



Tender No. IITH/101/Tender/MS/Ambulance/2023,

dated.17.02.2023

NOTICE INVITING TENDER

Indian Institute of Technology Hyderabad invites online bids in a two-bid system for **Hiring of an Ambulance on 24x7 service to IIT Hyderabad.**

The Tender Document can be downloaded from <https://mhrd.euniwizarde.com> . OR Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app> OR Institute website-<https://iith.ac.in/tenders>.

The bid is to be submitted online only through the E-procurement portal of <https://mhrd.euniwizarde.com> up to the last date and time of submission of tender.

SCHEDULE OF DATES :

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	17.02.2023	16:00 Hrs
2	Bid Submission Start Date	17.02.2023	16:10 Hrs
3	Bid Submission Close Date	09.03.2023	15:00 Hrs
4	Opening of Technical Bids	09.03.2023	15:10 Hrs

No manual bids will be accepted. All quotations (both Technical and Financial) should be submitted online through E-procurement portal of <https://mhrd.euniwizarde.com>

Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support - Phone No. 011-49606060. Mail id: - helpdeskeuniwizarde@gmail.com

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link "Bidder Enrolment".
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- e) Bidder then logs in to the site through the secured log-in by entering their user
- f) ID/password and the password of the DSC / e-Token.
- g) After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
- h) As per portal norms Registration Fee will be applicable.

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested tenders' folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- i) As per portal norms Tender Processing Fee will be applicable.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. ASSISTANCE TO BIDDERS

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com , eprochelpdesk.06@gmail.com
- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.

REQUIREMENT AND SPECIFICATIONS

- 1) The Tenderer/firm/agency shall supply a well-equipped spacious Ambulance along with drivers for 24x7 service during the contract period as per terms and conditions detailed hereinafter.

- 2) **Equipments / Instruments / Facilities / Medicines / Disposables and other items to be provided in the Ambulance with both adult and pediatric size variants**
 - a) General****
 - i) Wheeled stretcher (portable) with folding and adjusting devices with the head of stretcher capable of being tilted upward.
 - ii) Fixed suction unit with equipment.
 - iii) Fixed Oxygen supply with equipment.
 - iv) Pillow with case, sheets, blankets, towels.
 - v) Emesis bag, Bed Pan, Urinals, Glass.

 - b) Safety Equipments****
 - i) Flares with life of 30 mins.
 - ii) Flood lights
 - iii) Flashlights
 - iv) Fire extinguisher dry powder type 5 Insulated gauntlets

 - c) Emergency Care Equipments****
 - i) Resuscitation kit
 - (1) Portable suction unit
 - (2) Portable oxygen units
 - (3) Bag Valve mask
 - (4) Hand operated Artificial Ventilation unit
 - (5) Airways
 - (6) Mouth gags
 - (7) Tracheostomy adapters
 - (8) Short Spine Board
 - (9) IV Fluids with administration units
 - (10) B.P. Manometer & Cuff
 - (11) Stethoscope

 - ii) Immobilization****
 - (1) Long & Short padded boards
 - (2) Wire ladder splints
 - (3) Triangular bandage
 - (4) Long & Short spine boards

 - iii) Dressings****
 - (1) Gauge pads 4 x 4 inches
 - (2) Universal dressing 10 x 36 inches
 - (3) Roll of aluminium foils
 - (4) soft roller bandages 7.5cm x 5 yards
 - (5) Adhesive tape 75 mm roll
 - (6) Safety Pins

- (7) Bandage sheets
- (8) Burn sheets

iv) Poisoning****

- (1) Syrup of Ipecac
- (2) Activated charcoal pre packeted in doses
- (3) Drinking water

v) Emergency Medicines****

- (1) As per requirement (under the advice of medical officer only)

3) **Human Resource for providing the service in the Ambulance**

- a) Driver (Operator) in all three Shifts. Each shift for 8 hrs/per driver
- b) Emergency Medical Attendant (EMA) with Qualification/Experience as mentioned below **in all three Shifts.**

B.Sc. (Nursing) or GNM or Diploma in EMT or equivalent degree + ACLS and BLS training certificate from NABH/AHA accredited hospitals + Minimum 2 years of working experience in Casualty in any Multispecialty Hospital. If any discrepancy found in these after awarding of the contract, the institute reserves the right to cancel the tender and/or penalize the firm as per norms.

