quoted the same rates, Medical Superintendent, ESIC H, Ankleshwar shall decide about the Agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. Such decision by the authority shall be final.
14. Medical Superintendent, ESIC Hospital, Ankleshwar, reserves the discretionary right to award on the same rate parallel contract to the next eligible agency, in case, the agency with lowest rate at any stage after award of contract fails to perform successfully / satisfactorily as per **GFR Rule 2017**.
15. Medical Superintendent, ESIC Hospital, Ankleshwar reserves the right to accept or reject any or all bids without assigning any reasons. M.S, ESIC Hospital, Ankleshwar also reserves the right to reject any bid which is non- responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
16. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out-rightly.
17. 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.
18. Medical Superintendent 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.

B. GENERAL CONDITIONS OF CONTRACT (GCC):

1. The Contract shall initially be valid for a period of one years from the date of commencement of Agreement. Contract may be extended for further period of one year based on satisfactory performance and with mutual consent, on the same rates, terms and conditions or with some addition/deletion/modification depending on performance of the Agency. The decision of Medical Superintendent of ESIC Hospital, Ankleshwar shall be final for extending contract period.
2. ESIC Hospital, Ankleshwar 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.
3. The Agency has to ensure the payment of at least minimum **wages** applicable under Central or State Govt. Minimum wages Act, whichever is higher to the ambulance drivers/ other Staff deployed in Ambulance. The basic rate quoted shall be all inclusive wages of driver, statutory expanses like EPF,ESIC, leave wages, and holiday wages, weekly off, uniform expanses etc. any other incidental charges to meet the requirement of contract.
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, challans, Government Taxes and Mobile/telephone Charges shall be responsibility of contractor and ESIC Hospital, Ankleshwar will not make any payment other than the rate quoted in financial bid.
5. The ESIC Hospital, Ankleshwar will pay to the agency the charges of services provided as per the rates quoted by the successful bidder- Fix monthly Charges for minimum 1500 KM to be under consideration as mentioned in Financial Bid and rate per extra KM (in excess of fix 1500 KM per Month and for providing extra ambulance on call basis) in his financial bid.
6. The drivers deployed by the Agency should be properly trained, and have requisite qualifications and experience as mandatory for the engagement as ambulance drivers. They should have never been convicted for any offence in past (an undertaking is required). 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.
7. The Agency at all times should indemnify ESIC Hospital, Ankleshwar against all claims, damages or compensation in case such thing arises due to the any misconduct or carelessness of its deputed staff during providing the required Ambulance service. The ESIC hospital will not own any responsibility in this regard.
8. 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 Hospital, Ankleshwar besides annulment of the contract and other legal action deemed fit.
9. 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 written intimation to Medical Superintendent.

10. A list of at least 03 (Three) drivers with their valid ambulance Driving Licences, Badge Number, Address proof and Aadhar card Copies to be provided in case of Basic Life Support Ambulance.

C. Payment Procedure:

1. The payment shall be made on monthly basis.

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

3. The Bills of the ambulance service provided shall be submitted in triplicate 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.

4. All the disputes and differences arising out of and in any way touching the concerning this contract (except for which specific provision has been made herein) shall be referred to the Sole Arbitrator to be appointed by the ESIC Hospital, Ankleshwar. The Arbitrator so appointed shall be a Government Servant who has dealt with matters not related to this contract and in the course of his duties not expressed on all or any of the matters in dispute. The award of the arbitrator so appointed shall be final and binding on both the parties to this contract subject to the provision of the Arbitration and conciliation Act, 1996 as amended time to time.

5. **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, Ankleshwar, whose decision shall be final and binding on both the parties. Any legal dispute will be subject to Gujarat jurisdiction only.

