

**BHARAT HEAVY ELECTRICALS LIMITED**  
(A GOVT. OF INDIA UNDERTAKING)  
Heavy Equipment Repair Plant  
Varanasi

TENDER DOCUMENT No.  
**HERP/HR/ Medical/Ambulance -Dated08.03.2014**  
**“Contract for Hiring an Ambulance”**

**NOTICE INVITING TENDER**

- 1) Name of Work: **Hiring of an Ambulance.**
- 2) Sealed Tenders are invited in 2 Bid System i.e. 'Technical cum Commercial Bid' and 'Price Bid' for the above work from competent parties. Tenders shall be sold by HR Department up to **1200 Hrs. on 29.03.2014.**
- 3) Filled tender document shall be received in tender box kept in MM Department at ADM Building (First Floor) upto **1400 Hrs. On 29.03.2014.** 'Technical cum Commercial Bid' shall be opened on the same day at **1500 Hrs.** Price Bid shall be opened at a later date after completion of other formalities and acceptance of 'Technical cum Commercial Bid'.
- 4) Tender document can be purchased from HR Department by depositing Rs. 500/- in cash office or same can be enclosed in the form of DD in favour of "BHEL", payable at Varanasi. If tender is downloaded from our website [www.bhel.com](http://www.bhel.com), the tender cost Rs. 500/- (Rs. Five hundred only) in form of DD must be enclosed along with "Techno-Commercial Bid".

**Important:**

The 'Price Bid' of only those bidders shall be opened who qualify in the 'Techno-Commercial Bid'. The both bids should be enclosed in separate and sealed envelopes. The outer envelope should be super-scribed 'Price Bid' & 'Techno-Commercial Bid' for identification. This sheet should be enclosed along-with the 'Techno-Commercial Bid'.

- a) Techno-Commercial bid incl. unpriced price bid : 11 pages (separate envelop)
- b) Price bid : 01 page only (separate envelop)
- c) Tender cost -Rs.500/- in form of DD OR where tender cost has been deposited in form of Cash at BHEL office, Money Receipt of such deposit. (separate envelop)

Tender Document Issued to : \_\_\_\_\_

Name of Contractor : \_\_\_\_\_

Address : \_\_\_\_\_

Contact No. : \_\_\_\_\_

**(Sign, Seal & Date of Issuing Authority)**

**BHARAT HEAVY ELECTRICALS LTD., HERP, Varanasi**

HERP:HR:Medical:Ambulance

Date: 08.03.2014

**NAME OF WORK :Hiring of one Ambulance**

**SCOPE OF WORK**

The ambulance should be provided with the following facilities :

Sl. No.	Description	Requirement	Remarks
1.	Ambulance: Vehicle Make / Model  (The purchase date of vehicle to be supplied for use as of Ambulance shall not be earlier than 01.01.2011)	Make: Maruti Omni / Ecco / Tata Winger / Travera Model - AC with Heater	Copy of Vehicle Registration Certificate to be attached
2.	Place of work	Varanasi and adjoining areas	Vehicle to be placed at BHEL, Varanasi.
3.	Required No.	1 (One) No.	
4.	Working days	All days including Sundays and holidays	
5.	Working Hours	24 hrs. (3 shifts)	
6.	Operator	One driver along with one qualified technician for each shift	
7.	Requirement in the Ambulance		
	Ambulance collapsible stretcher		
	Side stretcher		
	12V plug point for operating suction apparatus		
	Clamp for Oxygen cylinder with Oxygen gas cylinder		
	Hook for hanging IV fluid bottle		
	Drug cabinet (Medicines will be provided by BHEL)		
	Attendant Seat		
	Hook for hanging IV fluid bottle		
	Window screens		
	Fans for Patients		
	Safety : Fire extinguisher dry powder type and First aid box		

**TECHNICAL CUM COMMERCIAL BID QUALIFYING REQUIREMENT**

The bidders are required to provide information about the following and enclose copies of required documents for hiring of an Ambulance.

