



भारतीय प्रौद्योगिकी संस्थान मुंबई
**INDIAN INSTITUTE OF
TECHNOLOGY BOMBAY**

Powai, Mumbai – 400 076

Website: www.iitb.ac.in

Advt. No-I31/2023-24
TENDER DOCUMENT FOR APPOINTMENT OF
CONTRACTOR FOR PROVIDING
AMBULANCE SERVICES

Last Date & Time of Submission:	25 th August 2023 till 11:00 hrs
Date & Time of Opening Bid:	25 th August 2023 at 11:30 hrs (Tenderer / representative duly authorised by the tenderer in writing is welcome to witness the tender opening)
Prebid Meeting	17 th August 2023 at 15:00 hrs

INDEX

Sr. No.	Particulars	Page Nos.
1.	Tender Notice	3
2.	Eligibility Criteria	4-5
3.	Letter to be submitted by the bidders along with the tender	6
4.	Details about submission of Quotations	7-8
4.	Ambulance Specifications	9-11
5.	Tender Document	12
6.	Terms and Conditions of the Tender	13-14
7.	Declaration	15
8.	<u>ANNEXURE- I</u> FORMAT FOR PERFORMANCE GUARANTEE BOND	16

INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
POWAI, MUMBAI-400 076

TENDER NOTICE FOR AMBULANCE SERVICES

(Advt. No-I31/2023-24)

IIT Bombay invites sealed tenders for providing Ambulance Services (round the clock) on Contract basis for a period of 1 year extendable for further period subject to satisfactory performance.

Detailed tender document along with other details can be either downloaded from Institute website www.iitb.ac.in/tenders or collected in person from the office of Assistant Registrar (HRM-1, HR-1), Main Bldg., Third Floor, IIT Bombay, Powai, Mumbai 400 076. Duly filled tenders should reach the Assistant Registrar (HRM-1,HR-1), IIT Bombay, Main Bldg., Third Floor, Powai, Mumbai - 400 076 on or before **25th August 2023 upto 11:00 noon**. The sealed cover must be superscribed with “**(Advt. No-I31/2023-24)**: Tender for AMBULANCE SERVICES”.

Date : 4th August 2023

REGISTRAR

ELIGIBILITY CRITERIA

- 1) The Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should be based at Mumbai or having its office in Mumbai. The term Mumbai for its purpose includes suburban area of Mumbai, Thane and Navi Mumbai
- 2) Bid should accompany **Demand Drafts** drawn on any Nationalized Bank in the name of “The Registrar, IIT Bombay” or through **RTGS** (Bank Name : State Bank of India, Branch Name with Address : IIT Powai Branch, IIT Main Gate, Adishankaracharya Marg, Powai, Mumbai – 400 076, Bank A/c Name: IIT Main Account, A/c No.: 00000010725729128 & IFS Code : SBIN0001109, MICR Code : 400002034) as per following:
 - i. Rs. 50,000/- (Rupees Fifty thousand only) as EMD.
- 3) Overwriting/correction in any part of the tender shall not be considered unless duly countersigned by the bidder, otherwise the Offer from the Bidder is liable to be rejected.
- 4) **No interest shall be payable by IIT Bombay to BIDDER on Earnest Money Deposit (EMD).**
- 5) The Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should have the minimum experience of 3 years as on 31-03-2023 in the field of providing ambulance service on hire basis to Govt. Organization, educational institution, Public Sector Undertaking (PSU), or any other reputed private Hospitals, etc. Necessary proof to establish the same needs to be enclosed with Bid documents.
- 6) The Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should have valid statutory licenses/ sanctions / registrations / permits required to run the business, else the offer from the Bidder is liable for rejection. Necessary proof to establish the same needs to be enclosed with Bid documents.
- 7) The Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should have minimum annual turnover of **Rs. 15 lakhs** and above in each of last three financial years i.e. **2020-2021, 2021-2022 & 2022-23** in providing ambulance service on hire basis. Necessary proof to establish the same needs to be enclosed with Bid documents.
- 8) The rates quoted in the Bid shall be valid for at least **6 months** from the date of opening of the Bid. Offer from bidder valid for a shorter period shall be liable for rejection.
- 9) The Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should have **minimum two registered Ambulance.**
- 10) Each page of the bid document shall be stamped and signed by the authorized signatory of the firm.
- 11) The successful Bidder will have to deposit a Performance Guarantee in the form of Performance Bank Guarantee (PBG) (Format enclosed at Annexure-I) of any nationalized Bank in favour of The Registrar, IIT Bombay for an amount covering 5% of the value of the contract.. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the PBG shall have to be renewed for the extended period.
- 12) The successful Bidder will have to make an agreement with IIT Bombay broadly covering scope of work, requirements, terms and conditions of the services to be provided to the IIT

Bombay and is required to pay required stamp duty. The cost of which shall be borne by the successful bidder.

