

E- TENDER NOTICE FOR AMBULANCE AND HEARSE VANSERVICES AT ESIC HOSPITAL, PEENYA

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Chinta Se
Mukti

कर्मचारी राज्य बीमा निगम अस्पताल, पीन्या
EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL, PEENYA
(श्रम एवं रोजगार मंत्रालय, भारत सरकार के अधीन)
(Under Ministry of Labour & Employment, Govt. of India
सर्वे सं.11-55-1, प्लॉट सं.1, 5वां मैन रोड, एफ.टी.आई. कैंपस.
Sy.No.11-55-1 Plot No.1,5th main road FTI Campus,
यशवंतपुर औद्योगिक उपनगर, यशवंतपुर/Yeshwanthpur Industrial Suburb,
बेंगलूरु/ Bengaluru- 560022.
फोन/Ph.no:080-23579467 ईमेल/email: ms-peenya.ka@esic.in

सं/No.492/D/27/22/1/2012/Pny

दिनांक-09/05/2017

क.रा.बी.नि.अस्पताल, पीन्या में एम्बुलेंस और शववाहनसेवाओं के लिए ई-निविदा सूचना
E- TENDER NOTICE FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

द्विबोली प्रणाली के तहत पंजीकृत और प्रतिष्ठित एम्बुलेंस और शववाहनप्रचालकों से "ई" खरीद समाधान के माध्यम से ई-निविदाएं आमंत्रित की जाती हैं। ई-निविदा दस्तावेज दिनांक 09/05/2017 से <https://esictenders.eproc.in> पर ऑनलाइन उपलब्ध हैं / E-tenders under two-bid system are invited from registered and reputed Ambulance and Hearse Van operators through "e" procurement solutions. E-Tender documents are available online from 09/05/2017 at <https://esictenders.eproc.in>.

अनुबंध का मूल्य/Value of Contract:

Rs.20,00,000/- (Approx)

ऑनलाइन बोली जमा करने की अंतिम तिथि

Last date for Submission of online bid:

05-06-2017 (1600 hours)

इच्छुक निविदाकार क्लास-III बी डिजिटल हस्ताक्षर प्रमाण-पत्र प्राप्त करें और स्वयं को <https://esictenders.eproc.in> पर पंजीकृत करें। ई-निविदा प्रक्रिया के लिए संबंधित निर्देशों और हेल्पडेस्क संपर्क नंबरों के साथ निविदा दस्तावेज, कर्मचारी राज्य बीमा निगम की वेबसाइट i.e. www.esic.nic.in, www.esickar.gov.in, and www.esichospitals.gov.in/Bengaluru/peenya/home पर देखने हेतु उपलब्ध हैं। The interested tenderers should obtain Class-III B Digital Signature Certificates and register themselves at <https://esictenders.eproc.in>. Tender documents with related instructions and Helpdesk Contact numbers for the e-tender process are available for viewing on the website of Employees' State Insurance Corporation i.e., www.esic.nic.in, www.esickar.gov.in, and www.esichospitals.gov.in/Bengaluru/peenya/home

हस्ता. Sd/-

चिकित्सा अधीक्षक
Medical Superintendent

स्थान/Place: Bengaluru

दिनांक/Date: 09-05-2017.

Introduction

E-tenders under two-bid system through e-procurement solutions are invited from reputed Ambulance operators in Bengaluru for providing ordinary ambulances 24x7, Ambulances with ICU facilities on call-basis and hearse van on call-basis for a period of one year, extendable for a further period of one year. ESIC Hospital, Peenya, Bengaluru is a 100 bedded hospital run by the Employees State Insurance Corporation which is a statutory organization under the Ministry of Labour and Employment, Govt. of India. The hospital is a referral hospital of the ESI Scheme for Peenya and surrounding areas and also has tie-up arrangements with various hospitals in Bengaluru. The purpose of the contract is to enable ESIC to provide hassle-free, safe and timely movement of patients.

Sl. No	Name of the Work	Providing Ambulance and Hearse Van services to ESIC Hospital, Peenya, Bengaluru - 560 022.
1	Duration of Work	One Year (extendable by another one year)
2	Bid Processing Fee	Rs.2495/- (to be paid in the form of Demand Draft to M/s C1 India Pvt Ltd payable at New Delhi)
3	Value of Tender	Rs.20,00,000/- (Approx.)
4	Earnest Money Deposit(EMD)	Rs.50,000(Rupees Fifty Thousand only)
5	Number of Ambulances needed	02 Numbers(Two Ambulances only) on 24 x7 x 365 basis and additional ambulances on call-basis including Hearse Van and ICU Ambulance with manpower.
6	Date of issue of e-tender applications	09.05.2017(online)
7	Pre-bid Meeting	15.05.2017 (1030 Hours) at Conference Hall, 1 st Floor, ESIC Hospital, Peenya.
8	Last date for uploading of completely filled tender applications	05.06.2017, 1600 Hours
9	Date and Time of opening of Tender(Technical Bid)	* 06.06.2017, 1100 hours (online)
10	Date and Time of opening of Tender(Financial Bid)	* Will be communicated through suitable media after completion of Technical bid analysis.

Note: *In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place & as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Selection of the agency will be at the sole discretion of the competent authority of the ESIC who reserves its right to accept or reject any or all the proposals.

The tender documents for the above work can be downloaded from www.esictenders.eproc.in and can also be viewed at www.esickar.gov.in or www.esic.nic.in or <http://www.esichospitals.gov.in/bengaluru-peenya-home>.

MEDICAL SUPERINTENDENT

CHAPTER-1: INSTRUCTION TO BIDDERS

1. E-tenders under two-bid system are invited from registered and reputed ambulance agencies for providing ambulance and Hearse Van services for ESIC Hospital, Peenya, Bengaluru-22 for one year.
2. **Bids for the tender will be accepted only online** through www.esictenders.eproc.in and no manual tender applications will be accepted. Any manual application received will be summarily rejected.
3. **Eligibility Criteria:**
 - (a) The Tenderer should have a Registered Office/Registered Branch Office in Bengaluru.
 - (b) The tenderer should have minimum of three years' experience. Medical Superintendent reserves the right to modify or relax the eligibility criteria in case sufficient numbers of the Bidders are unable to fulfill the required criteria. No relaxation will be given as far as statutory requirements are concerned.
 - (c) The Contractor should fulfill the various criteria and fill up the information as specified in the Technical Bid under Chapter-4 along with supporting documents specified therein.
4. **Bid Security/Earnest Money Deposit(EMD)**
 - (a) The **last date for receipt of EMD** at ESIC Hospital Peenya is 05-06-2017 (The EMD of Rs.50,000/- in the form of Demand Draft (of any Scheduled Bank) drawn in favour of "ESI Fund A/c No.1" payable at Bengaluru should be dropped in the box placed at PMD Branch, ESIC Hospital, Peenya or sent to "**The Deputy Director, PMD Branch, ESIC Hospital-Peenya, Plot No.1, 5th Main Road, Behind FTI Campus, Yeshwanthpur Industrial Suburb, Bengaluru-560022**" in a closed cover superscribed as "EMD- Tender for Ambulance and Hearse Van Services at ESIC Hospital-Peenya".
 - (b) EMD shall remain valid for of 30 days beyond the final validity period of bids (90 days).
 - (c) A bid received without Bid security (EMD) shall be rejected at the bid opening stage.
 - (d) The earnest money deposit (EMD) shall be refunded to the unsuccessful Tenderers after finalization of the Tender process.
 - (e) It shall be refunded to the successful Tenderer on receipt of Security deposit or shall be allowed to be adjusted towards Security Deposit.
 - (f) No interest is payable on the EMD.
 - (g) The bid security may be forfeited:
 - (i) If a bidder withdraws his bid during the specified period of bid validity specified in the bid document.
 - (ii) In the case of successful bidder, if the bidder fails to:
 - Accept the offer of contract.
 - Submit the surety bond after awarding of the contract.
 - Furnish the performance security within the time specified in the document.
5. **E-tender Procedures and helpdesk:** All bidders are to submit their bids and documents through online. The instructions relating to **e-tender procedures and the Helpdesk** for inquiries are given below.
 - i) 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.
 - ii) Bidder should get Registered at <https://esictenders.eproc.in>
 - iii) Bidder needs to submit Bid Processing Fee charges of Rs.2,495/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. C1 India Private Limited payable at New Delhi for participating in the tender.
 - iv) Along with the Demand Draft, Bidder needs to send a covering letter mentioning about the payment details, company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).
 - v) The payment should reach at the below mentioned address, one day before the due date and time of Bid submission:

Kind Attn: Mr.Mohit Chauhan,
C1 India Private Limited,

301, Gulf Petro Chem Building, 1st Floor,
UdyogVihar, Phase-2,
Gurgaon, Haryana – 122015.

