Bid Number: GEM/2023/B/2943915 Dated: 10-01-2023

Bid Document

Bid Details				
Bid End Date/Time	31-01-2023 13:00:00			
Bid Opening Date/Time	31-01-2023 13:30:00			
Bid Offer Validity (From End Date)	90 (Days)			
Ministry/State Name	Ministry Of Labour And Employment			
Department Name	Employees State Insuarnce Corporation			
Organisation Name	Employees State Insurance Corporation			
Office Name	Esic Hospital Rudrapur			
Item Category	Monthly Ambulance Service (All Inclusive) - Type B Patient Transport Vehicle; Single Stretcher Regular Van; Maruti Suzuki Eeco Care; 1500 km			
Contract Period	1 Year(s)			
Minimum Average Annual Turnover of the bidder (For 3 Years)	12 Lakh (s)			
Years of Past Experience Required for same/similar service	3 Year (s)			
Past Experience of Similar Services required	Yes			
MSE Exemption for Years Of Experience and Turnover	Yes			
Startup Exemption for Years Of Experience and Turnover	Yes			
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience , Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer			
Bid to RA enabled	No - Ves			
Type of Bid	Two Packet Bid			
Time allowed for Technical Clarifications during technical evaluation	3 Days			
Evaluation Method	Total value wise evaluation			

EMD Detail

Required	No
Required	

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ePBG Detail

GeM Government e Marketplace

Azadi _{Ka} Amrit Mahotsav

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	No
Splitting	
Bid splitting not applied.	
MII Compliance	
MII Compliance	Yes
MSE Purchase Preference	
MSE Purchase Preference	Yes
	JL
and the second s	bidder is OEM of the offered products, it would be exempted from the ject to meeting of quality and technical specifications. In case any er / Experience Criteria, the supporting documents to prove his eligibi- uation by the buyer. all be exempted from the requirement of "Bidder Turnover" criteria ar ting of quality and technical specifications. If the bidder is offer

Minimum years (up to 5 years) of experience in related field:3

Geographic Presence in States:Uttarakhand

tol 10/1/23

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Compliance with Motor Vehicle Act, Labour Laws, AIS-125:Yes

Monthly Ambulance Service (All Inclusive) - Type B Patient Transport Vehicle; Single Stretcher Regular Van; Maruti Suzuki Eeco Care; 1500 Km (1)

Technical Specifications

Specification Values		
Core		
Ambulance Type	Type B Patient Transport Vehicle	
Ambulance Model	Single Stretcher Regular Van	
Model Variants	Maruti Suzuki Eeco Care	
Air Conditioning Requirement	AC	
Usage Variant per month	1500 km	
Duty days in a month	All days including holidays	
Year of Vehicle Model	2021	
Km travelled	Up to 25,000 KM	
Fuel Type	No Preference	
Addon(s)	Buckers without with as the refer that in they film? Amount any	
Consumables & Medical Supplies	NA	
	Additional Details	
Location Address	ESIC Hospital Rudrapur	
zipcode	263153	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporti ng Officer	Address	Number of Ambulances	Additional Requirement
1	Sanjeev Kumar	263153,ESIC Hospital Near police lines, Opp Rudrapur Stadium, Rudrapur,Udham Singh Nagar,Uttrakhand	1	Duration in months : 12

Buyer Added Bid Specific Terms and Conditions

1. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

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2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of human

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and research in respect of the due liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

4. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

5. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

6. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

8. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

9. Buyer Added Bid Specific SLA

File Attachment Click here to view the file.

10. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment Click here to view the file.

11. Buyer Added Bid Specific ATC

Buyer uploaded ATC document Click here to view the file.

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Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process, its outcome, and consequences thereof including any eccentricity / restriction of the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 8. Seeking sample with bid or approval of samples during bid evaluation process.
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without 10. Seeking experience from specific organization / department / institute only or from foreign / export
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses. 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to

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This Bid is governed by the General Terms and Conditions, conditons stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---

ADDITIONAL TERMS AND CONDITIONS:-

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1. The rate quoted must for a period of one year; contract is extendable for another one-year subject to satisfaction and discretion of Medical Superintendent.

2. The contact can be terminated by any party on giving one-month notice; however, the Medical Superintendent reserves the right to terminate the same with immediate effect in case she is not satisfied with the service, without any notice period.

3. The rate must inclusive of all type of charges like petrol, driver salary etc. and no separate payment be claimed other than quoted rate. The rate quoted must be in two components i.e.: -

(i) Monthly retention rate service inclusive of driver's remuneration including 1500 Km running of vehicle during retention period.

(ii) Rate per kilometer beyond 1500 KM.