Note: All statutory compliances as per law (eg.PF, Minimum wages, and all the applicable labour laws etc) to be complied about the Human resource deployed.

- 4) **Ambulance Vehicle:** Ambulance any Long high roof vehicle for eg., Traveller (Force Motors) shall be owned in the name of the bidder (also called as Service Provider) and first registered on or after 01.11.2020 along with the facilities mentioned above and should satisfy all the terms and conditions mentioned.

- 5) In addition to mentioned above, the following conditions should also be fulfilled / provided for the Ambulance Vehicle deployed to IITH.

- a) The interiors (i.e., the patient cabin) should be suitably designed to provide good working space using water resistant, electricity / fire resistant, fumigatable and durable materials, and insulated adequately to reduce the effect of external sound and temperature and should contain the following designs / facilities and provisions.
- b) The wheeled stretcher provided should be auto-loading stretcher with provision as described therein and should be with upholstered top.
- c) The Artificial Ventilation unit should be pressure driven by connecting to oxygen outlet of the patient cabin.
- d) Doctors chair (Revolving model fixed to floor with locking system or non-revolving chair fixed to floor) and safety belt, durable upholstery.
- e) Foldable Attendants seat cum patient couch (3-seater) with seat belt with following facilities
 - i) to seat 3 adults comfortably.
 - ii) adequate to put an additional patient on it in a lying position when persons are not seated.
 - iii) closed storage space has to be provided below the attendant seat in its entire length without partition which can be accessed by folding the attendant seat.
- f) Flooring should be Washable, Scratch proof & Heavy duty.
- g) Intercom facility between driver and patient cabin.
- h) Provision to secure all the materials in their respective position i.e integrated mounts, so that they do not move or fall from the place where it is fitted or placed and, the following has to be provided.
 - i) Electrical Facility (DC to AC Converter) and completely safe wiring to operate all instruments / equipments / warmers / and all electrically operated accessories / plug points should be provided and should be fully functional, operatable & rechargeable wherever necessary.