	<b>Requirement</b>	<b>Essential/ Desirable</b>	<b>Details (To be filled in by the Contractor)</b>
1	Name of the bidder / Firm	Essential	
2	Contact Details (For day to day liaisoning): a) Name of Contact Person: b) Address of Contact Person: c) Land Line & Mobile Numbers d) E-mail id:	Essential	
3	EMD in the standard form enclosed for Rs.40,000/(Rupees Forty Thousand only)	Essential	
4	Signature, Date, & Seal on all pages of the Technical cum Commercial Bid.	Essential	
5	Details of Firm: Company/Partnership Firm/ Individual (please enclose Partnership Deed)	Essential	
6	Address of bidder / Firm	Essential	
7	PAN No.	Essential	
8	Service Tax Regn. No. (PAN based) (if applicable)	Essential	
9	Blank Price Bid	Essential	
10	Bank Account Details: Beneficiary Name Bank Name: Branch MICR code IFSC code Account Number & Type :Account Type:	Essential	
11	Photo copy of registration certificate for providing medical services from statutory authorities	Essential	
12	Minimum three years experience of running medical related /ambulance services. Documents: Income-Tax Return Copy of P&L and Balance Sheet or any other document evidencing the experience etc.	Essential	
13	Valid Labour License (if more than 10 labours are engaged) (Enclose Copy)	Desirable	
14	Copy of Valid PF Registration	Desirable	
15	Copy of Valid ESI Registration	Desirable	

**Note: (a) Non-fulfilment of any of the essential requirements can entail disqualification of the bidder.**

All the above conditions accepted

**(Sign, Seal & Date of Bidder)**

**NAME OF WORK : Hiring of an Ambulance.**

**GENERAL TERMS & CONDITIONS OF CONTRACT**

Tenders are invited for Hiring of one Ambulance.

- 1) The bidding is in 02 (Two) stages i.e.
  - (a) Technical cum commercial bid, and
  - (b) Price bid
- 2) The price bids of only those bidders will be opened who have deposited the requisite EMD and qualify the first stage (i.e. Technical-cum-Commercial Bid).
- 3) Bidders are requested to comply with requirements like PF &ESI Registration, Labour license etc, if required. If the appropriate authorities raise any such requirement/claim/challan, the bidder will have to fulfil all requirements for which no financial burden shall be passed on to BHEL. The full burden will have to be borne by the bidder. Bidder should submit bill on monthly basis supported with log book and other related documents as may be prescribed by BHEL.
- 4) The bidders are required to quote their hiring charges in Rupees per month (Rs./Month) in figures & words as well. There should be no cutting or over-writing in the price bid. This may be ensured while filling the price bid. In case there is a difference in the price quoted between figures and words, the rates quoted in words shall prevail. The prices shall be firmed for the full period of contract and no revision in the quoted rates shall be allowed under any circumstance.
- 5) Bills will have to be submitted to BHEL, Human Resource (HR) Department, HERP, Varanasi. Certified bill will be sent for payment.
- 6) The billing period will begin from the 1<sup>st</sup>/15<sup>th</sup> day of a calendar month. Bidder should strive to place the Ambulance on 1<sup>st</sup>/15<sup>th</sup> day of month.
- 7) The initial **validity of the contract** shall be Two years from date of LOI/Contract, which may be extended, on mutual consent, for a further period of one year on the same terms and conditions.
- 8) For Ambulance the ordering / contract will be finalized on technically qualified bidders only. Thereafter, the bidder quoting the lowest price shall be considered for ordering subject to price reasonability.
- 9) Offers shall be accompanied with **Earnest Money Deposit (EMD) of Rs. 40,000/- (Forty Thousand only)** in the form of Demand Draft, in favour of BHEL, Varanasi (UP) or in the form of money receipt issued by BHEL Varanasi in case cash is deposited in BHEL. Offers without EMD shall be liable to be summarily rejected. The EMD shall be refunded to all the unsuccessful bidder(s) after award of work by BHEL and acceptance by the successful bidder.
- 10) EMD deposited by the bidder will be forfeited as per Tender Documents if:
  - a) After opening the tender, the bidder revokes his tender within the validity period or increases his earlier quoted rates.
  - b) The bidder does not commence the work within the period as per LOI / Contract. In case the LOI / contract is silent in this regard then within 15 days after award of contract.
- 11) **Security Deposit (SD):**  
Security deposit shall be collected from the successful bidder on the basis of total value of contract for full period of two years and the rates of security deposit shall be as under:
  - a) Upto Rs. 10 Lakhs : 10%
  - b) Above Rs. 10 Lakhs : Rs. 1 Lakh + 7.5% of amount exceeding Rs. 10 Lakhs.