SCOPE OF WORK FOR THE AMBULANCE SERVICES

1. The agency has to provide (1+1) for providing round the clock Ambulance Services (1+1, one on regular basis (24X7X365) and one on call basis in **ESIC Hospital, Ankleshwar** with sufficient space for ambulatory patient, sitting for his relatives and medical assistants **(Van of the size of EECO/Standard)** fitted with Stretcher, Oxygen cylinders, other emergency equipment and Intra Venous line arrangement.
2. The ambulance vehicle shall be parked at the causality of, ESIC Hospital, Ankleshwar round the clock along with driver for shift duties for 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 Ankleshwar 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. It is the responsibility of the drivers to ensure that the log-book is completed after each trip and signed by the Medical Officer ordering the movement of the ambulance. The log books shall be submitted to CMO on completion.
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, Ankleshwar against any such claim/ liability up to full amount at his own cost.
6. **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.
7. **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 his risk and cost. The Contract can be terminated by Medical Superintendent by giving one month notice to the Contractor without assigning any reason. **If the contractor fails to supply the vehicle at any time, every time Rs. 2000/ per episode in addition to the recovery of expenses for making alternative arrangement by the hospital will be charged as a penalty and will be deducted from the monthly bill. 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 which may be recovered from future bills of the contractor/security deposits.**

SPECIFICATIONS OF THE AMBULANCE

Ambulance vehicles should meet the standard specifications Basic Life Support ambulance as per "Constructional and Functional requirements for Road Ambulances (National Ambulance Code)". Further,

1. Ambulance Vehicles provided shall bear valid Registration No.
2. The ambulance vehicle shall **not be more than 2 years old** as on the date of opening of the tender. If not having Ambulance, bidder should ensure to purchase within 15 days before awarding work order if he succeed to get work.
3. The ambulance vehicle should be in perfect running condition.
4. Ambulance vehicle should not have been converted to run on fuel other than its original manufacture specification.
5. Ambulance vehicle should be of the size of EECO/Standard and it must have basic minimum equipment needed for ambulance service.
6. The ambulance vehicle should be registered exclusively in the name of the contractor/ firm as ambulance.
 - (a) The ambulance vehicle should have all relevant and valid documents from the statutory authorities in continuous compliance of the statutory requirements including.
 - (b) RC Book/ Ambulance Registration.
 - (c) Valid Road Permit as to ply as a hired ambulance throughout the States/UT.
 - (d) Insurance of the Ambulance Vehicle.
 - (e) Road Tax Clearance.
 - (f) Ambulance should be fully equipped and legally registered as an Ambulance with R.T.A of Gujarat.
 - (g) 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.

DRIVERS

1. The drivers should have valid professional commercial vehicle driving licence as per relevant Motor Vehicle Act and always carry the same while on the move.
2. The drivers should have experience of at least **one year** in driving ambulance.
3. The driver should be well literate.
4. The driver should have thorough knowledge of the routes and road, location of the Gujarat & hospitals.
5. The drivers should possess good health, good manners and good character.
6. The driver should wear suitable clean labelled uniform.
7. 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.
8. The drivers should not be in the habit of negligent / rash driving.

9. 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.
10. The drivers shall assist in shifting the patient on stretcher etc.
11. Payment of ESI, EPF contribution and other statutory requirements in respect of the drivers is the responsibility of the contractor.
12. 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 / antecedents of the drivers verified through the local police which is must.
13. Drivers shall not be allowed to work in continuous shifts more than 08 hours.
14. 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.
 - a. 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.
 - b. The Contractor shall maintain sufficient additional drivers to meet weekly off and leave requirements.
15. If ESI/PF not applicable to the bidder, in that situation bidder must have Policies for their drivers under workmen compensation Act and any other Act from time to time.

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

- (a) Police Verification report.
- (b) Latest colour passport size photos of Drivers (3 each).
- (c) Copy of Aadhar card/Voter Card/PAN no.
- (d) Copy of Driving Licence and Badge No.
- (e) Undertaking of no other employment.



Safety and Security:

The contractor shall be responsible for the employee's security and safety and bound to follow instructions as may be issued by ESIC Hospital, Ankleshwar from time to time.

Note: The driver or contractual staff will always be an employee of contractor and never a staff of ESIC hence will never claim such benefit, like claim of permanency, medical benefit etc. An affidavit to be submitted by the contractor in this regard at the time of signing contract.