- ii) Provision to secure all stretchers / spine boards in position so that they do not move or fall from the place where it is fitted or placed.
- iii) Provision to secure all the portable equipment in position (like head racks / shelves / cupboards - all with transparent or non-transparent crash proof doors) so that when they are used or when the ambulance is in motion they do not move or fall from the place where it is fitted or placed.
- iv) Ample Storage space (i.e., cabinets, drawers): Provision to sort & store all disposables / medicines / surgical instruments / resuscitation materials / dressing materials / Trays in the ambulance in such a way that they may be easily taken for use in case of emergency. Also, adequate storage boxes shall be provided for sorting out the medicines, disposables, minor instruments in a Systematic & Organized manner.
- v) Provision to keep all extrication aids / tools securely – under the attendant seat.
- vi) Interiors Air conditioned with proper insulation (with Roof Top A/C) with high intensity patient procedure lighting from roof and additional soft internal lighting from all sides of interior in such a way that dark areas / dark corners are not present.
- vii) Two Fans inside the patient cabin and one exhaust fan.
- viii) Hand Washing Facility consisting of water tank, wash basin with tap: Tap should be Foot operated and wash basin should be SS. The water tank should be concealed under the wash basin without leakage of water.
- ix) **Fixed Oxygen Supply with Equipment:** This should consist of Integrated on-board Oxygen Supply System in the vehicle with cylinder manifold cabinet accessible from outside the body of the ambulance vehicle and integrated piping system terminating at the Oxygen Outlets inside the patient cabin on the side wall of the Ambulance at the head end of the patient loading stretcher. Cylinder manifold cabinet :- Door to be cut in side wall of Ambulance and moulded to form cabinet/cabinets to hold one “D type (7 Cu mtr)” Oxygen Cylinder which is in use and another spare “D type (7 Cu mtr)” Oxygen Cylinder in erect position or horizontal position with a clamp for fast locking/unlocking the Cylinder to prevent shaking or falling while on movement, and door of the cabinet/cabinets should be provided with locking facility and the cylinders can be changed individually for the vehicle for refilling.
- x) **Oxygen Cylinders:** - The Oxygen Cylinders shall be “D type (7 Cu mtr)” two numbers shall be available in the cabinet. The Cylinder should have an attached pressure gauge and regulator with tubing from the cylinders to the outlet system fixed inside the Patient cabinet. The tubings should be concealed.
- xi) **Oxygen Outlet System:** - The Outlet system comprises of three (3) outlets, on the side wall at the patient head end inside the patient cabin. Two Outlets meant for Oxygen therapy, and One meant for driving breathing equipment like ventilator.
- xii) Humidifier bottle: - Polycarbonate Humidifier bottle with T-inlet outlets with Flowmeter should be mounted to each of the outlet meant for oxygen therapy.
- xiii) Two 5 pin plug points (16 amps) with switch to connect vaccum cleaner / electric kettle / recharge mobile phone and laptop / Fumigator.
- xiv) Two additional Plug points one above the attendant seat and near the auto loading stretcher for connecting nebulizer.
- xv) Drinking water Provisions: Portable containers with a minimum capacity of 5 ltrs, capable of being tightly closed and equipped with a tap to dispense the drinking water shall be provided in the patient cabin. The container must be fixed just above the wash basin but in a removable manner (eg., clamped to the wall with unlockable clamp in such a way that it can be unlocked and removed for washing and filling up of water).
- xvi) Waste Bin: One Portable and washable fully SS Dust Bin with lid to be fixed to the walls in a suitable location inside the patient cabin with clamp making it immovable while ambulance moves. The clamp should be unlockable so that it can be unlocked, and the waste bin can be removed for disposing the waste and washing it.
- xvii) Linen: - Brand New Pillows with case, Bed sheets, Blankets, Towels of– 4 nos each should be provided newly with the commencement of the contract. These shall be condemned (as per instructions received from the IITH) and replaced newly if in case of damage or soiling /

contamination. All the 4 nos of Pillowcase / covers, Bed sheets, Towels should be replaced at the beginning of the second year of contract.

xviii) Other Lifesaving equipments: Other Lifesaving equipments that should be available in the ambulance with both **adult and pediatric size variants**

- (1) Defibrillator,
- (2) Multiparameter monitor (for monitoring SpO₂, Pulse Rate, Blood Pressure, ECG),
- (3) Accu-Check Active Glucometer with 25 strips and 25 nos of Lancets,
- (4) Finger type Pulse Oximeter,
- (5) Manual Mercurial BP apparatus,
- (6) Head immobilizer set suitable and properly connectable to the Spine board provided in the Ambulance,
- (7) Rigid Cervical Collar of all sizes.
- (8) Nebulizer
- (9) Scoop Stretcher fixed (but easily removable) to a suitable location.
- (10) Foldable Wheel Chair

xix) Guarantee / Warranty / Maintenance Contract : Artificial Ventilation unit, Defibrillator, Multiparameter monitor (for SpO₂, Pulse Rate, Blood Pressure, ECG) and fixed suction apparatus : if these instruments / equipments are more than two years old from the date of purchase or if warranty/guarantee has expired as on the day of the engagement of the Ambulance in IITH or expired on any day after entering into contract with IITH by the service provider, then such instruments shall have Maintenance contract (AMC / BMC) that is applicable from the date of expiry of the warranty / guarantee to the end of the contract period. The AMC / BMC documents shall be produced at the time of inspection for engagement of the vehicle. Copy of the Purchase bills / Invoices of the instruments shall be produced at the time of the engagement of the ambulance to verify the age of the instruments. Instruments older than 5 years will be rejected.

xx) Roof top Red Blue Emergency Warning Signal light bar with Speaker and Siren, Reverse alarm should be available for the Ambulance vehicle.

i) Mobile chargers: -

i) CE certified Mobile charger (AC Adapter with minimum two USB slots) with minimum output capacity of 2.4A connectable inside the Patient cabin shall be provided.

ii) Provision shall also be available to charge mobile phones with different types of charging ports.

j) Service provider to maintain proper vehicle logbook (2) one with driver and other with clinic. For every vehicle movement driver need to enter the trip details/patient information with signature of on duty staff nurse.

k) Monthly Vehicle inspection by the service provider under the supervision of IITH medical team. If medical team finds any deficiencies, fine will be imposed on service provider as decided by competent authority of IITH.