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

HELP DESK NUMBERS

HELPDESK NUMBERS ARE OPEN BETWEEN 09:30 HRS TO 18:00HRS IST

MONDAY TO FRIDAY (Exclusions:HOLIDAYS)

Please email your issues at esichelpdesk@c1india.com before you call helpdesk.

Contact Nos. and email IDs of helpdesk officers

Name	E-mail ID	Phone Number
1. Mr. ElavarasanRaghunathan	elavarasan.raghunathan@c1india.com	022-66865600/10/11/ +91-8655995550
2. Ms. Anjali Thombare	anjali.thombare@c1india.com	+91-022-66865600/10/ 11
3. Mr. Ashish Kumar	ashish.kumar@c1india.com	+91-0124-4302035/ +91-9971556555
4. Mr. Vijay Kalra	vijay.kalra@c1india.com	+91-0124-4302034/ +91-9711770455
5. Mr. SauravGautam	saurav.gautam@c1india.com	+91-124-4302037/ +91-9911874555
6. Mr. Partha Ghosh	Partha.ghosh@c1india.com	+91-8811093299
7. Mr. MohitChauchan (payment related queries only)	Mohit.chauhan@c1india.com	+91-124-4302033

For Escalations contact		
Sl.No.	Name	E-Mail
1	Mr. Ashish Goel	ashish.goel@c1india.com
2	Mr. Nimesh Bhardwaj	nimesh.bhardwaj@c1india.com
3	Mr. Achal Garg	achal.garg@c1india.com

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6. **Submission of Bids:** All bidders are to upload their bids online at <https://esictenders.eproc.in>. The documents to be uploaded and instructions in this regard are as below:
- Technical Bid** (as per Form in Chapter-4) duly filled and signed. The technical bid should be supported by all **documents marked "*" (asterisk sign)** in the Technical bid Form and serially numbered as per the Serial numbers in the Bid form.
 - Financial Bid** (as per Form in Chapter-5) duly filled and signed. The Financial Bid should be accompanied by the **declaration in Annexure-A** duly filled and signed.
 - All the pages of the Bid Forms and supporting documents should be self-attested.
7. All the entries/documents submitted in the bid must be legible and filled clearly and self-attested along with the seal of the firm. Any overwriting which is unavoidable shall be attested by the Authorized Signatory failing which the bid will be liable to be rejected.

8. Deadline for submission of bids:

- (a) The last date for online submission of tender is 05-06-2017 (1600 Hours).
- (b) The **last date for receipt of EMD** at ESIC Hospital Peenya is 05-06-2017.
- (c) The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru - 22, may, at his/her discretion, extend the deadline for submission of bids or call for re-tender in case sufficient bids are not received. In such case, the financial bids for the valid Technical bids received will be considered for the re-tender.

9 Bid Opening and Evaluation

- (a) The bid shall be opened online by the Officers authorized by the Medical Superintendent at **1100Hrs on 06/06/2017** in the Conference Hall, 1st Floor, ESIC Hospital Peenya, in the presence of the bidders or their representatives duly authorized by the bidder who wish to be present.
- (b) All the bids will be scrutinized, relevant documents will be checked for their eligibility.
- (c) The tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.

10 Contacting Officials:

- (a) No bidder shall try to influence the Hospital administration on any matter relating to its bid, from the time of the bid opening till the time contract is awarded.
- (b) Any effort by the bidder to influence the Hospital administration in the bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.
- (c) Any doubts on the tender may be placed for clarification during the Pre-bid meeting.

11 The financial bid shall be valid for a period of 90 days from the date of opening of the Financial bid. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period and the EMD submitted by the tendering firm would stand forfeited in case of withdrawal.

12 Tenders received and found deficient on account of registrations, documents or any required information are liable to be rejected summarily.

13 The Tenders from Individual/Firm/Organization including its Partners/ Shareholders/ Directors who have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law, shall not be entertained.

14 Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.

15 The bidder shall submit full details of his Agency / firm or, if the bidder is proprietor / partnership or a Private Limited Company, full details of ownership and name of the Directors. If the bidder is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the Hospital for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the Hospital authority.

16 The bidder is expected to examine all instructions, Forms, Terms and conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

17 All the information as required in the tender document should be filled up in the relevant part and no

- column should be left unfilled. An incomplete tender document or tender document submitted without tender fee (if applicable) and earnest money deposit (EMD) will be summarily rejected.
- 18 Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/Manager/Secretary etc., as the case may be.
 - 19 Non transferability : This tender is non transferable
 - 20 Any conditional acceptance is liable for rejection of tender.
 - 21 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action
 - 22 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action.
 - 23 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru-22 will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
 - 24 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
 - 25 The Contractor who has quoted the least total in bid shall be considered as the lowest tenderer.
 - 26 In case more than one bid quoting the same rates are received, the award of the contract will be decided on the basis of evaluation by committee constituted by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru. The committee shall decide after verifying the premises, infrastructure, facility and years of experience etc.
 - 27 The successful bidder will be informed by Registered post/e-Mail that his bid has been accepted (hereinafter and in the condition of contract called the "Letter of Award")
 - 28 The successful bidder will be required to execute an agreement within a period of 15 days from the date of issue of Letter of Award until extended by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru up to a maximum of another two weeks in a non-judicial stamp paper and all the expenditure in this regard should be borne by the bidder.
 - 29 The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of "Letter of Award" for an amount of **Rs. 1,00,000 (Rs One lakh only)** in the form of Demand Draft from a Scheduled / commercial bank drawn in favour of "**ESIC Fund A/c No -1**", payable at Bengaluru or in the form of an unconditional Bank Guarantee from a Scheduled bank in the format approved by ESIC. The successful bidder can also apportion the Earnest Money towards the security deposit subject to payment of the balance amount. The Performance Security / Security Deposit shall be returned within two months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall stand automatically extended.
 - 30 This Security deposit will not bear any interest of whatsoever kind.
 - 31 Each page of the Tender documents should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.

32. Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
 33. The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru does not bind himself to accept the lowest or any tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
 34. Medical Superintendent may at his discretion, amend/modify the tender and/or extends the deadline for submission of tenders at any time prior to the last date for submission of Tenders. Medical Superintendent may for any reason at his own initiative modify the Tender documents by amendment and information thereof will be uploaded on Corporation's website and shall be binding on all concerned.
The Financial bid will be scrutinized and comparison for lowest bid made on the basis of the average rate arrived at Sl.No.4 of the Bid.
 35. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above.
 36. The Medical Superintendent, ESIC Hospital, Bangalore -22 is the Competent Authority to renew the contract or to terminate the contract.
 37. All disputes relating to this tender can be legally resolved through Courts in Bangalore only.
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CHAPTER-2: GENERAL CONDITIONS OF CONTRACT

1. The vehicle(s) offered should be in fit condition as per applicable laws of the Govt. and it should have all the facilities/potentialities supposed to be available in a standard Ambulance:
 - (a) Twin stretcher benefit
 - (b) Emergency light with hooter
 - (c) Hygienic washable vinyl flooring
 - (d) Foldable attendant and doctor seat
 - (e) Durable oxygen cylinder bracket with holder
 - (f) Exhaust fan and normal fans for patients
 - (g) Small drug cabinet
 - (h) Stand for intravenous fluid
 - (i) 12 volt plug point for connecting monitors
 - (j) Provision for connecting transport ventilator
 - (k) Any other facilities as specified by the Govt. for Ambulances.
2. All personnel engaged for the Ambulance Service should be registered under ESI and EPF and should be provided with valid ESIC Cards and EPF numbers, if applicable to the Contractor.
3. The drivers engaged should have valid driving license and should be co-operative and amiable in nature.
4. The drivers provided should not have any past history of criminal records or Alcoholism or Drug Addiction.
5. The tenderer/bidder would manage shift timings of drivers in such a manner that the 24 hours service should not be interrupted.
6. The drivers employed by the tenderer/bidder shall always be ready for duty during duty hours.
7. The driver(s) employed by the tenderer/bidder shall have proper and valid driving licences and

physical fitness certificate for driving as required by law and shall have mental fitness and satisfy all conditions as required by Transport Authority and should also have experience of driving four wheelers.