- 12) Security deposit shall be collected from the successful bidder **before start of the** work in the form of either Cash or Pay order/DD/FD/NSS/KVP or Bank Guarantee. The FD/NSS/KVP shall be duly pledged in favour of BHEL and the bank guarantee format shall have the approval of BHEL. EMD of Rs. 40,000/- may be adjusted as Security Deposit on the request of the contractor to whom the contract is awarded. The SD will be refunded to the contractor after satisfactory completion of the work and after making necessary recoveries, if any.
- 13) Successful bidder will pay the Stamp Duty on Security Deposit as per government Rules.
- 14) Bidder will have to fulfil all legal obligations for Ambulance regarding minimum wages, PF, ESI, Pollution norms, Motor Vehicle Act, Service tax etc. as may be applicable to him. The vehicle should have valid Ambulance permit issued by Regional Transport Officer (RTO), Varanasi. The vehicle must be comprehensively insured for driver, passengers & the third party for the period of the contract.
- 15) Driver should have valid and suitable driving license for light Motor vehicles. Driver without license will not be permitted.
- 16) The contractor has to abide by all laws, rules & regulation applicable to this type of work. Ignorance of the same does not entitle him to any concessions or claims.
- 17) **ARBITRATION** :All disputes arising in connection with the contract shall be settled by mutual consultation. If no agreement is reached the dispute shall be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the rules made there under. The dispute shall be referred for arbitration to any arbitrator to be appointed by the Head of the Unit, BHEL, HERP, Varanasi. The award of the arbitrator shall be final and binding on both the Parties. The venue of the Arbitration shall be Varanasi in India. The Award to be given by the Arbitration shall be a speaking award. All questions, disputes, differences arising under, out of or in connection with this contract shall be to the exclusive jurisdiction of Jhansi Courts.
- 18) **JURISDICTION** : Any matter of dispute arising out of or in connection with this contract shall be under jurisdiction of Varanasi court only.
- 19) **SUSPENSION** : BHEL reserves the right to suspend performance of any or all of its obligations under the contract. Such notice shall specify the obligation of which performance is to be suspended, the effective date of suspension and the reasons therefore. The contractor shall there upon suspend performance of such obligation until ordered in writing to resume such performance by the same authority that ordered for suspension.
- 20) The Contractor has to make an agreement with BHEL in the format prescribed on a Rs. 100/- Non-Judicial Stamp Paper.
- 21) In case of non satisfactory performance of the contract, BHEL shall have a right to cancel the contract & forfeiting the security deposit.
- 22) The Contractor shall compensate BHEL for any loss or damage to the plant / property, material of BHEL due to his workmen / representatives' negligence or otherwise during execution of work contract.
- 23) The Contractor shall get the character & antecedents of his own drivers verified from District Magistrate's office and intimate the same to the management before deploying them to work.
- 24) BHEL reserves the right to accept or reject any or all offers without assigning any reason (s). The dispute arising out of or in relation of this agreement shall be referred to arbitrator who may be a serving / retired Sr. Officer or any other person of repute whose award shall be binding on both the parties to the agreement. In case any of the parties decides to obtain relief from the court, the dispute arising out this agreement shall be subject to Jhansi jurisdiction.
- 25) In case of Ambulance absent for reporting for duty a penalty of Rs. 1,000/- (Rupees One Thousand only) shall be imposed over and above the proportionate deduction from monthly payment for non-placement of the ambulance, calculated on per day basis for that particular month.

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- 26) The Ambulance shall be operated by Diesel only. The Ambulance should be without factory fitted gas-system. If during the contract period, it is found that is same is run by other fuel / gas, suitable action shall be taken against the bidder / contractor or contract may be terminated.

I HAVE READ AND UNDERSTOOD ALL THE GENERAL TERMS & CONDITIONS. THE ABOVE HAVE BEEN UNDERSTOOD FROM BHEL OFFICERS / SUPERVISORS. ALL TERMS & CONDITIONS ARE ACCEPTED.