6) **Quality compliance:**

a) The vendor should mention if any previous contract of the vendor was terminated based on quality before the requested tenure of the contract. **(mandatory)**

b) The vendor should provide any quality certification and/or testimonials from the past firms for which the vendor has rendered similar services **(optional)**.

c) If any discrepancy found in the quality compliance after awarding of the contract, the institute reserves the right to cancel the tender and/or penalize the firm as per norms.

7) **Penalty:**

a) Negligence found on emergency essential item and services - 20% of the respective monthly bills will be deducted.

b) Repetition of negligence – 50 % of the respective monthly bills will be deducted

c) Repetition for third time – termination of contract

GENERAL TERMS AND CONDITIONS

1. **Scope of the work/service :** The following are the descriptions of the scope of work to be performed by the Outsourced Ambulance Service provider: -
 - 1.1. Provision of one number of Ambulance Vehicle and Human Resources for the Ambulance and the various services as per the specifications, descriptions and the terms & conditions.
 - 1.2. **Nature of the works:**
 - 1.2.1. Movement/Shifting of the sick, injured or accident victims and casualties into ambulance and transportation of them to the Health Centre of IITH or to outside hospitals.
 - 1.2.2. First Aid to such cases moved into the ambulance and transportation of the victims to the hospital with Nursing care enroute (Nursing care to be provided by the EMA and will be under the professional guidance of the IITH).
 - 1.2.3. Mock drill performances as per the order of the IITH authorities.
 - 1.2.4. Stationing of Ambulance at hazardous sites as and when necessary, as per the order of the IITH authorities.
 - 1.2.5. Practical drills orientation and familiarization of site as and when ordered by the authorities
2. **Period of Contract:** The contract will be for a period of one year initially with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with two weeks' notice. The IITH may renew/extend the contract to such further period (s), as it may deem proper and in any case not exceeding three years from the date of commencement of work, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
3. **Termination of Contract:** The contract entered into pursuant to this tendering process can be prematurely terminated by either party after serving a notice of not less than three months, without assigning any reasons therefor.
4. **Visit of the Campus:** Interested bidders are advised to visit the IITH premises and ascertain the nature and quantum of work before tendering.
5. **Validity of the Bids:** The tenders shall be valid for a period of **90 days** from the date of their opening. In case the tender opening date happens to be a closed holiday, the tenders will be received and opened on the next working day without any change in timings.
6. **Earnest Money Deposit (EMD) - EMD of Rs.60,000/- (Rupees Sixty Thousand Only)** in the form of Insurance Surety Bonds/Account Payee/Demand Draft/ Fixed Deposit Receipt/Banker's Cheque/ Bank guarantee or payment online from any commercial Banks (As per format enclosed as ANNEXURE- 'F') of a scheduled bank in the name of Director, IIT Hyd valid for 180 days from the date of or Online Payment through the e-Procurement portal mapped to IIT Hyd Account. The Scan Copy of the Bank Guarantee /Proof of Payment made online to E-Wizard Portal should be submitted along with technical bid.

The original document (other than online payment) should be posted/couriered/given in person to the **Management Services Section of IIT Hyderabad (A-222B, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284)** on or before opening of Technical Bid. In case of non-receipt of original document before the due date of opening of technical bid, the uploaded bid will be summarily rejected.

The firm registered with NSIC/MSME must furnish proof of registration along with their quotation failing which the bid will not be considered.

Exemption from submission of Bid Securing Declaration against valid and relevant NSIC /MSME Certification is permitted, however it shall be subject to scrutiny by the IITH and if during scrutiny, it is found that the NSIC Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as “not-accompanying EMD”. Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC certificate, should ensure the same carefully, while submission of their bids.

Note: If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

i) The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performa invoice of their principals for this tender.

ii) The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, **within 7 days** of award of contract.

iii) Bids submitted without Bid Securing Declaration / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.