8. The drivers supplied should not be above 60 years of age.
9. The drivers should always wear uniform while on duty.
10. The persons provided by the contractor shall be the employee of the contractor only and there is no Master and Servant or Employer and Employee relationship between the persons provided by the contractor and this Hospital and further the said persons of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.
11. The persons provided by the contractor shall not claim any benefit/compensation/absorption/regularization of service from/in this hospital under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the persons to this effect shall be required to be submitted by the contractor to this hospital.
12. The Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Hospital does not recognize any employee-employer relationship with any of the workers of the contractor.
13. The contractor has to indemnify the ESIC against all claims, damages or compensation under the provisions of Central Minimum wages Act, 1948 and other Labour laws in force from time to time and Payment of Wages Act, 1936; Employer's Liability Act, 1938; the Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Bonus Act; Contract Labour (R & A) Act 1970, or any modification thereof, Child Labour (Prohibition & Regulation) Act, 1986 Or any reenactment or modification of the same and any other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule to the personnel deployed and all Acts related to Social Security (ESI & EPF etc), Service Tax wherever applicable & other Labour legislations, and such statutory orders from time to time. ESIC will not own any responsibility in this regard. And the Contractor will be liable for any consequences resulting from violation of any such rule / provision.
14. The tenderer will get the vehicles registered as an Ambulance with the appropriate authority. The vehicles should have proper Registration Certificate, Road tax payment Certificate, Fitness, Insurance and shall be in running condition/roadworthy without any trouble at all.
15. The vehicles offered should conform to the Emission norms laid down by Pollution Control Board and should possess the certificate "Pollution under Control" issued from the authorities concerned.
16. The vehicles offered for hire should be free from litigation as regards ownership is concerned and should possess no tainted history as rash driving, negligence or violation of traffic rule etc.
17. The vehicles should be kept ready for 24 hours a day, seven days a week without any kind of break and accordingly the tenderer should arrange for replacement of vehicles in case of normal wear and tear/temporary out of service. Any expenditure towards wear and tear, repairing would be borne by the tenderer/bidder.
18. Two(2) vehicles should be stationed at ESIC Hospital, Peenya with requisite manpower requirements and in case these are on movement, at least one(1) Ambulance should be immediately stationed by the Contractor at ESIC Hospital, Peenya for subsequent movement of any other Patients. Additional call-basis ambulances of up to 2 Ambulances should be at the disposal of the Contractor taking the

total number of Ambulances that can be availed at a time to four(4). The Contractor will however make efforts to provide more than four(4) ambulances simultaneously, if required by ESIC Hospital, Peenya at the same rates and terms and conditions. The cumulative distance covered by all the Ambulances will be taken into account for calculating the fix monthly distance and the additional "kms"covered for additional payments on per km basis.

19. Good engine condition for regular use and adequate quantity of fuel should be provided by the tenderer himself at his own cost.
20. The Vehicles offered should have seats in the patient's cabin for transporting more than one patient, if necessary and permitted by the CMO(i/c), ESIC Hospital, Peenya.
21. In case of non-availability of the vehicle, the ESIC Hospital would make its own arrangement for shifting of patients and the expenditure incurred in this any would be recovered from the monthly bill of the tenderer/bidder, including initiating proper action.
22. In case the ambulance van breaking down en-route, the tenderer shall immediately arrange alternate ambulance van for transportation of patients. Any failure to provide alternate transportation within a reasonable time will be considered as failure of service and hence breach of contract.
23. The legal liability arising out of Accident, if any, during the period of engagement would be borne by the tenderer.
24. Any loss of property caused by the driver would be recovered from the monthly bill of the tenderer.
25. The tenderer should provide a mobile phone to its drivers and the number would be intimated to the CMO on duty, without exception.
26. The bidder shall maintain a logbook keeping records of the movement and such record will be certified by the Officer designated by Medical Superintendent.
27. The tenderer may note that in case of any failure or breach of the terms and conditions of contract which results in defects in delivery of medical care of patients in the ambulance van, including emergencies which has resulted due to deficiencies in services provided by the tenderer thus leading to failure of providing services, the cost will be recoverable from the tenderer in addition to attracting penalty.
28. Payment of wages and statutory obligations such as minimum wages etc., are to be observed by the tenderer. Statutory liability viz. ESI/EPF etc.,will be solely borne by the tenderer and no extra payment would be made on these accounts.
29. The tenderer should provide uniform to the driver so that the patients/staff can easily identify them.
30. The tenderer should quote the details of at least two vehicles that they are going to provide in the tender document itself. He should be in a position to provide other vehicles on call basis within the time specified in the "Schedule of Requirements" at Chapter-3.
31. The tenderer should keep the ambulance ready for inspection whenever called for.
32. The Contractor should ensure the availability of ambulance with drivers to maintain adequate service and in case of any breach of terms and conditions penalty of Rs.1000/- (Rupees One thousand Only) per incident shall be levied and deducted from the bill.
33. Any deduction due on account of Contractors/Service Providers obligation under the contract and subject to such deductions as may be necessary for making of ESIC Hospital's claim against the Service Provider.

34. Deduction of any liability/damages incurred by Medical Superintendent, ESIC Hospital, Peenya, Bengaluru - 22, on behalf of the Service Provider/Contractor in the discharge of his/their obligations under this Tender.
 35. For any dispute regarding quality / service and rates the decision of the Medical Superintendent shall be final and binding to the Contractor.
 36. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.
 37. The security deposit amount will be refunded to the contractor within 60 days of completion of the contract subject to Satisfactory Performance of the Contract.
 38. The Security Deposit/ Bank guarantee will be forfeited if the bidder violates any of the conditions of this contract.
 39. The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by Medical Superintendent after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, Medical Superintendent reserves the right to cancel the work order and forfeit the EMD and/or Security Deposit.
 40. The successful Bidder will be required to submit a Security Deposit of Rs.1,00,000/- in the form a Bank guarantee valid up to a period of 60 days after the expiry of the Contract or a Demand Draft in favour of "ESI Fund A/c No.1" payable at Bengaluru. The Security deposit will be refunded on successful completion of the Contract. No interest will be payable on the Security deposit.
 41. Bills will be submitted by the Contractor for the service provided on the basis of the indents raised for Ambulance on a monthly basis and should be supported by the Indent duly signed by the CMO(i/c), ESIC Hospital, Peenya or any other Officer authorized by the Medical Superintendent for the purpose, the Name and Insurance number of the Insured Person and signature of the Insured Person/ Attendant, the distance covered/trip sheet, Vehicle number, time and place of visit and other documents as instructed for verification of the bill.
 42. Service tax payable by the Service provider will be reimbursed on production of paid challans supported by the Schedule showing the payment made against ESIC Hospital, Peenya. ESIC Hospital, Peenya will not be responsible for non-payment or delayed payment of Service tax to the Govt.
 43. In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his Security Deposit shall be forfeited.
 44. The Medical Superintendent also reserves the right to terminate the contract in whole or in part by give it in written notice if the bidder fails to satisfy the conditions of this contract.
 45. The tender is for a period of one year and extendable for another one year subject to satisfactory performance to be recorded by a Committee of heads of user Departments and accepted by the Medical Superintendent, ESIC Hospital, Peenya.
 46. Any dispute arising out of this Contract will be under the jurisdiction of the appropriate Courts in Bengaluru only.
-

CHAPTER-3: SCHEDULE OF REQUIREMENTS.