- 13) The bid should be submitted in two parts namely, first part Technical Bid (Specifying technical specifications) along with Earnest Money Deposit and second part Commercial bid containing only rates in prescribed format and each should be kept in separate cover. Both these sealed covers are to be put in a bigger envelope which should be superscribed with “(Advt. No): Tender for AMBULANCE SERVICES” and should be addressed to the Asst. Registrar (HRM-1), Indian Institute of Technology Bombay, Powai, Mumbai- 400076. The inner envelop should be super-scribed with Advertisement Number and whether the envelope is containing “Technical Bid” or Commercial bid.
- 14) EMD of unsuccessful bidders will be returned within 30 days after the award of contract.
- 15) IIT Bombay reserves right to reject the tender on the basis of past performance at the time of opening of Technical bid.
- 16) IIT Bombay reserves the right to accept or reject any quotation with or without any reason.

Date: _____

The Registrar,
Indian Institute of Technology Bombay,
Powai,
Mumbai-400 076

Subject: Offer for Hiring Ambulance Service

Reference. : (Advt. No-I31/2023-24)

Sir,

With respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with our Profile and Ambulance Specification.

Necessary proof of payment towards tender document fee and EMD are also enclosed.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same in to without any alterations / modifications.

Yours faithfully,

Signature

Name & seal of Bidder.

I) Details about submission of Quotations

Indian Institute of Technology Bombay HR-1 HRM-1

Earnest Money Deposit (EMD)	Demand Draft No. _____ dated _____ for Rs.50,000/- (Rupees Fifty thousand only) drawn on (name of the Bank) _____ in favour of “ The Registrar, IIT Bombay ” payable at Mumbai. OR For RTGS Payment: UTR No. _____ dated _____ for Rs. 50,000/- (Rupees fifty thousand only)
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Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) profile		
Sr. No.	Required information	Description
1	Name of the Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) etc.	
2	Address of the Bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity)	
3	Legal Status (Proprietor, Partnership firm, limited company, corporation, etc. Attach proof)	
4	Name, designation, telephone nos. of the contact person Fax No. E-mail id	
5	Month and Year of commencement of Ambulance Services business	
6	Statutory details (Photocopies to be attached) : 1. Registration number of the firm. (As per shops and establishment act.). 2. PAN No. 3. GST Registration number.	
7	Existing total Ambulance owned in the name of agency / firm / company {Minimum 2} (Attach Registration Certificate	

8. List of present and past clients in the following format **(Please use separate sheet if required without changing the format)**. Please attach client certificate / work orders, etc. clearly giving period of contract.

Sr. No.	Name of the organization with complete postal Address	Name and designation of the contact person with Tel. / Mobile No (s), Email ID.	Period for which the contract is/was awarded	No. of Ambulance firm on site

9. Turnover in the field of providing Ambulance Services on hire basis done during the last three years (please submit any documentary evidence i.e. extract of Profit and Loss account , Balance Sheet & Income Tax return filed)

Financial Years	2019-20	2020-21	2021-22	2022-23
Details of Annual Turnover (Rs. In Lacs)*				

* If details of Annual Turnover for FY 2022-23 is not available for some technical reason, then Annual Turnover for FY 2019-20, 2022-21 and 2021-22 will be considered.

Authorized Signatory

Date & Seal

II) AMBULANCE SPECIFICATIONS

Type of Ambulance : 1. Small Ambulance or equivalent to Tata Magic (New Vehicle)*

2. Large Vehicle or equivalent Traveller Ambulance by Force Motors (New Vehicle)*

Design : - It shall be furnished with such modifications and attachments as may be necessary to enable the vehicle to function reliably and efficiently in sustained operation. The design of the vehicle and the specified equipment shall permit accessibility for servicing, replacement and adjustment of component parts and accessories with minimum disturbance to other components of the system.