4. Retention period per day shall be 24 hrs. for every day including Sunday or other holidays.

5. The Ambulance should have all the specifications required as per medical requirement/standards.

6. The vehicle will remain in Hospital premises for 24 hrs. along with drivers, so the contractor has to ensure the availability of drivers in shift accordingly and manage their timely availability as well as all their affairs like salary, duty, allotment, deduction, rest etc.

7. The ambulance should not be used for any non ESIC purposes.

8. The VEHICLE should have valid Ambulance permit and the model should not be more than Two years old.

9. The vehicles should be kept ready 24 hours of every days in a week including Sunday, without any kind of break and accordingly the contractor would keep ready for replacement of vehicle in case of urgent need in view of normal wear and tear / temporary out of service, since there will be medical urgency so this arrangement is compulsory and no waiver /reason/excuse permitted for violation of this. In case of default the whole liability of the, up to any extent will be of contractor and not of ESIC.

10. In case the vehicle is not available due to any reason, the contractor must provide another vehicle with similar model & facility and any low facility arrangements will not be acceptable.

11. In case of non-availability of the vehicle the ESIC Hospital may arrange its own vehicle and the expenditure incurred in this way would be recovered from the monthly bill of the tenderer/bidder including initiating proper action.

12. The driver will wear neat and ironed white uniform.

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13. The tenderer/bidder would provide a mobile phone to its driver and the number would be initiated to the CMO on duty. The driver should be available on phone round the clock. Refusal / non - attendance of call outside retention period may tantamount to termination of contract.

14. Hired ambulance should have the emblem and name of ESIC Hospital Rudrpaur. on either side, front and back of the vehicle.

15. The driver should be co- operative and amicable in nature and should not have any past history of criminal records or Alcoholism or Drug addiction.

16. The tenderer/bidder would ensure that drivers/vehicle is not frequently changed without prior approval of Medical Superintendent, so that service should not be interrupted.

17. Drivers provided to the vehicle should possess valid driving license and also should possess all certificates required by RTO or any other applicable authority like (License, Insurance, Pollution and R C etc.) this should be at cost of contractor and no claim in default of this will be entertained by ESIC.

18. In case of breakdown or non - supply of vehicle, the actual loss whatever incurred by the hospital will be recovered from the supplier.

19. Payment shall be made monthly by NEFT/CBS transfer only.

20. Statutory deduction will be deducted from the bills as per rules.

21. The vehicle offered for hire should be free from any type of litigation like ownership/bank/accident etc is concerned and should possess no tainted history as rash driving, negligence of traffic rule, accident etc. if anything found in this regard will be the sole responsibility of contractor and No liability well be of ESIC.

22. Payment of all applicable statutory obligations such as minimum wages labour laws, tax laws etc. Rules are to be observed by the tenderer & hence all statuary liability viz. ESI/EPF etc would be solely borne by the tenderer/bidder and no extra payment would be made on these account.

23. Any expenditure towards of wear and tear, repairing would be borne by the tenderer/bidder. Hospital shall not be liable for any damage to vehicle during the course of use.

24. The legal liability arising out of Accident (whether on duty or off duty) if any, during the period of engagement would be managed and borne by the tenderer/bidder.

25. Any loss of property or any other claim caused by the driver would be recovered from the monthly bill of the tenderer/bidder.

26. The driver employed by the bidder should be under insurance cover of accident policy for loss of life/injury etc and compensation, if any this regard if awarded, will be the responsibility of the bidder.

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27. The bidder shall maintain a logbook keeping records of the movement and such records will be certified by the Official as nominated by medical superintendent

28. The driver shall always remain the employees of the contractor for all objections of labour commissioner. ESIC, EPF and other statutory authorities, police matter, disputes involving driver the responsibility will be of contractor to ensure resolution and hospital administration will not be responsible for any such issue. Contractor must agree to all these.

29. Any corrigendum /addendum/extension pertaining to this tender will be published in the GeM Portal & ESIC Website only.(www.esic.nic.in).

Clause of penalty:-

 If any misconduct, misbehavior, refusing, non-availability of drivers occurs then rs 1000/- may be charged, on again occurring of same 25% of security money will be charged as penalty, and continuation of the same remaining 75% money will be deducted as penalty.

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If any issue occurs in ambulance provided by agency then the whole responsibility to arrange another ambulance (same as approve by this hospital) will be the agency and in failure, the double amount of ambulance charges deducted from bills. Specifications needed for Ambulances

a) Patient cabin should have following features:

1. Properly ventilated patient cabin

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2. Vehicle should have reinforced suspension system for providing to patient a Comfortable ride, free from external noise.

3. Adequate patient cabin space for patient (In comfortable position), and seat for at – least one attendant and two paramedics amenable for attending to the patient.