ESIC Hospital, Peenya is a 100(Hundred) bedded referral hospital for ESI Scheme Beneficiaries and run by the ESI Corporation which is a statutory body under the Ministry of Labour and Employment, Govt. of India. The major requirement of the ambulance service is for movement of patients between ESIC Hospital, Peenya and the Tie-up Hospitals/Govt. Hospitals of ESIC in and around Bengaluru, and to ESIC Hospital, Rajajinagar or in less frequent cases between ESI Dispensaries and ESIC Hospital / ESIC Tie-up Hospitals. The aim and objective is to provide quality and hassle-free Ambulance services to ESIC Hospital, Peenya and to provide other services such as Ambulances with ICU Facilities, Hearse Van with Freezer and embalming service on call-basis with the most efficient and courteous manpower and adequate facilities.

Details of the services needed are as mentioned below:

1. **Ordinary Ambulance Service:**

- (a) Two(2) ordinary ambulances of Tempo-type should be **permanently stationed**(24*7*365) at ESIC Hospital, Peenya with requisite manpower requirements and in case at least one of these are not in station at ESIC Hospital, a third Ambulance should be immediately stationed by the Contractor at ESIC Hospital, Peenya for subsequent movement of any other Patient(s). Additional call-basis ambulances of up to 2 Ambulances should be at the disposal of the Contractor taking the total number of Ambulances that can be availed at a time to four(4). The Contractor will however make efforts to provide more than four(4) ambulances simultaneously, if required, by ESIC Hospital, Peenya within the same ceiling rates and terms and conditions. The cumulative distance covered by all the Ambulances will be taken into account for calculating the fix monthly distance and the additional "kms" covered for additional payments on per km basis as per the rates in the Price Schedule.
- (b) The ambulances should be equipped with Twin stretchers, Emergency light with hooter, Hygienic washable vinyl flooring, Foldable attendant and doctor's seat, Durable oxygen cylinder bracket with holder, Exhaust fan and normal fans for patients, Small drug cabinet, Stand for intravenous fluid, 12 volt plug point for connecting monitors, Provision for connecting transport ventilator, any other facilities as specified by the Govt. for Ambulances.
- (c) There should be 2 drivers and 2 stretcher bearers to operate the two(2) permanently stationed ambulances per shift of 8 hours and totally 6 drivers and 6 stretcher bearers per day for two ambulances round the clock.
- (d) The two Ambulances should be available for service round the clock without any disruption.
- (e) The Ambulances to be provided should be in excellent condition equipped with oxygen cylinder and oxygen facility. The oxygen should be filled by the service provider himself.
- (f) The monthly package rate to be offered for round the clock service for a minimum of 5000 (Five thousand) kms cumulatively for all ambulances including additional on call ordinary ambulances with oxygen, drivers and stretcher bearers may be quoted by the service provider.
- (g) The trip distance for ordinary ambulance will be calculated for "to and fro" journey from ESIC Hospital, Peenya to the destination.

2. **Ambulance with ICU facility:** Fully equipped vehicle with ventilator, Driver, Stretcher bearer and Nursing staff to be provided on call basis as and when required within 10 minutes. The Contractor may quote the rate either on per kilometer basis or trip basis for the ambulance with ICU facility.

3. **Hearse van with driver and stretcher bearer** to be provided within 30 minutes of call. The contractor may quote the rate either on per kilometer basis or trip basis for the Hearse van.

4. **Embalming services and Freezer box** on call and per case basis within 30 minutes .The rate per Embalming and freezer box will be as per CGHS rates or Govt. of Karnataka rates whichever is lower.

NOTE: *In order to satisfy the above requirements, the Contractor should have a minimum of 4(four) ordinary Ambulances at his disposal either owned or leased or through an agreement with a third party. He will also be required to submit ownership of Ambulance with ICU facilities/ convertibility of existing ordinary ambulance with ICU facilities and ownership of Hearse Van and Freezer box.*

Read and Accepted
Signature of Tenderer with seal.

CHAPTER-4: TECHNICAL BID

TECHNICAL BID FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

Particulars of the Contractor			
1	Name of the Contractor		
2	Ownership Status (Proprietorship/ Partnership/ Pvt. Ltd. Company, etc)* <i>Note: Provide copy of Voter ID/Partnership Deed/ RoC respectively</i>		
3	Name of the Proprietor/ Managing Partner/ Managing Director		
4	Address* (Provide copy of Ownership or Lease Agreement)		
	a. Office Address: (Mark Copy as "4(a)")		
4	b. Residential address of Proprietor/ Managing Partner/ Managing Director: (Mark Copy as "4(b)")		
	5 Contact Details:		
5	a. Office Phone Number* (<i>Provide copy of bill</i>)		
	b. Mobile number		
	c. Email ID		
	d. Fax Number		
6	Registration Details of Contractor (<i>Attach self-attested copy of each registration/ card</i>):		
	a. PAN Number*		
	b. Labour Licence No.*		
	c. Service Tax Registration Number*		
	d. ESI Registration Number (<i>17 digit code No.</i>)*		
	e. EPF Registration Number*		
	f. Ambulance Operator Licence Number*		
7	Registration details of Vehicles* (<i>Attach self-attested copy of each registration/ card</i>):		
		Vehicle 1	Vehicle 2
	a. Type (Make/Model)		
	b. Vehicle Registration No		
	c. Licence(s) for Ambulance Service		
	Total Number of Ambulances owned (Copies of registration)		

8	Experience Particulars – for past three(3) years* (<i>with copies of Experience certificates</i>):			
		Period	Organization	Amount (Rs. & Lakh)
	a.	2016-17		
	b.	2015-16		
c.	2014-15			
9	Profit/ Loss for the last three(3) years* (<i>attach self-attested copies of audited Balance Sheet/ P&L Account & Income Tax Returns</i>)			
	Financial Year	Turn-over(Rs.)	Profit(Rs.)	
	2015-16			
	2014-15			
	2013-14			
	<i>Note: In case accounts are not finalized for 2015-16, preceding three(3) years details may be furnished.</i>			
10	Details of Bid Processing Fee* (<i>copy of Demand Draft paid to M/s C1 India Pvt. Limited</i>):			
	Amount (Rs.)	Name of Bank & Branch	Demand Draft No. & Date	
11	Details of EMD* (<i>copy of demand draft</i>):			
	Amount (Rs.)	Name of Bank & Branch	Demand Draft No. & Date	
12	Details of Banker to the Contractor			
	Name of Bank & Branch	Account Number	Saving/ Current/ Loan Account	

Note: (1)**: Supporting documents to be enclosed.

(2) Documents to be serially numbered as per the Serial numbers at Column Nos 1 & 2.

Name of the Applicant:

Designation:

Signature & Seal of the Applicant

>>>*<<<

CHAPTER-5: FINANCIAL BID

FINANCIAL BID FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

Sl.No. (1)	Ambulance Type (2)	Description (3)	Rate per km (inRs.) (4)
1	Ordinary Ambulance (with driver, Stretcher bearer, Oxygen cylinder and mask)	a) Minimum monthly charges for cumulative distance covered by all ordinary ambulances up to a ceiling limit of 5000 kms. (Payment will be 5000× Rate per km)	
		b) Rate beyond 5000 kms in a month.	
2	ICU Ambulance (with driver, stretcher bearer and Nurse : On call basis- within 15 minutes of call)	(a) Minimum charges per trip of up to 50 kms. (Payment will be 50× Rate per km)	
		(b) Rate beyond 50 kms of one trip.	
3.	Hearse van (On call basis- within 30 minutes of call)	(a) Minimum charges per trip of up to 50 kms. (Payment will be 50× Rate per km)	
		(b) Rate beyond 50 kms	
4.	Average (of 1, 2 & 3)		

Note: L1 for ambulance service will be calculated based on the figure arrived at Sl.No.4.

Signature of the authorized person

Full name

Company's seal

Date:

Place:

DECLARATION

1. I,Son/Daughter of Shri.....
Proprietor/Partner/Director/Authorized Signatory of am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/document 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 besides liabilities towards prosecution under appropriate law.

Signature of Authorized person.

