

E-Tender No. 03/2018

E-TENDER NOTICE FOR AMBULANCE SERVICE AT ESIC HOSPITAL & ODC,
JOKA, KOLKATA& SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY,
HALDIA

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OFFICE OF THE MEDICAL SUPERINTENDENT
ESIC HOSPITAL & ODC (EZ), JOKA
MINISTRY OF LABOUR, GOVT. OF INDIA



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NO. 412.U.13/12/1/2016-Tie Up(1st & 2nd Ambulance)

Date: 07.05.2018

E-TENDER NOTICE FOR AMBULANCE SERVICE AT ESIC HOSPITAL & ODC, JOKA,
KOLKATA& SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA

E-tenders under **two-bid system** are invited from registered and reputed Ambulance operators through “e” procurement solutions. E-Tender documents are available online from 17.05.2018 at <https://esictenders.eproc.in>.

Extended last date for Submission of online bid: 06.06.2018 **(2.00 p.m.)**

The interested tenderers should obtain Class-IIIB 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.esichospitals.gov.in.

DEAN
ESI-PGIMSR ESIC MEDICAL COLLEGE &
ESIC HOSPITAL & ODC, JOKA

Place: Kolkata

Date:

INTRODUCTION

E-tenders under two bid systems through e-procurement solutions are invited from reputed Ambulance Operators in Kolkata for providing ordinary Ambulances and Ambulances with ICU facilities for 24x7x365, as well as similar types of ambulances on call basis for a period of one year, extendable for a further period of one year. ESIC Hospital, Joka is a 470 bedded hospital run by the Employees' State Insurance Corporation which is a statutory organisation under the Ministry of Labour and Employment, Govt. of India. The hospital is a referral hospital of the ESI Scheme for **the ESI Beneficiaries of Joka** and surrounding areas and also has tie-up arrangement with various hospitals in Kolkata. The two Service Dispensaries at Haldia and Falta are under the administrative control of ESIC Hospital & ODC (EZ), Joka. The ambulances in the Service Dispensaries will be required primarily for shifting of patients from the Service Dispensaries to ESIC Hospital, Joka or in some cases to the tie-up hospitals. The purpose of the contract is to enable ESIC to provide hassle free, safe and timely movement of the patients.

Sl. No.	Name of the work	Providing Ambulance services to ESIC Hospital& ODC, Joka, Kolkata – 700 014
1	Duration of work	One Year (extendable by another one year)
2	Bid Processing Fee	₹2495/- (to be paid in favour of M/s C1 Indian Pvt. Ltd. Payable at New Delhi via online payment modes such as Debit Card, Credit Card or Net Banking for participating in the Tender)
3	Earnest Money Deposit (EMD)	2% of the bid value
4	Number of Ambulances required (as per specifications in General Conditions of Contract and Schedule of Requirements)	1) 03 Numbers (Three Ordinary Ambulances only) on 24 X 7X 365 basis for ESIC Hospital, Joka 2) 01 Number Ordinary ambulance on 24 X 7X 365 basis for Service Dispensary, Haldia 3) 01 Number Ordinary ambulance on 24 X 7X 365 basis for Service Dispensary, Falta 4) Two Ordinary Ordinary Ambulances (on call basis – within 30 minutes of call) for ESIC HOSPITAL, JOKA 5) One ICU Ambulance 24x7x365 basis at ESIC Hospital, Joka All the ambulances are to be provided with required manpower.
5	Date of issue of e-tender applications	From 17.05.2018 (Online)
6	Pre-bid Meeting	On 21.05.2018 (2.30 hrs) at ., ESIC Hospital, Joka
7	Extended last date for uploading of completely filled E-tender applications	06.06.2018 upto 2.00 P.M.
8	Date and time of opening of E-Tender (Technical Bid)	(*) 07.06.2018 at 11.00 A.M. (online)
9	Date and Time of opening of E-Tender (Financial Bid)	(*) Will be communicated through suitable media after completion of Technical bid analysis

NOTE : (*) In case the bids can't be opened on the said date/s due to any unforeseen reason, the activity will be held on the immediate next working day.

Selection of the agency will be at the sole discretion of the competent authority of the Dean, ESI PGIMSR, Joka 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.esichospitals.gov.in or www.esic.nic.in.