7. **Security Deposit:** The successful Tenderer will have to furnish a security deposit of 10% of the annual value of the contract in the form of Bank Draft/Banker’s cheque from a Nationalized Bank within 15 days of award of contract.

8. **Bid Submission Process:** The bids are to be submitted **online** in a two-bid system.

a) The online Envelop clearly marked as “**Technical Bid – Envelop -1**” shall contain all the scan copies of the original documents of **Technical Bid**. The Technical Bid should be accompanied by scanned copies of the documents required under the said Bid including the duly signed tender document. The format of Technical Bid is attached at **Annexure-A**.

b) **The “Commercial Bid – Envelop-2”**- shall contain the **Price Bid**. After verification of Technical Bid, Price Bid of those tenderers who qualify the Technical Bid stage, will be opened. The format of Price Bid is attached at **Annexure-B**.

- c) Failure to comply with these instructions renders the tender/bid automatically disqualified.
9. In case more than one bidder quotes the same rates, preference shall be given to the bidder having latest model vehicle. The decision of the tender committee & Director, IIT Hyderabad shall be final & binding on all the concerned parties.
 10. Canvassing in connection with the tender is strictly prohibited and the tender submitted by the contractors who resort to canvassing will be summarily rejected.
 11. The bidders shall declare in writing that neither he nor any of them is, in any way are related to any Faculty/officer of the rank of Under Secretary or above in IIT Hyderabad, as per the format given at **Annexure-D** of this Tender Notice.
 12. The bidders shall declare in writing on their letterheads duly signed with requisite stamps and seals that neither he nor any of them nor their firm has ever been blacklisted or involved in any police or vigilance case, failing which the bids are liable to disqualification.
 13. The bidder should have an office at Hyderabad, provide complete postal address /Telephone No./Fax/E-mail Address etc. of this office, and submit a documentary proof of the same along with his/her Technical Bid.
 14. The bidder while submitting their tender form shall enclose self-attested copies of Experience certificates, Trade License essential for carrying out the activities under reference. Service Tax/GST Registration & any such other documents specified hereto in Technical bid, shall be submitted. Tender form incomplete in any respect will summarily be rejected.
 15. The ambulance provided must be registered as an ambulance by the appropriate authority, and it should have all the sophisticated equipment/items with latest prescribed specifications of a fully furnished brand new ICU Ambulance. The Ambulance vehicle should be air-conditioned, Anti-Lock braking System (ABS) with Electronic Brake-force Distribution (EBD) and must have provisions such as folding stretcher cum trolley, independent folding seat for doctor, ample seating space with under seat storage, oxygen delivery system complete with resuscitators, cylinders and flow meters, medicine cabinets, wailing horns and signaling equipment, space for defibrillator etc. It should also have ABS cladded cabinets for storing medical equipment, sufficient internal lighting, fans, inverter for uninterrupted power supply, power socket, fire extinguisher, waste cabins, digital clock, high-intensity inspection lamp and wash basins with foot operated switch.
 16. The Vehicle offered should have seats in the patient's cabin for an attendant as well as one para medico official.
 17. The bidder should deploy an ambulance in good running condition which is not older than 2 years. It should have valid registration / insurance coverage (including the driver) / road Tax payment certificate / fitness/ pollution free certificate from competent authorities.
 18. During the service periods/vehicle maintenance, a substitute vehicle must be provided, and the substituted ambulance should not be more than three years old under any circumstances.