Date:
Place:

Full Name:
Company's seal:

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

E- TENDER NOTICE FOR AMBULANCE AND HEARSE VANSERVICES AT ESIC HOSPITAL, PEENYA

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Chinta Se
Mukti

कर्मचारी राज्य बीमा निगम अस्पताल, पीन्या
EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL, PEENYA
(श्रम एवं रोजगार मंत्रालय, भारत सरकार के अधीन)
(Under Ministry of Labour & Employment, Govt. of India
सर्वे सं.11-55-1, प्लॉट सं.1, 5वां मैन रोड, एफ.टी.आई. कैंपस.
Sy.No.11-55-1 Plot No.1,5th main road FTI Campus,
यशवंतपुर औद्योगिक उपनगर, यशवंतपुर/Yeshwanthpur Industrial Suburb,
बेंगलूरु/ Bengaluru- 560022.
फोन/Ph.no:080-23579467 ईमेल/email: ms-peenya.ka@esic.in

सं/No.492/D/27/22/1/2012/Pny

दिनांक-09/05/2017

क.रा.बी.नि.अस्पताल, पीन्या में एम्बुलेंस और शववाहनसेवाओं के लिए ई-निविदा सूचना
E- TENDER NOTICE FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

द्विबोली प्रणाली के तहत पंजीकृत और प्रतिष्ठित एम्बुलेंस और शववाहनप्रचालकों से "ई" खरीद समाधान के माध्यम से ई-निविदाएं आमंत्रित की जाती हैं। ई-निविदा दस्तावेज दिनांक 09/05/2017 से <https://esictenders.eproc.in> पर ऑनलाइन उपलब्ध हैं / E-tenders under two-bid system are invited from registered and reputed Ambulance and Hearse Van operators through "e" procurement solutions. E-Tender documents are available online from 09/05/2017 at <https://esictenders.eproc.in>.

अनुबंध का मूल्य/Value of Contract:

Rs.20,00,000/- (Approx)

ऑनलाइन बोली जमा करने की अंतिम तिथि

Last date for Submission of online bid:

05-06-2017 (1600 hours)

इच्छुक निविदाकार क्लास-III बी डिजिटल हस्ताक्षर प्रमाण-पत्र प्राप्त करें और स्वयं को <https://esictenders.eproc.in> पर पंजीकृत करें। ई-निविदा प्रक्रिया के लिए संबंधित निर्देशों और हेल्पडेस्क संपर्क नंबरों के साथ निविदा दस्तावेज, कर्मचारी राज्य बीमा निगम की वेबसाइट i.e. www.esic.nic.in, www.esickar.gov.in, and www.esichospitals.gov.in/Bengaluru/peenya/home पर देखने हेतु उपलब्ध हैं। The interested tenderers should obtain Class-III B Digital Signature Certificates and register themselves at <https://esictenders.eproc.in>. Tender documents with related instructions and Helpdesk Contact numbers for the e-tender process are available for viewing on the website of Employees' State Insurance Corporation i.e., www.esic.nic.in, www.esickar.gov.in, and www.esichospitals.gov.in/Bengaluru/peenya/home

हस्ता. Sd/-

चिकित्सा अधीक्षक
Medical Superintendent

स्थान/Place: Bengaluru

दिनांक/Date: 09-05-2017.

Introduction

E-tenders under two-bid system through e-procurement solutions are invited from reputed Ambulance operators in Bengaluru for providing ordinary ambulances 24x7, Ambulances with ICU facilities on call-basis and hearse van on call-basis for a period of one year, extendable for a further period of one year. ESIC Hospital, Peenya, Bengaluru is a 100 bedded hospital run by the Employees State Insurance Corporation which is a statutory organization under the Ministry of Labour and Employment, Govt. of India. The hospital is a referral hospital of the ESI Scheme for Peenya and surrounding areas and also has tie-up arrangements with various hospitals in Bengaluru. The purpose of the contract is to enable ESIC to provide hassle-free, safe and timely movement of patients.

Sl. No	Name of the Work	Providing Ambulance and Hearse Van services to ESIC Hospital, Peenya, Bengaluru - 560 022.
1	Duration of Work	One Year (extendable by another one year)
2	Bid Processing Fee	Rs.2495/- (to be paid in the form of Demand Draft to M/s C1 India Pvt Ltd payable at New Delhi)
3	Value of Tender	Rs.20,00,000/- (Approx.)
4	Earnest Money Deposit(EMD)	Rs.50,000(Rupees Fifty Thousand only)
5	Number of Ambulances needed	02 Numbers(Two Ambulances only) on 24 x7 x 365 basis and additional ambulances on call-basis including Hearse Van and ICU Ambulance with manpower.
6	Date of issue of e-tender applications	09.05.2017(online)
7	Pre-bid Meeting	15.05.2017 (1030 Hours) at Conference Hall, 1 st Floor, ESIC Hospital, Peenya.
8	Last date for uploading of completely filled tender applications	05.06.2017, 1600 Hours
9	Date and Time of opening of Tender(Technical Bid)	* 06.06.2017, 1100 hours (online)
10	Date and Time of opening of Tender(Financial Bid)	* Will be communicated through suitable media after completion of Technical bid analysis.

Note: *In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place & as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Selection of the agency will be at the sole discretion of the competent authority of the ESIC who reserves its right to accept or reject any or all the proposals.

The tender documents for the above work can be downloaded from www.esictenders.eproc.in and can also be viewed at www.esickar.gov.in or www.esic.nic.in or <http://www.esichospitals.gov.in/bengaluru-peenya-home>.

MEDICAL SUPERINTENDENT

CHAPTER-1: INSTRUCTION TO BIDDERS

1. E-tenders under two-bid system are invited from registered and reputed ambulance agencies for providing ambulance and Hearse Van services for ESIC Hospital, Peenya, Bengaluru-22 for one year.
2. **Bids for the tender will be accepted only online** through www.esictenders.eproc.in and no manual tender applications will be accepted. Any manual application received will be summarily rejected.
3. **Eligibility Criteria:**
 - (a) The Tenderer should have a Registered Office/Registered Branch Office in Bengaluru.
 - (b) The tenderer should have minimum of three years' experience. Medical Superintendent reserves the right to modify or relax the eligibility criteria in case sufficient numbers of the Bidders are unable to fulfill the required criteria. No relaxation will be given as far as statutory requirements are concerned.
 - (c) The Contractor should fulfill the various criteria and fill up the information as specified in the Technical Bid under Chapter-4 along with supporting documents specified therein.
4. **Bid Security/Earnest Money Deposit(EMD)**
 - (a) The **last date for receipt of EMD** at ESIC Hospital Peenya is 05-06-2017 (The EMD of Rs.50,000/- in the form of Demand Draft (of any Scheduled Bank) drawn in favour of "ESI Fund A/c No.1" payable at Bengaluru should be dropped in the box placed at PMD Branch, ESIC Hospital, Peenya or sent to "**The Deputy Director, PMD Branch, ESIC Hospital-Peenya, Plot No.1, 5th Main Road, Behind FTI Campus, Yeshwanthpur Industrial Suburb, Bengaluru-560022**" in a closed cover superscribed as "EMD- Tender for Ambulance and Hearse Van Services at ESIC Hospital-Peenya".
 - (b) EMD shall remain valid for of 30 days beyond the final validity period of bids (90 days).
 - (c) A bid received without Bid security (EMD) shall be rejected at the bid opening stage.
 - (d) The earnest money deposit (EMD) shall be refunded to the unsuccessful Tenderers after finalization of the Tender process.
 - (e) It shall be refunded to the successful Tenderer on receipt of Security deposit or shall be allowed to be adjusted towards Security Deposit.
 - (f) No interest is payable on the EMD.
 - (g) The bid security may be forfeited:
 - (i) If a bidder withdraws his bid during the specified period of bid validity specified in the bid document.
 - (ii) In the case of successful bidder, if the bidder fails to:
 - Accept the offer of contract.
 - Submit the surety bond after awarding of the contract.
 - Furnish the performance security within the time specified in the document.
5. **E-tender Procedures and helpdesk:** All bidders are to submit their bids and documents through online. The instructions relating to **e-tender procedures and the Helpdesk** for inquiries are given below.
 - i) 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.
 - ii) Bidder should get Registered at <https://esictenders.eproc.in>
 - iii) Bidder needs to submit Bid Processing Fee charges of Rs.2,495/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. C1 India Private Limited payable at New Delhi for participating in the tender.
 - iv) Along with the Demand Draft, Bidder needs to send a covering letter mentioning about the payment details, company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).
 - v) The payment should reach at the below mentioned address, one day before the due date and time of Bid submission:

Kind Attn: Mr.Mohit Chauhan,
C1 India Private Limited,

301, Gulf Petro Chem Building, 1st Floor,
UdyogVihar, Phase-2,
Gurgaon, Haryana – 122015.