DEAN

**ESI-PGIMSR, ESIC MEDICAL COLLEGE &
ESIC HOSPITAL & ODC, JOKA**

CHAPTER – 1 : INSTRUCTIONS TO BIDDERS

1. E-tenders under two bid system are invited from registered and reputed ambulance agencies for providing ambulances for ESIC Hospital, Joka and Service Dispensary, Falta and Service Dispensary, Haldia for one year.
2. Bids for the tender will be accepted only **by** online through www.esictenders.eproc.in and no manual tender application will be accepted. Any manual application received will be summarily rejected.
3. The bidder can submit bid for whole or part of the tender.

4. Eligibility Criteria :

- (a) The Tenderer should have a Registered Office / registered Branch Office in Kolkata.
- (b) The Tenderer should have minimum 03(Three) years' experience in providing ambulance services. The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka reserves the right to modify or relax the eligibility criteria in case sufficient numbers of the Bidders are unable to fulfil the required criteria. No relaxation will be given as far as statutory requirements are concerned.
- (c) The Contractor should fulfil the various criteria and fill up the information as specified in the Technical Bid under Chapter-4 along with supporting documents specified therein.
- (d) A bidder may apply for whole or part of the tender.
- (e) Conditional bids shall be summarily rejected.

5. Bid Security / Earnest Money Deposit (EMD)

- (A) The last date for receipt of EMD at ESIC Hospital & ODC, Joka is 06.06.2018 upto 2.00 P.M. (The EMD in the form of Demand Draft of any Scheduled Bank) drawn only after the date of this advertisement, in favour of "ESI Fund A/C No. 1" PAYABLE At Kolkata should be dropped in the box placed at ESIC Hospital & ODC, Joka, Kolkata – 700 104 or sent to the Deputy Director, Tender Cell, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & OD (EZ), Joka in a closed cover superscribed as "EMD-Tender for Ambulance at ESIC Hospital & ODC, Joka, Kolkata and Haldia and Falta Service Dispensaries".
- (B) A bid received without Bid Security (EMD) shall be summarily rejected.

- (C) EMD shall be refunded to the successful Tenderer, without any interest, on receipt of Security Deposit or shall be allowed to be adjusted towards Security Deposit.
- (D) The Security Deposit shall be refunded to the bidder without any interest upon satisfactory performance & successful completion of the contract period.
- (E) The EMD would be refunded to the unsuccessful bidder within 02 months of the finalization of Tender.
- (F) No interest is payable on the refund of EMD or Security Deposit.
- (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.
 - ❖ Furnish incorrect information and / or records.

6. **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 –

Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer → Tools → Internet Options → Security → Trusted Sites → Sites of Internet Explorer :

<https://esictenders.eproc.in>
<https://www.tpsi-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer → Tools → Internet Options → Advanced Tab → Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>

- i) The EMD, the Check List and Annexure-A should be put together (not stapled) in a closed envelope mentioning therein the name and address of the bidder and super scribing the envelope as ‘TENDER FOR AMBULANCE

AT ESIC HOSPITAL, JOKA, SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA. TENDER ID NO. 03/2018’.

7. **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 :

- (a) **Technical Bid** (as per Form in Chapter-4) duly filled and signed. The technical bid should be supported by all documents marked “*” (asterix sign) in the Technical Bid Form and serially numbered as per the Serial numbers in the Bid Form.
- (b) **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.
- (c) All the pages of the Bid Forms and supporting documents should be self-attested.
- (d) The EMD, the Check List and Annexure-A should be put together (not stapled) in a closed envelope mentioning therein the name and address of the bidder and super scribing the envelope as ‘TENDERER FOR AMBULANCE AT ESIC HOSPITAL, JOKA, SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA. TENDER ID NO. 03/2018’.
- (e) Originals of all the documents may be called for as and when required.

8. All the entries / documents submitted in the bid must be legible and filled in 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.

9. **Deadline for submission of bids:**

- (a) The last date for online submission of e-tender is 06.06.2018 upto (2.00 P.M.)
- (b) The last date for receipt of EMD at ESIC Hospital & ODC, Joka is 06.06.2018 upto 2.00 P.M.
- (c) The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka 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.

10. Bid Opening and Evaluation

- (a) The bid shall be opened online by the Officers authorised by the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka at 11.00 A.M. on 06.06.2018 in the chamber of DMS at ESIC Hospital & ODC, Joka. If any bidder or his representative wishes to be present, they may attend the chamber of the Dy. Medical Superintendent, ESIC Hospital & ODC (EZ), Joka during the said date and time.
- (b) All the bids will be scrutinised and 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 through e-mail.