4. Complete flooring free of joints suitable for easy cleaning /scientific/fumigation and treatment with disinfectants.

6. Storage space for keeping Medical equipment's and consumables required.

7. Siren and beacon as per approved norms of govt.

8. A "No smoking" sign will be prominently displayed in the patient compartment.

b) Equipment to be placed on Ambulance:

1. IV bottle holding hook.

2. Emergency tray for keeping Ambubag, BP Apparatus, first aid box with required medicines and required items.

3. Portable oxygen equipment.

4. Refilling of O2 Cylinder done by vendor.

5. Minimum of one fire extinguisher of type ABC.

The Medical Superintendent, ESIC Hospital, Rudrapur has the right to accept or reject any or all the tender without assigning any reason thereof. The Medical Superintendent ESIC Hospital Rudrpur reserves the right to amend /add/delete relax any condition of without any notice at any stage. Selected bidder should sign an agreement with the Superintendent Specifying all the terms and conditions of contract before commencement of the contract.

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Eligibility criteria

1. The bidder should be a company/firm registered under competent authority and must possess all relevant licenses and documents applicable to perform the contract(Registration certificate/deed of incorporation of Firm/agency/Organization is to be submitted with the tender) and engaged for supply of Ambulance Service for Health Care Organizations (Central/State/UT Govt., Central/State/UT Govt. Undertakings) having minimum bed strength of 50 beds for at least one year, during last five years, till publishing of this tender.(Submit satisfactory performance certificate from previous clients, and in case of existing/previous service provider of this hospital, satisfactory performance certificate issued from this hospital shall be mandatorily submitted with Tender Document).

2. The Bidders should have not been black listed by any institution of Central or State Govt. and should have not been convicted for any criminal offence.

3. The bidder should have an experience of at least two years in providing Ambulance services to Health Care Organizations (Central/State/UT Govt., Central/State/UT Govt. Undertakings) in the last 05 years. Satisfactory performance certificate shall only be considered as work experience. The quantum of similar work completed in last 5 (Five) years shall be at least: a) One similar nature of work of value not less than 80% of Estimate Cost Or b) Two similar nature of works of value not less than 60% of 50%. Estimate Cost each Or c) Three similar nature of works of value not less than 40% of Estimate Cost each.

4. Details of at least three drivers with their valid driving license, Aadhar Card to be provided.

5. The Bidder should have valid PAN / TAN No.

6. The Bidder should have GST Registration.

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TENDER PROCESS

(A) Compulsory documents to be uploaded with Technical Bid .

1. Certificate of Incorporation/Registration of firm. Certificate/Memorandum and article of association /Partnership Deed/Declaration of proprietorship etc.

2. Tender Document duly signed and stamped. (Except Financial Bid)

3. Copy of PAN Card.

4. Copy of GST registration details.

5. Copy of Work orders and Completion Certificate in support of Eligibility condition 1 and 2 as mentioned in E-tender Documents.

6. Copy of ESIC registration

7. Copy of EPFO registration

8. Copy of Vehicle registration and insurance certificate for The Ambulance Van.

9. Copy of duly filed profile of the contractor (Annexure 1)

10. Copy of declaration (Annexure II)

11. Copy of signed undertaking to be printed on a stamp paper worth Rs 100/- (Annexure III)

12. Documents related to Ambulance (RC, Road Tax clearance, Pollution control certificate, Comprehensive insurance certificate, Fitness certificate.)

13. Copy of driving licenses of drivers.

14. Copy of balance sheet for last three financial years. Note: All the uploaded documents should be in the name of Tenderer and each attached document should be signed and stamped by bidder or its authorized representative of tenderer. Naming of documents for uploading – serial number followed by document name (in short)

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		PROFILE OF THE CONTRACT	-1	
1	Nam	e of tenderer	OR / TENDERE	R
2	Nam	e of Owner/Partner		
3	(a)	E of Owner/Partner	a de la companya de la	
5	(a)	Full Postal Address with Pine code	n official and the	a fananciana, taranan Tarang tarahar na atar
	(b)	Telephone/Mobile No.		
	(c)	E-mail address	Reality of the second	14 C
4	Full	turulais of the Davi	1	
	/Cor	ntractor/Agency the Bankers	of Tenderer	and a second second of the second
	a	Name of Bank	Carlanda and	
	b	Branch name with code		
	с	Account No.& Type of account		had gathering of each
	d	IFS Code &MICR Code	1.11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	
5	PAN	N/TAN No.	A D WARD	Contractor of Const
6	Det	ails of Earnest Money Deposit		
	a	Amount (Rs)	and and a loss of	and the second se
	b	D D No.& Date		
	С	Drawn on bank		
	d	Valid upto		
7		Whether the agency is black listed by govt.dept./organization(Yes/No)	a central /state	
8		Registration Details of vehicle		
	1.	Type (Make/Model)		
	2.	Vehicle registration No.		