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

HELP DESK NUMBERS

HELPDESK NUMBERS ARE OPEN BETWEEN 09:30 HRS TO 18:00HRS IST

MONDAY TO FRIDAY (Exclusions:HOLIDAYS)

Please email your issues at esichelpdesk@c1india.com before you call helpdesk.

Contact Nos. and email IDs of helpdesk officers

Name	E-mail ID	Phone Number
1. Mr. ElavarasanRaghunathan	elavarasan.raghunathan@c1india.com	022-66865600/10/11/ +91-8655995550
2. Ms. Anjali Thombare	anjali.thombare@c1india.com	+91-022-66865600/10/ 11
3. Mr. Ashish Kumar	ashish.kumar@c1india.com	+91-0124-4302035/ +91-9971556555
4. Mr. Vijay Kalra	vijay.kalra@c1india.com	+91-0124-4302034/ +91-9711770455
5. Mr. SauravGautam	saurav.gautam@c1india.com	+91-124-4302037/ +91-9911874555
6. Mr. Partha Ghosh	Partha.ghosh@c1india.com	+91-8811093299
7. Mr. MohitChauchan (payment related queries only)	Mohit.chauhan@c1india.com	+91-124-4302033

For Escalations contact		
Sl.No.	Name	E-Mail
1	Mr. Ashish Goel	ashish.goel@c1india.com
2	Mr. Nimesh Bhardwaj	nimesh.bhardwaj@c1india.com
3	Mr. Achal Garg	achal.garg@c1india.com

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6. **Submission of Bids:** All bidders are to upload their bids online at <https://esictenders.eproc.in>. The documents to be uploaded and instructions in this regard are as below:
- Technical Bid** (as per Form in Chapter-4) duly filled and signed. The technical bid should be supported by all **documents marked "*" (asterisk sign)** in the Technical bid Form and serially numbered as per the Serial numbers in the Bid form.
 - Financial Bid** (as per Form in Chapter-5) duly filled and signed. The Financial Bid should be accompanied by the **declaration in Annexure-A** duly filled and signed.
 - All the pages of the Bid Forms and supporting documents should be self-attested.
7. All the entries/documents submitted in the bid must be legible and filled clearly and self-attested along with the seal of the firm. Any overwriting which is unavoidable shall be attested by the Authorized Signatory failing which the bid will be liable to be rejected.

8. Deadline for submission of bids:

- (a) The last date for online submission of tender is 05-06-2017 (1600 Hours).
- (b) The **last date for receipt of EMD** at ESIC Hospital Peenya is 05-06-2017.
- (c) The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru - 22, may, at his/her discretion, extend the deadline for submission of bids or call for re-tender in case sufficient bids are not received. In such case, the financial bids for the valid Technical bids received will be considered for the re-tender.

9 Bid Opening and Evaluation

- (a) The bid shall be opened online by the Officers authorized by the Medical Superintendent at **1100Hrs on 06/06/2017** in the Conference Hall, 1st Floor, ESIC Hospital Peenya, in the presence of the bidders or their representatives duly authorized by the bidder who wish to be present.
- (b) All the bids will be scrutinized, relevant documents will be checked for their eligibility.
- (c) The tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.

10 Contacting Officials:

- (a) No bidder shall try to influence the Hospital administration on any matter relating to its bid, from the time of the bid opening till the time contract is awarded.
- (b) Any effort by the bidder to influence the Hospital administration in the bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.
- (c) Any doubts on the tender may be placed for clarification during the Pre-bid meeting.

11 The financial bid shall be valid for a period of 90 days from the date of opening of the Financial bid. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period and the EMD submitted by the tendering firm would stand forfeited in case of withdrawal.

12 Tenders received and found deficient on account of registrations, documents or any required information are liable to be rejected summarily.

13 The Tenders from Individual/Firm/Organization including its Partners/ Shareholders/ Directors who have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law, shall not be entertained.

14 Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.

15 The bidder shall submit full details of his Agency / firm or, if the bidder is proprietor / partnership or a Private Limited Company, full details of ownership and name of the Directors. If the bidder is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the Hospital for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the Hospital authority.

16 The bidder is expected to examine all instructions, Forms, Terms and conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

17 All the information as required in the tender document should be filled up in the relevant part and no

- column should be left unfilled. An incomplete tender document or tender document submitted without tender fee (if applicable) and earnest money deposit (EMD) will be summarily rejected.
- 18 Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/Manager/Secretary etc., as the case may be.
 - 19 Non transferability : This tender is non transferable
 - 20 Any conditional acceptance is liable for rejection of tender.
 - 21 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action
 - 22 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru – 22 reserves the right to accept or reject any bid including the lowest and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the said action.
 - 23 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru-22 will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
 - 24 The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru will award the contract to the successful evaluated bidder whose bid found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
 - 25 The Contractor who has quoted the least total in bid shall be considered as the lowest tenderer.
 - 26 In case more than one bid quoting the same rates are received, the award of the contract will be decided on the basis of evaluation by committee constituted by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru. The committee shall decide after verifying the premises, infrastructure, facility and years of experience etc.
 - 27 The successful bidder will be informed by Registered post/e-Mail that his bid has been accepted (hereinafter and in the condition of contract called the "Letter of Award")
 - 28 The successful bidder will be required to execute an agreement within a period of 15 days from the date of issue of Letter of Award until extended by the Medical Superintendent, ESIC Hospital, Peenya, Bengaluru up to a maximum of another two weeks in a non-judicial stamp paper and all the expenditure in this regard should be borne by the bidder.
 - 29 The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of "Letter of Award" for an amount of **Rs. 1,00,000 (Rs One lakh only)** in the form of Demand Draft from a Scheduled / commercial bank drawn in favour of "ESIC Fund A/c No -1", payable at Bengaluru or in the form of an unconditional Bank Guarantee from a Scheduled bank in the format approved by ESIC. The successful bidder can also apportion the Earnest Money towards the security deposit subject to payment of the balance amount. The Performance Security / Security Deposit shall be returned within two months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall stand automatically extended.
 - 30 This Security deposit will not bear any interest of whatsoever kind.
 - 31 Each page of the Tender documents should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.

32. Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
 33. The Medical Superintendent, ESIC Hospital, Peenya, Bengaluru does not bind himself to accept the lowest or any tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
 34. Medical Superintendent may at his discretion, amend/modify the tender and/or extends the deadline for submission of tenders at any time prior to the last date for submission of Tenders. Medical Superintendent may for any reason at his own initiative modify the Tender documents by amendment and information thereof will be uploaded on Corporation's website and shall be binding on all concerned.
The Financial bid will be scrutinized and comparison for lowest bid made on the basis of the average rate arrived at Sl.No.4 of the Bid.
 35. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above.
 36. The Medical Superintendent, ESIC Hospital, Bangalore -22 is the Competent Authority to renew the contract or to terminate the contract.
 37. All disputes relating to this tender can be legally resolved through Courts in Bangalore only.
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CHAPTER-2: GENERAL CONDITIONS OF CONTRACT

1. The vehicle(s) offered should be in fit condition as per applicable laws of the Govt. and it should have all the facilities/potentialities supposed to be available in a standard Ambulance:
 - (a) Twin stretcher benefit
 - (b) Emergency light with hooter
 - (c) Hygienic washable vinyl flooring
 - (d) Foldable attendant and doctor seat
 - (e) Durable oxygen cylinder bracket with holder
 - (f) Exhaust fan and normal fans for patients
 - (g) Small drug cabinet
 - (h) Stand for intravenous fluid
 - (i) 12 volt plug point for connecting monitors
 - (j) Provision for connecting transport ventilator
 - (k) Any other facilities as specified by the Govt. for Ambulances.
2. All personnel engaged for the Ambulance Service should be registered under ESI and EPF and should be provided with valid ESIC Cards and EPF numbers, if applicable to the Contractor.
3. The drivers engaged should have valid driving license and should be co-operative and amiable in nature.
4. The drivers provided should not have any past history of criminal records or Alcoholism or Drug Addiction.
5. The tenderer/bidder would manage shift timings of drivers in such a manner that the 24 hours service should not be interrupted.
6. The drivers employed by the tenderer/bidder shall always be ready for duty during duty hours.
7. The driver(s) employed by the tenderer/bidder shall have proper and valid driving licences and

physical fitness certificate for driving as required by law and shall have mental fitness and satisfy all conditions as required by Transport Authority and should also have experience of driving four wheelers.