Configuration of patient compartment : - Basic life support (BLS) shall be provided in the patient compartment. All litters should be loaded to position the patient's head forward in the vehicle.

There shall be a space for one primary patient with one multilevel, elevating shield cot with elevating back. Two patient restraining straps (chest & thigh) minimum, at least two inches shall be provided. The area should be capable of accommodating three seated patients.

NOTE : It is preferable that the primary patient's cot be positioned on the left side or centered in the ambulance. The patient will be less likely to aspirate fluids or other stomach contents if they are placed on their left side (recovering position) with the right side up. This position also permits easier visual monitoring of the patient.

PHYSICAL DIMENSION :

Length, Width, Height, Ground Clearance – As per specifications provided by Company.

OTHER SPECIFICATIONS

(a) Shock Absorbers, double acting type, heaviest duty available from chassis manufacture for the model offered shall be furnished on the front and rear axles.

(b) Spare Tyre : Spare Tyre storage shall be positioned such that the tyre can be removed without disturbing the patient.

(c) Interior Lighting :

(i) Driver's Compartment : There must be shielding of the driver's area from the light in the patient's compartment.

(ii) Patient's Compartment Illumination must be adequate throughout the compartment and provide an intensity of 40 foot candles at the level of the patient for adequate observation of vital signs, such as skin colour and papillary reflex and for care in transit.

(d) Separation from patient areas is essential to afford privacy for radio communication and to protect the driver from an unruly patient. Provision for both visual and verbal communication between driver and attendant shall be provided by a sliding shatterproof glass partition at the upper portion of the partition.

(e) Safety factors for patient compartment:

- (i) Litter fasteners : Crash stable fasteners must be provided to secure a primary and secondary litter.
- (ii) Litter Restrain : If the litter is floor supported on its own support wheels, a means shall be provided to secure it in position under all conditions.
- (iii) Patient Restraint : A restraining device shall be provided to prevent longitudinal or transverse dis-lodgement of the patient during transit, or to restrain an unruly patient to prevent further injury or aggravation to the existing injury.
- (iv) Safety belts for Drivers & Attendants.

(f) Insulation :

The entire body, side, ends roof, floor, and patient apartment compartment doors shall be insulated to minimize conduction of heat, cold or external noise entering the vehicle.

NECESSARY FITTINGS IN THE AMBULANCE

A) Small Ambulance or equivalent to Tata Magic (New Vehicle):**

- a) **Storage Cabinet** : All cabinet must be screwed or bolted together and fully braced, so as to reduce noise and hold up under continued use. Cabinets must be of sufficient size and configuration to store all necessary equipments. All equipments must be accessible to attendant at all times, even when loaded near head end.
- b) **Stretcher (Single)** : Foldable stretcher cum trolley with guards & safety belt having supporting legs to lock automatically in place when under-carriage is folded. Single (Non-removable)
- c) Bench seats for paramedics with safety belts and soft cushion handle
- d) Special Doctor/ Attender seat (1 No.) with safety belts and soft cushion handle
- e) Single Oxygen Cylinder cage
- f) I/V bottle holding hooks (2 Nos.)
- g) Electric plug point (1 No.)
- h) Overhead revolving beacon
- i) Wide 180 opening rear door and light
- j) Anti- Skid flooring
- k) Fan for patient
- l) Cabin lights (2 Nos.)
- m) Attendant seat (5 Nos.)
- n) Small Portable Tub
- o) Storage box with 2 drawers containing First Aid box
- p) Best quality shock absorbers.

B) Big Ambulance or equivalent to Traveller Ambulance by Force Motors (New Vehicle):**

a) **Storage Cabinet** : All cabinet must be screwed or bolted together and fully braced, so as to reduce noise and hold up under continued use. Cabinets must be of sufficient size and configuration to store all necessary equipments. All equipments must be accessible to attendant at all times, even when loaded near head end.

b)Stretcher (Single) : Foldable stretcher cum trolley with guards & safety belt having supporting legs to lock automatically in place when under-carriage is folded.