All the above conditions accepted

**(Sign, Seal & Date of Bidder)**

## Special Conditions

### **A) Scope:**

- 1) The vehicle used for ambulance service should be registered in the name of bidder only.
- 2) The ambulance should have valid Registration, Fitness Comprehensive Insurance (including third party, property and damage coverage), permit and exhaust emission certificate etc.
- 3) Original documents to be submitted by the contractor as and when it is required by BHEL.
- 4) The contractor should pay necessary taxes and other insurance payment and carry out exhaust emission test as statutorily required. All the connected documents should be kept alive during the contract period.
- 5) The front & rear wind screens should have a sticker reading “**AMBULANCE**” and “**ON BHEL DUTY**”. The Ambulance will be parked at BHEL premises at Tarna, Shivpur, Varanasi for which suitable place will be provided. **The service provider/contractor shall not display the name of the firm/establishment anywhere on the outer side of the ambulance.**

### **B) Administration :**

- 1) The vehicle should be well maintained and in good running condition. It should run smoothly without any vibration to avoid patient fatigue, during contract period failing which, BHEL reserves the right to terminate the contract.
- 2) The fuel tank should be always kept full and at any point of time the level should not be less than 50% of tank capacity.
- 3) BHEL official shall carry out inspection of Ambulance offered and their decision regarding acceptance and rejection is final.
- 4) In case the ambulance is used for purposes other than transporting patients requiring urgent medical attention and hospitalization, a charge of Rs. 1,000/- per incident shall be collectible from such employees excluding the cost of fuel which shall be levied extra.
- 5) The ambulance shall **NOT** be used for ferrying patients from hospitals to their residences after getting discharged post in-house treatment in any hospitals.
- 6) The ambulance shall report to BHEL’s Security in-charge stationed at the main Gate of the BHEL plant. He will be entrusted (in consultation with BHEL Human Resource Deptt.) with the authority to depute the ambulance on medical emergency calls from needy persons after fulfilling the necessary formalities by the concerned. Under no circumstances the vehicle will move from factory premises without permission of BHEL-Security In-charge. It has to be ensured by the persons available at the time that genuine medical emergency exists before of deputing the vehicle.
- 7) 24 hours availability of the ambulance should be ensured in BHEL, premises at Tarna, Shivpur, Varanasi to attend emergency cases at any time.
- 8) The log book for the vehicle shall be maintained by the contractor’s driver, which will be crosschecked as and when required. The copy of log book to be submitted along with the bill at the end of every month for claiming the payment.
- 9) The driver and the technician stationed in the Ambulance should be well behaved and courteous with the patient and their attendant / family members / relatives. He should display restraint and wisdom in dealing with excited passengers. In case of misbehaviour by the driver, a suitable penalty can be imposed for each occasion. In case there are multiple repetitions with a particular driver, he will have to be changed.
- 10) Ambulance should have cleaned & ironed white seat covers at all times. In case of failure to do so, BHEL will get the same prepared and deduct the amount from the bills apart from recovering a penalty of Rs.100/- per incidence.
- 11) The bidder will have to provide two pairs of uniform to each driver and one pair of black shoes. The shirt should have a label showing the name of the Firm on the left and a name plate pinned on the right side of the shirt showing the name of the driver.