19. The vehicle offered should be free from litigation and should possess no past history of rash driving and violation of traffic rules etc.
20. The drivers engaged to drive the Ambulance must have a valid driving license, minimum of five years of experience of driving similar vehicles and should be below the age of 50 Years.
21. Boarding and lodging of the driver will not be permitted within the campus.
22. The Drivers and EMAs should not have any past history of criminal records, alcoholism or drug addiction. At no time he should be under the influence of intoxication while on duty.
23. The Drivers and EMAs allocated to IITH should be disciplined, should maintain hygiene and have good communication skills in English, Hindi, Telugu and knowledgeable of vehicle maintenance skills, roads and areas across the Hyderabad city, and basic knowledge of using personal protective equipment in shifting a patient.
24. The Driver and EMA and the Ambulance should be under Insurance cover of Accident Policy for loss of life, injury etc. & Compensation, if any, in this regard, if awarded, will be the responsibility of the Tenderer /Firm/Agency.
25. The ambulance van along with its driver will have to be stationed at the IIT Hyderabad premises round the clock (24 hours) on all days of the month without break. Accordingly, the Contractor should arrange for the replacement of vehicle in case of normal wear and tear/temporary out of service, and a reliever driver.
26. The Contractor as well as the Driver of the ambulance van to be deployed must always be carrying activated mobile phone to facilitate easy/instant contact with them.
27. The bidder shall manage duty shifts of drivers/Emergency Medical Attendants in such a manner that the 24 hour services should not be interrupted. Each driver/EMA shall perform an 8- hour duty. The tenderer has to furnish the list of drivers/EMAs for shift duty immediately after award of contract. The Management of shift duty chart of the drivers and EMAs is the responsibility of the successful tenderer.
28. The rate of hire charges quoted should be inclusive of wages of the driver and Emergency Medical Attendant/Cost of maintenance of the Ambulance Van along with its amenities and the cost of fuel/lubricants/coolants etc. as required for running an Ambulance van. However, service tax/GST and parking charges etc. as applicable are to be paid by the Successful Tenderer to the Central Excise/Concerned Authorities and will be reimbursed to the extent admissible under relevant law on production of evidence of payment of the same.
29. All statutory compliances as per law (eg.PF, Minimum wages, and all the applicable labour laws etc.) to be complied about the Human resource deployed. Payment of wages & statutory obligations such as Minimum Wages etc. are to be observed by the successful bidder. Statutory Liability viz. ESI/EPF etc. would be solely borne by the Tenderer & no extra payment would be made on this account. Any expenditure towards wear & tear, repairing would be borne by the successful bidder.

30. The Ambulance should bear the LOGO of IIT Hyderabad and THE NAME & ADDRESS OF IIT HYDERABAD in the front in a prominent place during period of contract for which no extra charges will be paid.
31. IIT Hyderabad or officials would not be liable for any damage/loss caused to the/by the Ambulance Van or its driver either due to accident or otherwise during deployment of the Ambulance.
32. The successful bidder providing the Ambulance Van will be liable for any damages/loss caused by him/driver of the Ambulance Van/EMA including loss of life of any of IITH Staff/patient/any other person occurring for the fault of him / Driver of Ambulance.
33. Two separate log books regarding the movement of Ambulance would be maintained, one by the driver and the second one at the Hospital of IITH. All entries regarding movement of Ambulance will be made in both the log books simultaneously with due authentication by the Driver and authorized official of IIT Hyderabad under their dated signatures against the entries regarding the movement as per the columns to be specified later to the successful bidder from the date of execution of agreement for deployment of the Ambulance Entries in both the log books must tally. The driver and an authorized official of IITH on duty at the relevant time must ensure that entries in the log books have been made correctly. Any entry regarding movement of Ambulance without authentication as above would not be considered for payment of hire charges.
34. Payment of the hire charges of the Ambulance Van would be made to the Contractor on monthly basis within 15 (fifteen) days of receipt of the bill, directly into the bank account of the Tenderer/firm/agency. The bill should be submitted in triplicate within first week of the succeeding month. Income Tax will be deducted as per rules from the monthly bills.
35. In case of breakdown or non-supply of Vehicle, the loss suffered or expenditure incurred by IIT Hyderabad will be recovered from the Contractor.
36. The Director, IIT Hyderabad reserves the right to reject any or all bids at any time before or after opening of the bids without assigning any reason.
37. IITH also reserves the right to verify the original documents regarding Registration, Road Worthiness, Pollution free status, Insurance, license of driver etc. in connection with the ambulance van.
38. The terms and conditions of contract & instructions to bidders contained herein shall form part and partial of and shall be taken as if they were included in contract agreement to be entered into by the successful Tenderer.
39. Violation of any terms and conditions by the successful Contractor /his staff of Ambulance van will lead to termination of the contract agreement and will result in forfeiture of Security Deposit to the extent as would be decided by the Director, IIT Hyderabad
40. Notwithstanding any other provisions in this contract, the IITH reserves the absolute right to terminate the contract for which it is found that continuation of the contract is not in public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.

41. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the contractor shall be forfeited without any claim whatsoever on IITH and the contractor is liable for action as appropriate under the extant laws.
42. The IITH reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The contractor will also serve a notice of three months, if he wishes to terminate the contract.
43. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to a mutually accepted arbitrator whose decision shall be final and binding on the parties. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
44. **Force Majeure :** IIT Hyd may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay, in performance or other failure to perform its obligations under the Contract, is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.) acts of states, the direct and indirect consequences of wars (declared or undeclared) hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.
45. **PENALTY :** An appropriate penalty will be imposed on the contractor if any deficiencies observed by the IITH officials about the services and equipment of the vehicle of the ambulance on each such occasion or happening. The penalty amount will be deducted from the monthly bill of the contractor.
- a) Negligence found on emergency essential item and services - 20% of the respective monthly bills will be deducted.
 - b) Repetition of negligence – 50 % of the respective monthly bills will be deducted
 - c) Repetition for third time – termination of contract
46. **COMMENCEMENT OF WORK:** The contractor is required to start the work with effect from the date mentioned in the work order. In case it is found that the work has not been taken up from the above date, the IITH at its sole discretion may cancel the work order and the EMD, Security Deposit shall be forfeited without any further reference to the Contractor. In the absence of any EMD/Security Deposit, the contractor will be blacklisted and debarred from participation in any future tendering process of the Institute.
47. **EXECUTION OF AGREEMENT:** The successful Tenderer would be required to execute a contract agreement with IIT Hyderabad on a Non-Judicial stamp paper of Rs.200/- (Rupees Two Hundred) only.

PART – I
Technical Bid
(3 pages)

A. Documents details to be mandatorily submitted:

S. No.	Particulars	Fill in the details	Submitted? (Y/N)	Pg.No.
1	Name of Firm/Tenderer/Company (in block letters) <i>[Firm registration certificate to be attached]</i>			
2	Permanent Address & Telephone No.			
3	Full Postal Address, Telephone/Fax No. E-mail:			
4	Whether the firm/ agency has any office at Hyderabad, if so, Address, Telephone and email-id <i>[Attach separate sheet]</i>			
5	Name of the bank, address, account number, IFSC code			
6	PAN No. <i>[copy to be attached]</i>			
7	GST No. <i>[copy to be attached]</i>			
8	EMD (Transaction ID and Date) <i>[copy to be attached]</i>			
9	Tender Processing Fee (Transaction ID and Date) <i>[copy to be attached]</i>			
10	Are you in the list of approved supplier of vehicles to any Govt./PSU organization/Institution? <i>[furnish the details, if applicable]</i>			
11	Whether covered under ESI/EPF and Misc. provisions Act. If yes, copy of the registrations to be attached <i>[copies to be attached]</i>			
12	Whether the firm/agency has executed any similar contracts during last 5 years. If yes, please provide the details in the Table-B of Part I - Technical Bid .			
13	Details of the vehicle. i. Date of Purchase (Purchase from Manufacturer): ii. Age of the vehicle as on bid closing date iii. Type/Make of vehicle iv. Fuel Used (Diesel/Petrol/CNG etc): Permission/Registration certificate/fitness certificate from RTO for use of the vehicle as Ambulance <i>[Copy of certificate to be attached]</i>			
14	Detailed description of specifications/ equipment/ provisions provided in the Ambulance vehicle.			
15	Compliance to the specifications mentioned. <i>[compliance statement to be attached]</i>			
15a	Qualifications & Experience details of proposed Emergency Medical Attendant			
16	Whether the vehicle is insured against Fire, theft, burglary etc. if so, please state the Amount & Name of the company with Policy No.			