- c) High roof for clear standing height of 6 feet
- d) Low floor for easy entry and exit with fixed stepper for patient climbing
- e) Space for 8 person, 1 Doctor and patient seating
- f) Bench seats for paramedics with safety belts and soft cushion handle
- g) Special Doctor seat (1 No.) with safety belts and soft cushion handle
- h) I/V bottle holding hooks (2 Nos.)
- i) First Aid Box
- j) Electric plug point (1 No.
- k) Overhead revolving beacon
- l) Wide 180 opening rear door and light
- m)Anti- Skid flooring
- n) Fan for patient
- o) Cabin lights (2 Nos.)
- p) Attendant seat (5 Nos.)
- q) Wash Basin (small) (1 No.)
- r) Storage Box with 2 drawers)
- s) Partition between driver & patient with a communication window
- t)Best quality shock absorbers.
- u) Single folding stretcher with O₂ cylinder slot.
- v) Portable Suction Apparatus.

**** New Vehicle : The vehicle which is registered on or after 1st January 2023**

TENDER DOCUMENT - COMMERCIAL BID

Details of Ambulance (Non-AC) Category:

Sr. No.	Make of Vehicle	Minimum Kms. Per month	Monthly Charges (Rs.)	Rate per Extra Km.
1	Tata Magic	1500		
2	Traveller Ambulance by Force Motors.	850		

* **Rates quoted must be exclusive of all taxes. Tax details to be given separately.**

1. Bid should accompany **Demand Drafts** drawn on any Nationalized Bank in the name of "The Registrar, IIT Bombay" or through **RTGS** (Bank Name : State Bank of India, Branch Name with Address : IIT Powai Branch, IIT Main Gate, Adishankaracharya Marg, Powai, Mumbai – 400 076, Bank A/c Name: IIT Main Account, A/c No.: 00000010725729128 & IFS Code : SBIN0001109, MICR Code : 400002034) as per following:
 1. Rs. 50,000/- (Rupees Fifty thousand only) as EMD.
2. Quotations received after the closing date will not be considered.
3. Quotations should be valid for **six months** from the closing date of the Advertisement.
4. The successful Bidder shall deposit a Performance Guarantee in the form of Performance Bank Guarantee (PBG) (Format enclosed at Annexure-I) of any nationalized Bank in favour of The Registrar, IIT Bombay for an amount covering 5% of the value of the contract.. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the PBG shall have to be renewed for the extended period.
5. The Offer of the Bidder who quotes lowest charges (excluding applicable taxes) shall be selected as successful bidder. The Bidders will be ranked in the order of lowest quote to highest quote (ie L1, L2, L3....). The successful bidder will be selected, based on the lowest rate of charges offered (L1). 'L₁' will be finalized on the basis of the below mentioned formula

$$L_1 = \text{Monthly Charges} + (\text{rate per extra km} \times 200)$$

6. Kilometer done in a particular month in excess/ less than minimum offered kilometer will be carried forward to next month and the same will be set off in the end of that particular quarter by regulating the payment. Fresh account will be made for each subsequent quarter.

TERMS & CONDITIONS OF THE CONTRACT

1. The Contract is for a period of 1 year extendable for further period subject to satisfactory performance.
2. During the contract period of one year, no increase in monthly rate / extra km rate will be permissible.
3. The ambulance, in perfect running condition with sufficient fuel and necessary documents required by RTO authorities shall be parked with the driver at the premises of the Institute Hospital.
4. The ambulance should be equipped with standard accessories such as stretcher, oxygen cylinder stand, water tank with wash basin, hook for saline bottle, first aid box, small table like fixtures to keep glass of water, medicines etc.
5. Drivers should be allotted duties of 8 hours each (1 driver for each shift). In any circumstances, not more than 12 hrs. duty should be done by the drivers. The drivers should be medically fit.
6. PPE for the drivers should be provided by the owner/ contractor of the Ambulance.
7. One mobile phone shall be made available by Agency with the ambulance without extra cost.
8. The movement of the ambulance will be done as per instructions given by the Hospital Authorities viz. Incharge Hospital, CMO (SAG), IIT Hospital or the person authorized by them. The movements of the vehicle has to be recorded in the log-book, which will be provided by the Institute and the signature of the user/authorized hospital staff should be obtained after each journey.
9. Agency may withdraw the ambulance for servicing/repair if necessary for one day in a month from 08.00 am to 06.00pm. However, Agency will provide another Ambulance for the duration till regular ambulance is serviced.
9. A ambulance shall be provided in case of any breakdown of the regular ambulance. If the time taken for repairs on the spot exceeds two hours. In case the substitute vehicle is not made available to us within two hours from the time of the intimation over the phone the Institute will deduct the necessary charges from the monthly bill submitted by you as per the following:
 - Rs. 5000/- for 24 hours default.
 - Rs. 2500/- for more than 12 hours default.
 - Rs. 1000/- for less than 12 hours default.
10. If, ambulance breaks down on the way while taking any patient from Institute Hospital to City Hospital or vice versa the patient will have to be transported to the destination by other suitable mode, the actual expenditure incurred on hiring of the alternate will be recovered from monthly charges payable to you.
11. The ambulance will be inspected by the authorized representative two / three times in a month without giving any advance notice. Whatever defects are pointed out by him will have to be rectified at your cost at the earliest.
12. Rates quoted must be exclusive of all taxes.
13. The successful bidder shall also be liable for depositing all taxes, levies, cess, etc. on account of services rendered by it to IIT Bombay to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
14. The successful bidder shall abide by the rules and regulations of RTO, Govt. of Maharashtra / India particularly applicable to the business
15. The successful bidder shall submit the bill along with the Log-Book for payment immediately after the completion of the month to the Incharge Hospital, CMO (SAG), IIT Hospital for certification and onward transmission to the Transport Section. The payment will be made