11. 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/objections on the tender may be placed for clarification/rectification during the Pre-bid meeting. After the bidding process is over the bidder shall have no right for placing any objection.

12. 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.

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

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

15. 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.
16. 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.
17. The Bidder is expected to examine all instructions, forms, Terms and Conditions in the tender document. Failure to furnish all information/document 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.
18. 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.
19. Tenderer signing the tender must clearly specify whether he/she is signing as sole Proprietor, Partner, under Power of Attorney or as Director / Manager / Secretary etc. as the case may be.
20. Non-transferability: This tender is non-transferable.
21. Any conditional acceptance is liable for rejection of tender.
22. The Dean, ESI-PGIMS, ESIC Medical College and ESIC Hospital & ODC, Joka 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 the 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 Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka will award the contract to the successful evaluated bidder whose bid is 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 Contractor who has quoted the least against each item in the bid shall be considered as the lowest Tenderer for that item.
25. 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 Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka. The committee shall decide after verifying the premises, infrastructure, facility and years of experience.
26. 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”).
27. 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 Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka in a non-judicial stamp paper and all the expenditure in this regard should be borne by the bidder.
28. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of the “Letter of Award” (a) 10% of the bid value in the form of Demand Draft from a Scheduled / Commercial Bank drawn in favor of “**ESIC Fund A/C No. 1**” payable at Kolkata 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 the contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall stand automatically extended.
29. This Security Deposit will not bear any interest of whatsoever kind.
30. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down in this Tender.

- 31.** Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
- 32.** The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka, does not bind himself to accept the lowest or any tender and reserves the right to accept or reject any or all tenders, either in whole or in part, without assigning any reason for doing so.
- 33.** The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka 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. The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka may for any reason at his own initiative modify/amend the Tender documents and information thereof will be uploaded on Corporation's website and shall be binding on all concerned.
- 34.** The Financial Bid will be scrutinized in case of eligible bidders and comparison for lowest bid will be made on the basis of the Financial Bid.
- 35.** The competent authority reserves the right to withdraw / relax any of the terms and conditions mentioned above.
- 36.** The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka 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 Kolkata only.

CHAPTER -2 : GENERAL CONDITONS 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 driver(s) engaged should have valid driving license and should be co-operative and amiable in nature 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 wheeler.
4. The driver(s) 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 drivers supplied should not be above 60 years of age.

8. The drivers should always wear uniform while on duty.
9. The persons provided by the contractor shall be the employee of the contractor only and there shall be no Master and Servant or Employer and Employee relationship between the persons provided by the contractor and this Hospital. Further the said employees of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.
10. 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. Undertaking from the persons to this effect shall be required to be submitted by the contractor to this hospital.
11. 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.
12. 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 re-enactment 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 and 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.
13. 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.
14. The vehicles offered should confirm to the Emission norms laid down by Pollution Control Board and should possess the certificate "Pollution under Control" issued from the authorities concerned.

15. The vehicle offered for hire should be free from litigation as regards ownership is concerned and should possess no tainted history of rash driving, negligence or violation of traffic rule etc.
16. The vehicles should be kept ready for 24 hours a day, seven day 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.
17. Three (03) vehicles should be stationed at ESIC Hospital & ODC, Joka with requisite manpower requirements. 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 any time up to five (05). The Contractor will however make efforts to provide more than five (05) ambulances simultaneously, if required by ESIC Hospital & ODC, Joka at the same rates and terms and conditions. The cumulative distance covered by all the Ambulances will be taken into account for calculating the fixed monthly distance and the additional “kms” covered for additional payments per km basis.
18. Good engine condition for regular use and adequate quantity of fuel should be provided by the Tenderer himself at his own cost.
19. In case of non-availability of the vehicle, the ESIC Hospital, Joka would make its own arrangement for shifting of patient and the expenditure incurred in this regard, if any, would be recovered from the monthly bill of the Tenderer / bidder, including initiating proper action.
20. In case of the breaking down of the ambulance 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 a failure of service and hence breach of contract.
21. The legal liability arising out of accident, if any, during the period of engagement would be borne by the Tenderer.
22. Any loss of property caused by the driver would be recovered from the monthly bill of the Tenderer.