	<i>[copy to be attached]</i>			
17	Copy of cash memo / invoice relating to purchase of the Ambulance Vehicle. <i>[copy to be attached]</i>			
18	Annual turnover during last 3 financial years i.e. FY 19-20, 20-21 and 21-22 <i>[CA certificate to be attached]</i>			
19	Income Tax Returns (for the last three Financial years) FY 19-20, 20-21 and 21-22 <i>[copies to be attached]</i>			
20	Declarations as per Annexure-C, D and E <i>[to be submitted in original]</i>			
21	Mention, If any previous contract of the vendor was terminated based on the quality before the completion of tenure of the contract. [Mandatory]			
22	Quality Certification and/or testimonials from the past clients for which vendor has rendered similar services (if any).			
21	Any other relevant information			

B. Details of Experience: Should be furnished in the following format:

Name of the client and full address	Telephone and FAX number of the client	Tenure of the contract	Value of contract	Supporting documents to be attached as enclosure & refer here

It is certified that the particulars given above are true to the best of my/our knowledge/belief and I/We have read the terms and condition of the Tender for deployment of one Ambulance on contract basis and have also understood the same and do hereby undertake to abide by the same without any reservation on any ground whatsoever. In case of any breach of the said conditions I/we shall be responsible for consequences of the same.

Date: _____

Name & Signature of the Authorized Signatory
of the bidder

Note: Bidders have to fill all the details in Annexure-A (information, submission status and Pg. No.) and furnish the supporting documents for the points mentioned in Annexure-A **(PREFERABLY IN A SINGLE PDF FILE)**.

Format of Price Bid

The bidder has to download the excel file from MHRD portal, fill the required fields in the excel and upload the same on MHRD Portal.

Letter of Consent and bid submission
(To be submitted on Bidder's letter Head)

Date: _____

To
The Director
IIT Hyderabad

Sub: Providing Ambulance services on 24/7 basis to IIT Hyderabad

Ref: Tender Notice No. IITH/101/Tender/MS/Ambulance/2022, dated:17/02/2023.

Sir,

I/We hereby offer to provide the Ambulance services on a monthly hire basis, and hereby accept all the terms and conditions of your Tender. Further, I/We agree to abide by the terms & conditions of the Tender Notice and hold our bid open and valid till 90 days from the date of opening of the same.

2. I/We have understood and fulfilled Eligibility Criteria, General Terms and Conditions and Scope of Work, Technical Specifications and Special Conditions of Contract and am/are fully aware of the nature of the services required and my/our offer is to provide services strictly in accordance with the requirements of your Institute.
3. As advised, a Self-Declaration is hereby enclosed in lieu of Earnest Money Deposit. I/We fully understand that I/We shall be blacklisted and debarred from future tendering process at the IIT Hyderabad if:-
4. I/We do not execute the contract documents within 7 (seven) days after getting information from IITH, or
5. I/We do not commence the work within 15 (fifteen) days after award of the contract to us from IITH,
6. This bidding document of mine/ours consists of _____ Nos. of pages in total.
7. Bidding documents and submission of Tender have been duly signed and attached herewith.
8. I/We know that acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Bidder(s) with Stamp, Address

Note: The formats have been made available for the convenience of tenderers in word format in the document titled 'Annexure'. The formats may also be downloaded. No change should be made by the tenderers except filling-up details. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.

NO RELATIONSHIP CERTIFICATE

(On Company Letterhead)

1. I/We hereby certify that I/We* am/are* related/not related(*) to any officer of IIT Hyderabad. (If Related provide the details of the employee)
2. I/We* am/are* aware that, if the facts subsequently proved to be false, my/our* contract will be rescinded with forfeiture of E.M.D and security deposit and I/We* shall be liable to make good the loss or damage resulting from such cancellation.
3. I/We also note that, non-submission of this certificate will render my / our tender liable for rejection.

Date:

Authorized Signatory with seal

Name:

Place:

Designation:

Contact No.:

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(to be provided on letter head of the firm)

I hereby certify that the above firm namely _____ is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I hereby certify that there is no police case/ vigilance enquiry pending against Partners of the firm or sole proprietor or company as the case may be, and that he has never been punished by any Hon'ble Court.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Bid Securing Declaration Form

Date: _____

Tender No. _____

To
The Director,
IIT Hyderabad,
Kandi, Sangareddy-502284

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported with EMD.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)