STATUTORY CONDITIONS

- a. The contractor shall abide by and comply with the provisions of all the acts and Rules by Central/State Government as 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. Casualty in charge or any other authorized representative of ESIC Hospital, Ankleshwar shall be entitled to inspect all these records of the ambulance at any time.
- c. The contractor shall indemnify the ESIC Hospital, Ankleshwar 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 ESIC Hospital, Ankleshwar.
- d. Under any said laws etc., at the ESIC Hospital, Ankleshwar shall recover the same from the dues payable by the ESIC Hospital, Ankleshwar to the contractor and/from the security deposit furnished by the contractor with the ESIC Hospital, Ankleshwar.
- e. If a driver is found unsuitable for work by Medical Officer In charge ESIC Hospital, Ankleshwar, 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. 2,000/- 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. ESIC Hospital, Ankleshwar administration will in no way be 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, Ankleshwar may sustain during execution of job/by contractor's employees.

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.

TECHNICAL BID

The bidder are requested to provide information about the following and copies of required documents.

Sl. No	Requirement	Essential/ Desirable	Details (To be filled in by the contractor)
1	Firm and Ownership Detail:	Essential	
	(i) Name of the Agency/Firm:		
	(ii) Full Postal Address:		
	(iii) Telephone No:		
	(iv) Fax No:		
	(v) e-mail id:		
	(vi) Type of Firm (Proprietorship / Partnership / Pvt. Ltd and any other)		
	(vii) Name of Director/ Prop / Partner(s)		
	(viii) Mobile No:		
	(ix) Residential Address of Director / Prop / Partner(s)		
2	Firm Registration Details:	Essential	
	(i) Registration Authority		
	(ii) Registration No:		
3	Registration of Shop & Establishment	Essential	
4	PAN detail of the Agency	Essential	
5	GST Registration No of the Agency	Essential	
6	Copy of valid ESIC & EPF Registration No	Desirable	
7	Valid Labour License No (if more than 10 labours are engaged)	Desirable	
8	Ambulance Operator License No	Essential	
9	Registration details of Vehicle	Essential	
	Type Make/Model	Essential	
	Vehicle Registration No	Essential	
	License for Ambulance service	Essential	
10	One year experience Certificate preferably from any Centre/State Govt departments/State PSUs/CPSUs/Private Organisation.	Essential	
11	The Agency/Bidder should have at least: (a) One similar work contract of 80% of total annual cost or more or (b) Two similar work contracts of 50% of total annual cost or more or (c) Three similar work contracts of 40% of total annual cost or more	Essential	
12	03 (Three) years Audited balance sheet along with P/L account i.e. FY (2015-16, 2016-17 & 2017-18).	Essential	

13	Income tax returns of last three financial years i.e. FY (2015-16, 2016-17 & 2017-18).	Essential	
14	EMD Details:	Essential	
	(i) Mode of submission (DD/Bankers Cheque)		
	(ii) EMD Rupees		
	(iii) Date of issue		
	(iv) Issuing Bank		
	(v) Branch of the Issuing Bank		
15	The Bidder should not have been black listed by any institution of Central/State Government and should not have been convicted for any criminal offence. Copy of certificate to be attached.	Essential	
16	Copy of Shops & Establishment Registration Certificate	Essential	
17	Signature, date & seal on all pages of the Technical & Financial Bid	Essential	
18	Blank Price Bid	Essential	
19	Bank Details:	Essential	
	(i) Name of A/c holder		
	(ii) Bank Name		
	(iii) Branch		
	(iv) A/c No-		

Note: Non-fulfilment of any of the essential requirements can entail disqualification of the bidder.



Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

FINANCIAL BIDName of the Bidder Agency _____

Sl No	Rates		Amount in Rs. (including all)
1.	A1	Base Rate of Ambulance up to 1500 Km/ Month	
2.	A2	Rate per km (for extra ambulance on call basis/ after initial 1500 km for Ambulance of A1	
Total= {(80% of A1)+20% of (A2X2000 km)}			

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

L1= Weightage {80% of A1 + 20% of (A2 x 2000)}

Weightage of 20% assuming extra 2000 Km per month is only for deciding L-1 purpose, however payment will be made by the hospital on actual extra km basis.

The rate quoted for Basic ambulance should cover all expenses, salaries, maintenance charges or any type of expenditure on the part of agency except the government taxes on providing the services. Taxes paid will be reimbursable on submission of payment proof to the hospital.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

DECLARATION

1. I, on / 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:

Note: The above declaration, duly signed and sealed by the authorised signatory of the company, should be enclosed with Tender.