- 23.**The Tenderer should provide a mobile phone to its drivers and the number should be intimated to the CMO on duty, without exception. The driver should attend to the calls on his phone promptly.
- 24.**The bidder shall maintain a logbook keeping records of the movement and such record will be certified by the Officer designated by the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka.
- 25.**The Tenderer may note that in case of any failure or breach of the terms and conditions of the contract which results in defects in delivery of medical care to the patients in the ambulance van, including emergencies which has resulted due to deficiencies in services provide by the Tenderer thus leading to failure of providing services, the cost incurred by the Hospital in providing the same will be recovered from the Tenderer in addition to attracting penalty.
- 26.**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.
- 27.**The Tenderer should provide uniform to the driver so that the patients / staff can easily identify them.
- 28.**The Tenderer should quote the details of the vehicles 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.
- 29.**The Tenderer should keep the ambulance ready for inspection whenever called for.
- 30.**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 ₹1000/- (Rupees One thousand only) per incident shall be levied and deducted from the bill.
- 31.**Failure to comply with any statute as indicated in the contract will lead to adjustment of the relevant amount of money from any future claim raised with the Hospital.

32. Any expenditure incurred by this hospital in time of exigency that ideally should have been borne by the contractor will be adjusted with future claim(s) raised with the Hospital.
33. For any dispute regarding quality / service and rates the decision of the Dean shall be final and binding to the Contractor.
34. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for annulment of the award and forfeiture of Bid Security.
35. The security deposit amount will be refunded to the contractor within 60 days of completion of the contract subject to Satisfactory Performances of the Contractor.
36. The Security Deposit / Bank Guarantee will be forfeited if the bidder violates any of the conditions of the contract.
37. The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka 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, the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka reserves the right to cancel the work order and forfeit the EMD and/or Security Deposit.
38. The successful Bidder will be required to submit a Security Deposit of 10% of the bid value within 15 days for which work order issued in the form of a Bank Guarantee valid upto 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 Kolkata. The Security Deposit will be refunded on successful completion of the contract. No interest will be payable on the Security Deposit.
39. 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 & ODC, Joka or any other officer authorized by the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka 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.

40. 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 & ODC, Joka. ESIC Hospital & ODC, Joka will not be responsible for non-payment or delayed payment of Service Tax to the Govt.
41. In case the Service Provider / Contractor discontinue the contract before the expiry of the period of contract, his Security Deposit shall be forfeited.
42. The Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka also reserves the right to terminate the contract in whole or in part by giving a notice one month prior to the date of termination of the contract without assigning any reason. During such notice period, the Contractor/ Service Provider shall not create any disturbances within the hospital premises and shall provide the service smoothly.
43. 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 or heads of user Departments and accepted by the Dean, ESI-PGIMSR, ESIC Medical College and ESIC Hospital & ODC, Joka.
44. Any dispute arising out of this Contract will be under the jurisdiction of the appropriate Courts in Kolkata only.

CHAPTER – 3 : SCHEDULE OF REQUIREMENTS

ESIC Hospital & ODC, Joka is a 470 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 requirement of the ambulance service is for movement of patients between ESIC Hospital and the Tie-up Hospitals / Govt. Hospitals of ESIC in and around Kolkata or in between ESI Service Dispensaries and ESIC Hospital / ESIC Tie-up Hospitals. The aim and objective is to provide prompt services with the most efficient and courteous manpower and adequate facilities.

Details of the services needed are as mentioned below –

1 ORDINARY AMBULANE SERVICE

- (a) Three (03) ordinary ambulances of Tempo-type should be permanently stationed (24 x 7 x 365) hrs. at ESIC Hospital & ODC, Joka with requisite manpower requirements and in case at least one of these are not in station at ESIC Hospital, a fourth Ambulance should be immediately stationed by the Contractor at ESIC Hospital & ODC, Joka 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 five (05). The Contractor will however make efforts to provide more than five (5) ambulances simultaneously, if required, by ESIC Hospital & ODC, Joka 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 fixed monthly distance and the additional “kms” covered for additional payments on per 50 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 patient, 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. of Ambulances.
- (c) There should be 3 drivers and 3 stretchers bearers to operate the three (3) permanently stationed ambulances per shift of 8 hours and totally 9 drivers and 9 stretcher bearers per day for three ambulances round the clock.

- (d) The three 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) Similar requirements for ordinary ambulance for Service Dispensary Haldia , Sevice Dispensary Falta and ordinary ambulances on-call basis.
- (g) 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.
- (h) The trip distance for ordinary ambulance will be calculated for “to and fro” journey from ESIC Hospital & ODC, Joka/Service Dispensaries, Haldia and Falta to the destination.