8. The drivers supplied should not be above 60 years of age.
9. The drivers should always wear uniform while on duty.
10. The persons provided by the contractor shall be the employee of the contractor only and there is no Master and Servant or Employer and Employee relationship between the persons provided by the contractor and this Hospital and further the said persons of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.
11. The persons provided by the contractor shall not claim any benefit/compensation/absorption/regularization of service from/in this hospital under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the persons to this effect shall be required to be submitted by the contractor to this hospital.
12. The Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Hospital does not recognize any employee-employer relationship with any of the workers of the contractor.
13. The contractor has to indemnify the ESIC against all claims, damages or compensation under the provisions of Central Minimum wages Act, 1948 and other Labour laws in force from time to time and Payment of Wages Act, 1936; Employer's Liability Act, 1938; the Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Bonus Act; Contract Labour (R & A) Act 1970, or any modification thereof, Child Labour (Prohibition & Regulation) Act, 1986 Or any reenactment or modification of the same and any other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule to the personnel deployed and all Acts related to Social Security (ESI & EPF etc), Service Tax wherever applicable & other Labour legislations, and such statutory orders from time to time. ESIC will not own any responsibility in this regard. And the Contractor will be liable for any consequences resulting from violation of any such rule / provision.
14. The tenderer will get the vehicles registered as an Ambulance with the appropriate authority. The vehicles should have proper Registration Certificate, Road tax payment Certificate, Fitness, Insurance and shall be in running condition/roadworthy without any trouble at all.
15. The vehicles offered should conform to the Emission norms laid down by Pollution Control Board and should possess the certificate "Pollution under Control" issued from the authorities concerned.
16. The vehicles offered for hire should be free from litigation as regards ownership is concerned and should possess no tainted history as rash driving, negligence or violation of traffic rule etc.
17. The vehicles should be kept ready for 24 hours a day, seven days a week without any kind of break and accordingly the tenderer should arrange for replacement of vehicles in case of normal wear and tear/temporary out of service. Any expenditure towards wear and tear, repairing would be borne by the tenderer/bidder.
18. Two(2) vehicles should be stationed at ESIC Hospital, Peenya with requisite manpower requirements and in case these are on movement, at least one(1) Ambulance should be immediately stationed by the Contractor at ESIC Hospital, Peenya for subsequent movement of any other Patients. Additional call-basis ambulances of up to 2 Ambulances should be at the disposal of the Contractor taking the

total number of Ambulances that can be availed at a time to four(4). The Contractor will however make efforts to provide more than four(4) ambulances simultaneously, if required by ESIC Hospital, Peenya at the same rates and terms and conditions. The cumulative distance covered by all the Ambulances will be taken into account for calculating the fix monthly distance and the additional "kms"covered for additional payments on per km basis.

19. Good engine condition for regular use and adequate quantity of fuel should be provided by the tenderer himself at his own cost.
20. The Vehicles offered should have seats in the patient's cabin for transporting more than one patient, if necessary and permitted by the CMO(i/c), ESIC Hospital, Peenya.
21. In case of non-availability of the vehicle, the ESIC Hospital would make its own arrangement for shifting of patients and the expenditure incurred in this any would be recovered from the monthly bill of the tenderer/bidder, including initiating proper action.
22. In case the ambulance van breaking down en-route, the tenderer shall immediately arrange alternate ambulance van for transportation of patients. Any failure to provide alternate transportation within a reasonable time will be considered as failure of service and hence breach of contract.
23. The legal liability arising out of Accident, if any, during the period of engagement would be borne by the tenderer.
24. Any loss of property caused by the driver would be recovered from the monthly bill of the tenderer.
25. The tenderer should provide a mobile phone to its drivers and the number would be intimated to the CMO on duty, without exception.
26. The bidder shall maintain a logbook keeping records of the movement and such record will be certified by the Officer designated by Medical Superintendent.
27. The tenderer may note that in case of any failure or breach of the terms and conditions of contract which results in defects in delivery of medical care of patients in the ambulance van, including emergencies which has resulted due to deficiencies in services provided by the tenderer thus leading to failure of providing services, the cost will be recoverable from the tenderer in addition to attracting penalty.
28. Payment of wages and statutory obligations such as minimum wages etc., are to be observed by the tenderer. Statutory liability viz. ESI/EPF etc.,will be solely borne by the tenderer and no extra payment would be made on these accounts.
29. The tenderer should provide uniform to the driver so that the patients/staff can easily identify them.
30. The tenderer should quote the details of at least two vehicles that they are going to provide in the tender document itself. He should be in a position to provide other vehicles on call basis within the time specified in the "Schedule of Requirements" at Chapter-3.
31. The tenderer should keep the ambulance ready for inspection whenever called for.
32. The Contractor should ensure the availability of ambulance with drivers to maintain adequate service and in case of any breach of terms and conditions penalty of Rs.1000/- (Rupees One thousand Only) per incident shall be levied and deducted from the bill.
33. Any deduction due on account of Contractors/Service Providers obligation under the contract and subject to such deductions as may be necessary for making of ESIC Hospital's claim against the Service Provider.

34. Deduction of any liability/damages incurred by Medical Superintendent, ESIC Hospital, Peenya, Bengaluru - 22, on behalf of the Service Provider/Contractor in the discharge of his/their obligations under this Tender.
 35. For any dispute regarding quality / service and rates the decision of the Medical Superintendent shall be final and binding to the Contractor.
 36. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.
 37. The security deposit amount will be refunded to the contractor within 60 days of completion of the contract subject to Satisfactory Performance of the Contract.
 38. The Security Deposit/ Bank guarantee will be forfeited if the bidder violates any of the conditions of this contract.
 39. The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by Medical Superintendent after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, Medical Superintendent reserves the right to cancel the work order and forfeit the EMD and/or Security Deposit.
 40. The successful Bidder will be required to submit a Security Deposit of Rs.1,00,000/- in the form a Bank guarantee valid up to a period of 60 days after the expiry of the Contract or a Demand Draft in favour of "ESI Fund A/c No.1" payable at Bengaluru. The Security deposit will be refunded on successful completion of the Contract. No interest will be payable on the Security deposit.
 41. Bills will be submitted by the Contractor for the service provided on the basis of the indents raised for Ambulance on a monthly basis and should be supported by the Indent duly signed by the CMO(i/c), ESIC Hospital, Peenya or any other Officer authorized by the Medical Superintendent for the purpose, the Name and Insurance number of the Insured Person and signature of the Insured Person/ Attendant, the distance covered/trip sheet, Vehicle number, time and place of visit and other documents as instructed for verification of the bill.
 42. Service tax payable by the Service provider will be reimbursed on production of paid challans supported by the Schedule showing the payment made against ESIC Hospital, Peenya. ESIC Hospital, Peenya will not be responsible for non-payment or delayed payment of Service tax to the Govt.
 43. In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his Security Deposit shall be forfeited.
 44. The Medical Superintendent also reserves the right to terminate the contract in whole or in part by give it in written notice if the bidder fails to satisfy the conditions of this contract.
 45. The tender is for a period of one year and extendable for another one year subject to satisfactory performance to be recorded by a Committee of heads of user Departments and accepted by the Medical Superintendent, ESIC Hospital, Peenya.
 46. Any dispute arising out of this Contract will be under the jurisdiction of the appropriate Courts in Bengaluru only.
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CHAPTER-3: SCHEDULE OF REQUIREMENTS.