- by cheque/ NEFT/ RTGS after necessary adjustments, if any.
16. In case either of the parties decides to terminate the contract (except for the reasons mentioned above a minimum one month notice in writing shall be given).
 17. Payment will be settled within 30 days from the date of receipt of the bills.
 18. All cases of eventualities like accident, RTO inspection etc., should be dealt by the successful bidder. Institute shall not be liable for any fine/compensation etc. in such cases.
 19. Institute shall have no liabilities whatsoever for the vehicles / manpower provided by the successful bidder.
 20. Institute may enter into a parallel rate contract with more than one agency for providing hired vehicles.
 21. All bidders are required to confirm in writing that the above terms and conditions are acceptable to them and they shall not demand any change in the terms and conditions so agreed upon.
 22. IIT Bombay reserves right to accept or reject any quotation with or without any reason.
 23. Each vehicle to be engaged into the services of IITB by the bidder, must have coverage of **Comprehensive Car Insurance Policy**.
 24. Legal relationship between the successful bidder and IIT Bombay shall be that of independent contractor of each other.

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We also certify that there is no case pending with the police against the us and also we have not been black listed by any Government/ Semi-Government/PSU etc. I/ We will comply with all the statutory requirements and there is no violation of all applicable laws in relation to the running the business of providing Ambulance Services.

In case, any deviation is found in the above statement at any stage; I/We shall be liable for disqualification and also liable for forfeiting of EMD amount. I/We convey our unconditional acceptance to the terms and conditions as mentioned in the tender document.

Authorized Signatory
Date & Seal

FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of one Hundred) {TO BE ESTABLISHED THROUGH ANY ON THE NATIONALISED BANKS (WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK)SITUATED AT MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED}

To,
The Registrar,
Indian Institute of Technology,
Powai, Mumbai- 400 076

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology, Bombay have invited Tenders vide Tender No Dt. for providing ambulance services AND WHEREAS the said tender document requires that any eligible successful tenderer wishing to provide the services in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of **“Registrar, Indian Institute of Technology, Bombay”** in the form of Bank Guarantee for Rs{**5%(five percent)of the contract value**} and valid for a period of sixty days beyond the date of completion of all contractual obligations from the date of issue of Performance Guarantee Bond may be submitted within 30 (Thirty) days from the date of Acknowledgement on the award of contract as a successful bidder .

NOW THIS BANK HEREBY GUARANTEES that in the event of said tenderer failing to abide by any of the conditions referred in tender document/terms and condition of the contract this bank shall pay to Indian Institute of Technology, Bombay on demand and without protest or demur Rs..... (Rupees).

This bank further agrees that the decision of Indian Institute of Technology, Bombay as to whether the said Tenderer has committed a breach of any of the conditions referred in tender document / terms and condition of the contract shall be final and binding.

We,(name of the Bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Tenderer and / or Indian Institute of Technology, Bombay.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs.
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if IIT Bombay serve upon us a written claim or demand on or before(date).

This Bank further agrees that the claim if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at(Address of local branch)

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Instruction to Bank: Bank should note that on expiry of Bond Period, the original Bond will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.