2 Critical Care Ambulance –On board air-conditioning, Electric supply for equipments, Oxygen supply, Scoop stretcher, Autoloader trolley, Spine board, Head-neck immobilizer. The ambulance should have one qualified (MBBS) doctor, one technician or one nurse, two stretcher bearers and one licensed driver on board during patient transport. The details of (i) Name, (ii) Photo ID, (iii) Qualifications / Medical Registration Certificate (for Doctor), and (iv) Mobile phone number of all the ambulance staff are to be provided by the bidder to ESIC Joka, initially after award of the contract, and update the same from time to time. The Critical Care Ambulance should be equipped with Portable Ventilator with invasive and non-invasive ventilation modes; BiPAP machine (if portable ventilator does not have non-invasive ventilation mode); Portable Pulse Oxymeter; Portable automated NIBP Monitor; Biphasic defibrillator with ECG monitor and temporary pacemaker; Syringe infusion pump; Suction machine; Manual Resuscitator (Bag-Valve-Mask); Anaesthetic Laryngoscope and assorted sizes of tracheal tubes for adults; Emergency drugs and consumables cart. The on call basis vehicle with same facilities should be provided as and when required within 10 minutes.

Signature of Tenderer with seal

CHAPTER – 4: CHECK LIST e-TENDER ID : 03/2018

THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMISSION OF TENDER DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED

*****(Hard copy of the duly filled in check-list to be submitted in the same envelope containing the EMD and Annexure “A”.)**

Sl. No.	Requirements	Whether uploaded	Whether hardcopy submitted	Remarks
1	Earnest Money Deposit by Demand Draft only	XXXXX	Yes / No	
2	Technical Bid	Yes / No	XXXXX	
	i) Whether Regd. Office / Branch Office in Kolkata (as mentioned against Sl. 4a)	Yes/No		
	ii) Whether the Tenderer has at least three years' experience in providing ambulance service	Yes/No		
3	PAN Number	Yes / No	XXXXX	
4	Valid Labour Licence	Yes / No	XXXXX	
5	GST Registration	Yes / No	XXXXX	
6	ESI Registration	Yes / No	XXXXX	
7	EPF Registration	Yes / No	XXXXX	
8	Ambulance Operator Licence Number	Yes / No	XXXXX	
9	Experience Certificates for last 03(Three) years	Yes / No	XXXXX	
10	P/L A/C for 2014-15, 2015-16, 2016-17	Yes / No	XXXXX	
11	Audited Balance Sheets for 2014-15, 2015-16, 2016-17	Yes / No	XXXXX	
12	Income Tax Returns for 2014-15, 2015-16, 2016-17	Yes / No	XXXXX	
13	Valid Trade Licence	Yes / No	XXXXX	
14	Annexure 'A'	XXXXX	Yes / No	

***** Note:**

- i) If valid trade license constitutes/consists of more than one certificate / page then all the pages are to be enclosed failing which tender is liable to be cancelled.
- ii) Please upload self-attested copies against Sl. 2 to 13 above.
- iii) The EMD, the Check List and Annexure 'A' should be put together (not stapled) in a closed envelope mentioning therein the name and address of the bidder and super scribing the envelope as "TENDER FOR AMBULANCE AT ESIC HOSPITAL, JOKA, SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA.

TENDER ID NO. : 03/2018.

Signature of the Authorised Signatory

Name :

Designation

Stamp

Date :

CHAPTER – 5 : TECHNICAL BID

**TECHNICAL BID FOR AMBULANCE AT ESIC HOSPITAL & ODC, JOKA, KOLKATA&
SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA**

Particulars of the Bidder	
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
Address(*) Provide copy of Ownership or Lease Agreement	
4	a) Office Address : (Mark Copy as “4(a)”) b) Residential address of the Proprietor / Managing Partner / Managing Director (Mark Copy as “4(b)”) c) Kolkata/Falta/Haldia Office Address: (Mark Copy as “4(c)”)
Contact Details :	
5	a. Office Phone Number * (Provide copy of bill)
	b. Mobile Number
	c. E-maii.d.
	d. Fax Number

6	Registration Details of Contractor (Attach Self-attested copy of each registration /card)	
	a. PAN number *	
	b. Labour Licence No. *	
	c. GST Registration Number *	
	d. ESI Registration Number (17 digit code No.) *	
	e. EPF Registration Number	
f. Ambulance Operator Licence Number *		