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- 12) The driver(s) will have to be provided with a mobile phone. They will keep the mobile phone charged and in fully operative condition.
- 13) The contact person shall have to meet the HR Department representative at least once every fortnight for obtaining feedback about the operation of the ambulance. The instructions issued by the HR Executive will be noted down by the contact person in Two Copies, one each for the contractor and BHEL.
- 27) In case of breakdown of Ambulance on any day, another Ambulance with compatible facilities will have to be provided immediately. In case of failure to provide another Ambulance, a penalty @ Rs. 1,000/-per day will be imposed over and above the proportionate deduction from monthly payment for non-placement of the ambulance, calculated on per day basis for that particular month.
- 14) This will be allowed only for maximum 7 days, after which management reserves the right to terminate the contract at the risk & cost of the bidder and also forfeit their Security Deposit.
- 15) The Ambulance will have to be maintained by the contractor in good running and working condition which includes but not limited to the following:
  - a) Minimum noise of engine and body while running
  - b) Tyres with proper treads
  - c) Appropriately Inflated Stepney
  - d) Working headlights, tail lamps, indicators, speedometer, milometer etc.
  - e) Proper paint on the outside
  - f) Good condition of bumpers
  - g) Upholstery in good condition including washed and ironed white seat covers
  - h) Proper locking of all doors
  - i) Proper closing and opening of all windows
  - j) Dusting of dashboard, rear board, matting, windscreen, windows and body.
- 16) The bidder will have to maintain a logbook provided by BHEL and the signature(s) of the person who has used the ambulance, which shall be required to be countersigned along with staff no. by the concerned employee requisitioning such services. The logbook will be the Company's property and driver has to keep it in the safe custody. No unauthorized person should be allowed to travel in the Ambulance when on BHEL official duty.
- 17) The ambulance should work on all Sundays, all local and National holidays, i.e. it should work throughout the year without any break.
- 18) The ambulance should have one side stretcher arrangement and other side sitting arrangement lengthwise and when stretcher is not required both side should have sitting arrangement.
- 19) The ambulance should have good condition spare tyre with vehicle, and if required to change immediately in case of puncture. The driver must be trained in this regard.
- 20) The ambulance should have necessary tools box in case of emergency repair like tyre changing, incase of puncture, and for other maintenance issues and minor repairs.
- 21) The ambulance services should be operated in 24 hours continuous service with mobile phone facility to contact in emergency.
- 22) The driver should wear uniform compulsorily while on-duty.
- 23) The contractor shall provide immediately another ambulance in case of breakdown.
- 24) All statutory norms like PF, ESI, if applicable, to be arranged for the drivers and technicians working in ambulance service, BHEL will not be responsible for any consequences out of any violation of rules or acts by the contractor. If BHEL is liable to pay any such amount due to violation of relevant laws by the contractor, the amount so paid shall be recovered from the contractor's bill.

**Payments:**

- 1) The contractor shall raise the bills after the end of every month in Triplicate along with the copy of log book and the payment will be processed within 30 days.
- 2) The monthly charges for the Ambulance along including requisite (running 24 X 7) will be as quoted by the bidder and agreed upon by both the parties.
- 3) Medical consumables used for the patients during transportation to medical hospital/facility shall be reimbursed on actuals on the basis of certification by the Technicians/ Pharmacists-cum-Ward boy etc. duly countersigned by the designated authority of BHEL.
- 4) In addition to payments as above, running charges of the ambulance at the current rate of one litre diesel for every 15 (fifteen) kilometer shall also be reimbursed by BHEL. For the purpose of ascertaining the actual kilometer running proper log book, to be provided by BHEL, of every journey should be maintained.
- 5) All charges will be inclusive of all taxes, duties and levies as may be charged by the State/Central Government from time to time.
- 6) The charges shall be valid for a period of two years and there will not be any upward revision.
- 7) The total cost for servicing and maintenance of the vehicle, cost of lubricants, mobile expenses, road tax for vehicle, insurance and other misc. expenses, if any, shall be borne by the contractor.

**Validity:**

The tenancy of the contract will initially for a period of 02 (Two) years from the date of commencement of the contract which may be extended on mutual agreement for a further period of one year on the same terms and conditions.

**Termination:**

BHEL reserves the right to terminate the contract without assigning any reason by giving 15 days notice to the contractor or immediately in case of failure to place any alternative ambulance for a continuous period of seven days.

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**PRICE BID (1 PAGE only)**

**(Important: Contractor is advised to read the technical bid also before quoting)**

- 1. Title of work : **Hiring of one Ambulance.**
- 2. Tender No : **HERP:HR:Medical:Ambulance** Dated: **08.03.2014**

**Rate of Monthly Charges for providing Ambulance Service**

**Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) per month**  
(Numerical) (In words)

**Note: The above rates are exclusive of reimbursement of fuel charges for actual running of the ambulance as detailed under Sub-clause 4 of clause 'Payments' under 'Special Terms'**

**DECLARATION:**

This is to declare that the above monthly charge is exclusive of Service or any other taxes, levied on the service being provided by the agency and shall be reimbursed on production of proof of payment of the same to the concerned statutory authorities.

I/we agree to execute the above work on terms & conditions as per the tender documents and also agree to deposit Security Deposit in line with clause 10 of General Terms & Conditions of tender document immediately after award of contract to me.

NOTE : Service Tax shall be paid extra on the basis of documentary evidence. All the terms & conditions accepted

\_\_\_\_\_  
(Signature)

Seal

Date: \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel. No.: \_\_\_\_\_

Mobile : \_\_\_\_\_