ANNEXURE - 1

The above format may be used to provide requisite details and enclosed in the envelope meant for technical bid.

Place : Date : Signature of authorized person Full name Address/Company's Seal

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1. I		ANNEXURE -	П		
Of S	hri		prop		Daughter /Partner
/Director/Autho	orized Signatory	/ of			
(Name of firm/	agency) sign th	is declaration and	d execute this ter	nder docur	nent
2. I have carefull	y read and unde	erstood all the ter	ms and conditio	ns of the t	ender and
hereby convey	my acceptance	of the same.			
3. The informati					
		ny knowledge an ny false informat			
		any stage besides			
appropriate la					
			Cionatura a (·	1
Place			Signature of Full name	authorized	i person
Date			Address/Con	mpany's Se	eal
N.B : The the compan	above declaratio y, should be uplo	n duly signed and baded in technical	l sealed by the a bid.	uthorized	signatory o
		Section 1			

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ANNEXURE – III

Format of undertaking

(The following may be printed on a stamp paper worth Rs 100/- and upload along with tender without which the tender is liable to be rejected)

UNDERTAKING

1. I, the undersigned hereby declare and affirm that I have gone through the terms and conditions mentioned in the tender document and under take to comply with all terms and conditions .

2. That the rates quoted by me are valid and binding upon me for the entire period of contract.

3. That I/We authorize Medical Superintendent to forfeit the security money deposit by me/us if any delay or failure to provide Ambulance to the satisfaction of the Hospital authority.

4. That I/We will be in the position to provide contract as per the work explained to me to the satisfaction of the Hospital authority.

5. That there is no vigilance /CBI case of court case pending against me / my firm debarring me /my firm it undertake contract work / supply of items quoted.

6. I have been informed that the Medical Superintendent, ESIC Hospital, Rudrapur has the right to accept or reject any or all the tenders without assigning any reason thereof.

7. I am ready to sign the agreement with the ESIC.

Signature of the authorized person:

Place :

Date :

Full Name : Address of the Tenderer:

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ANNEXURE - IV

Name & Address of the	Details		
Email ID of the officer constantion, Tel no.	regarding the	Value of	Duration of contract
the officer concerned	contract	Contract	117342
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		a series and series and	
and the second	a secondario		
	Name & Address of the Organization, Name Designation, Tel no. Email ID of the officer concerned	Organization, Name Designation, Tel no. regarding the	Organization, Name Designation, Tel no. regarding the Value of

DETAILS OF THE EXISTING / EXECUTED CONTRACTS

The above format may be used to produce required details.

Signature of authorized person

Full Name

Place Date

Company's Seal

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ANNEXURE - V

FINANCIAL BID (SAMPLE ONLY, To be filled Online in Gem PORTAL Only)

lescription	Amount (Including taxes) to be quoted in Rs (both in figures & in words)
A. Charges for Ambulance 1 (One) on 24 hours basis for one month should include:	Rs. (Rupees) only
i. The Charges upto 1500 kms per month including fuel (minimum charge to be paid even if the distance does /does not reach 1500 kms)	
ii) Charges per kms after completion of 1500 kms in a month	Rs.
) only

In case rates quoted by bidders are same then the highest annual turnover and then experience will be deciding criteria for selection of agency.

Date: Place:

Signature of the authorized person Full Name

Company's seal

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CHECKLIST FOR SUBMISSION OF TENDER

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

S.No	Particular	Uploaded (Yes/No)	Page no. in uploaded Document
1	Tender Document duly signed and stamped.		
2	Copy of Valid registration of the Agency/firm under Shop & Establishment Act		
3	Copy of PAN Card		
4	Copy of Work orders and Satisfactory Performance Certificate in support of Eligibility condition 1, 2 & 3 as Mentioned at pg. No. 2 of the E-TENDER Document.		
5	Copy of GST Registration Certificate		
6	Copy of ESIC registration		A. S. S.
7	Copy of EPFO registration		
8	Copy of Vehicle registration and insurance certificate for The Ambulance Van		
9	Copy of valid driving license and AADHAR CARD of drivers		
10	Copy of balance sheet for financial years 2018-19, 2019-2020 & 2020-2021		
11.	Scanned copy of duly filled up Annexure 1, 2, 3 and 4		
12.	Any other document.		

N.B. Bidders to ensure that:

- i) All the above documents are submitted
- ii) All pages of the tender document have been signed and stamped by the authorized persons
- iii) Documents are legible (clearly readable)

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us and I have the authority to bid a TENDER.

Date: Place:

Signature of the authorized person Full Name

Company's seal

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