ESIC Hospital, Peenya is a 100(Hundred) bedded referral hospital for ESI Scheme Beneficiaries and run by the ESI Corporation which is a statutory body under the Ministry of Labour and Employment, Govt. of India. The major requirement of the ambulance service is for movement of patients between ESIC Hospital, Peenya and the Tie-up Hospitals/Govt. Hospitals of ESIC in and around Bengaluru, and to ESIC Hospital, Rajajinagar or in less frequent cases between ESI Dispensaries and ESIC Hospital / ESIC Tie-up Hospitals. The aim and objective is to provide quality and hassle-free Ambulance services to ESIC Hospital, Peenya and to provide other services such as Ambulances with ICU Facilities, Hearse Van with Freezer and embalming service on call-basis with the most efficient and courteous manpower and adequate facilities.

Details of the services needed are as mentioned below:

1. **Ordinary Ambulance Service:**

- (a) Two(2) ordinary ambulances of Tempo-type should be **permanently stationed**(24*7*365) at ESIC Hospital, Peenya with requisite manpower requirements and in case at least one of these are not in station at ESIC Hospital, a third Ambulance should be immediately stationed by the Contractor at ESIC Hospital, Peenya for subsequent movement of any other Patient(s). Additional call-basis ambulances of up to 2 Ambulances should be at the disposal of the Contractor taking the total number of Ambulances that can be availed at a time to four(4). The Contractor will however make efforts to provide more than four(4) ambulances simultaneously, if required, by ESIC Hospital, Peenya within the same ceiling rates and terms and conditions. The cumulative distance covered by all the Ambulances will be taken into account for calculating the fix monthly distance and the additional "kms" covered for additional payments on per km basis as per the rates in the Price Schedule.
- (b) The ambulances should be equipped with Twin stretchers, Emergency light with hooter, Hygienic washable vinyl flooring, Foldable attendant and doctor's seat, Durable oxygen cylinder bracket with holder, Exhaust fan and normal fans for patients, Small drug cabinet, Stand for intravenous fluid, 12 volt plug point for connecting monitors, Provision for connecting transport ventilator, any other facilities as specified by the Govt. for Ambulances.
- (c) There should be 2 drivers and 2 stretcher bearers to operate the two(2) permanently stationed ambulances per shift of 8 hours and totally 6 drivers and 6 stretcher bearers per day for two ambulances round the clock.
- (d) The two Ambulances should be available for service round the clock without any disruption.
- (e) The Ambulances to be provided should be in excellent condition equipped with oxygen cylinder and oxygen facility. The oxygen should be filled by the service provider himself.
- (f) The monthly package rate to be offered for round the clock service for a minimum of 5000 (Five thousand) kms cumulatively for all ambulances including additional on call ordinary ambulances with oxygen, drivers and stretcher bearers may be quoted by the service provider.
- (g) The trip distance for ordinary ambulance will be calculated for "to and fro" journey from ESIC Hospital, Peenya to the destination.

2. **Ambulance with ICU facility:** Fully equipped vehicle with ventilator, Driver, Stretcher bearer and Nursing staff to be provided on call basis as and when required within 10 minutes. The Contractor may quote the rate either on per kilometer basis or trip basis for the ambulance with ICU facility.

3. **Hearse van with driver and stretcher bearer** to be provided within 30 minutes of call. The contractor may quote the rate either on per kilometer basis or trip basis for the Hearse van.

4. **Embalming services and Freezer box** on call and per case basis within 30 minutes .The rate per Embalming and freezer box will be as per CGHS rates or Govt. of Karnataka rates whichever is lower.

NOTE: *In order to satisfy the above requirements, the Contractor should have a minimum of 4(four) ordinary Ambulances at his disposal either owned or leased or through an agreement with a third party. He will also be required to submit ownership of Ambulance with ICU facilities/ convertibility of existing ordinary ambulance with ICU facilities and ownership of Hearse Van and Freezer box.*

Read and Accepted
Signature of Tenderer with seal.

CHAPTER-4: TECHNICAL BID

TECHNICAL BID FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

Particulars of the Contractor			
1	Name of the Contractor		
2	Ownership Status (Proprietorship/ Partnership/ Pvt. Ltd. Company, etc)* <i>Note: Provide copy of Voter ID/Partnership Deed/ RoC respectively</i>		
3	Name of the Proprietor/ Managing Partner/ Managing Director		
4	Address* (Provide copy of Ownership or Lease Agreement)		
	a. Office Address: (Mark Copy as "4(a)")		
4	b. Residential address of Proprietor/ Managing Partner/ Managing Director: (Mark Copy as "4(b)")		
	5 Contact Details:		
5	a. Office Phone Number* (<i>Provide copy of bill</i>)		
	b. Mobile number		
	c. Email ID		
	d. Fax Number		
6	Registration Details of Contractor (<i>Attach self-attested copy of each registration/ card</i>):		
	a. PAN Number*		
	b. LabourLicence No.*		
	c. Service Tax Registration Number*		
	d. ESI Registration Number (<i>17 digit code No.</i>)*		
	e. EPF Registration Number*		
	f. Ambulance Operator Licence Number*		
7	Registration details of Vehicles* (<i>Attach self-attested copy of each registration/ card</i>):		
		Vehicle 1	Vehicle 2
	a. Type (Make/Model)		
	b. Vehicle Registration No		
	c. Licence(s) for Ambulance Service		
	Total Number of Ambulances owned(Copies of registration)		

8	Experience Particulars – for past three(3) years* (<i>with copies of Experience certificates</i>):			
		Period	Organization	Amount (Rs. & Lakh)
	a.	2016-17		
	b.	2015-16		
c.	2014-15			
9	Profit/ Loss for the last three(3) years* (<i>attach self-attested copies of audited Balance Sheet/ P&L Account & Income Tax Returns</i>)			
	Financial Year	Turn-over(Rs.)	Profit(Rs.)	
	2015-16			
	2014-15			
	2013-14			
	<i>Note: In case accounts are not finalized for 2015-16, preceding three(3) years details may be furnished.</i>			
10	Details of Bid Processing Fee* (<i>copy of Demand Draft paid to M/s C1 India Pvt. Limited</i>):			
	Amount (Rs.)	Name of Bank & Branch	Demand Draft No. & Date	
11	Details of EMD* (<i>copy of demand draft</i>):			
	Amount (Rs.)	Name of Bank & Branch	Demand Draft No. & Date	
12	Details of Banker to the Contractor			
	Name of Bank & Branch	Account Number	Saving/ Current/ Loan Account	

Note: (1)**: Supporting documents to be enclosed.

(2) Documents to be serially numbered as per the Serial numbers at Column Nos 1 & 2.

Name of the Applicant:

Designation:

Signature & Seal of the Applicant

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CHAPTER-5: FINANCIAL BID

FINANCIAL BID FOR AMBULANCE AND HEARSE VAN SERVICES AT ESIC HOSPITAL, PEENYA

Sl.No. (1)	Ambulance Type (2)	Description (3)	Rate per km (inRs.) (4)
1	Ordinary Ambulance (with driver, Stretcher bearer, Oxygen cylinder and mask)	a) Minimum monthly charges for cumulative distance covered by all ordinary ambulances up to a ceiling limit of 5000 kms. (Payment will be 5000× Rate per km)	
		b) Rate beyond 5000 kms in a month.	
2	ICU Ambulance (with driver, stretcher bearer and Nurse : On call basis- within 15 minutes of call)	(a) Minimum charges per trip of up to 50 kms. (Payment will be 50× Rate per km)	
		(b) Rate beyond 50 kms of one trip.	
3.	Hearse van (On call basis- within 30 minutes of call)	(a) Minimum charges per trip of up to 50 kms. (Payment will be 50× Rate per km)	
		(b) Rate beyond 50 kms	
4.	Average (of 1, 2 & 3)		

Note: L1 for ambulance service will be calculated based on the figure arrived at Sl.No.4.

Signature of the authorized person

Full name

Company's seal

Date:

Place:

DECLARATION

1. I,Son/Daughter of Shri.....
Proprietor/Partner/Director/Authorized Signatory of am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/document 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 besides liabilities towards prosecution under appropriate law.

Signature of Authorized person.

Date:
Place:

Full Name:
Company's seal:

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