7	Registration details of Vehicles (Attach self-attested copy of each registration / card) ***Please provide information in separate sheets for separate items as per SL.5 of Introduction to Bidders			
		Vehicle 1	Vehicle 2	Vehicle 3
	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 last three years (3) years * (with copies of Experience Certificates)		
	Period	Organisation	Amount (₹ in lakh)
	a		
	b		
	c		

9	Profit / Loss for the last three (3) years * (attach self-attested copies of audited Balance Sheet / P&L Accounts & Income Tax Returns		
	Financial Year	Turn Over (₹)	Profit (₹)
	a	2014-15	
	b	2015-16	
	c	2016-17	

10	Details of EMD * (copy of Demand Draft)		
	Amount (₹)	Name of Bank & Branch	Demand Draft No. & Date

11	Details of Banker to the Contractor		
	Name of the Bank & Branch	Account Number	Saving / Current / Loan Account

NOTE (1) "*" Supporting documents to be enclosed
(2) Documents to be serially numbered.

Signature & Seal of the Applicant

Name of the Applicant

Designation

CHAPTER – 6 : FINANCIAL BID**FINANCIAL BID FOR AMBULANCE SERVICES****AT ESIC HOSPITAL & ODC, JOKA, KOLKATA & SERVICE DISPENSARY, FALTA AND SERVICE DISPENSARY, HALDIA**

Item No.	Ambulance Type	No. Of Ambulances Required	Description	Rate (In ₹) (A)	Mode of calculation for actual payment (B)	Mode of calculation for tender purpose (C)	Rates for tender purpose (In ₹) <i>(Put the rates as per calculation of col.7)</i>
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Ordinary Ambulance for ESIC HOSPITAL, JOKA (With Driver, Stretcher bearer, Oxygen cylinder and mask)	3 (three)	a) Minimum monthly charges per ambulance up to a total of 3000 kms a month		3XA	12XB	
			b) Rate per additional 50 kms beyond 3000 kms. in a month		{(Total distance covered by the three ambulances in kms -9000 km)/50 to be rounded up to next higher slab} XA	12XB	
Total =							
2	Ordinary Ambulance for SERVICE DISPENSARY, HALDIA (With Driver, Stretcher bearer, Oxygen cylinder and mask)	1 (one)	a) Minimum monthly charges up to a total of 1000 kms.		A	12XB	
			b) Rate per 50 km. beyond 1000 kms. in a month		{(Total distance covered by the ambulance in km-1000 km)/50} XA	12XB	
Total =							
3	Ordinary Ambulance for SERVICE DISPENSARY, FALTA (With Driver, Stretcher bearer, Oxygen cylinder and mask)	1 (one)	a) Minimum monthly charges up to 500 kms		A	12XB	
			b) Rate per 50 km. beyond 500 kms. in a month		{(Total distance covered by the ambulance in km-500 km)/50} XA	12XB	

Item No.	Ambulance Type	No. Of Ambulances Required	Description	Rate (In ₹) (A)	Mode of calculation for actual payment (B)	Mode of calculation for tender purpose (C)	Rates for tender purpose (In ₹) <i>(Put the rates as per calculation of col.7)</i>
Total =							
4	Ordinary Ambulance (on call basis – within 30 minutes of call) for ESIC HOSPITAL, JOKA (With Driver, Stretcher bearer, Oxygen cylinder and mask)	2 (two)	Rate per trip of up to 50 kms		Total of charges payable in each trip i.e. sum total of (Distance travelled in each trip/50)XA	12XB	
Total =							
5	ICU Ambulance for 24 X 7 X 365 hrs for ESIC HOSPITAL, JOKA (With Qualified Doctor, Driver, Stretcher bearer and Nurse)	1 (one)	a) Minimum monthly charges up to a total of 5000 kms.		A	12XB	
			b) Rate per 50 km. beyond 5000 kms. in a month		{(Total distance covered by the ambulance in km-5000 km)/50} XA	12XB	
Total =							

***L1 would be decided per item wise in respect of technically qualified bidders and also for the bidders whose eligibility criteria have been relaxed/waived.

Date :

Place :

Signature of the authorized person
Full Name Company's Seal

DECLARATION

- 1 I, Son/Daughter of Shri Proprietor / Partner / Director / Authorised 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 any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorised person

Date :

Full Name :

Place :

Company's Seal :

N.B. *The above declaration, duly signed and sealed by the authorised signatory of the company.*