



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुवनंतपुरम
(मानव संसाधन विकास मंत्रालय, भारत सरकार के तहत स्वायत्त संस्था)
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH THIRUVANANTHAPURAM
(*An Autonomous Institution under MHRD, Government of India*)
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TENDER NOTICE – HIRING OF AMBULANCE

ADVT NO. IISER(T)/ADMN/038(A)/2016

DATE: 20 APRIL 2016

TECHNICAL BID

GENERAL TERMS & CONDITIONS

The offer to the Notice Inviting Tender shall be in two parts viz:

- Technical Bid and
 - Financial Bid
1. **Technical Bid** should consist of the following:
 - a) **Copy of the Registration Certificate of the firm as per relevant act**
 - b) **Service Tax Registration Certificate (copy)**
 - c) **PAN of the Agency/Firm (copy)**
 - d) Details of vehicles owned, Details of employees, Experience (in years), existing client list (with proof)
 - e) **EMD** of Rs. 25,000/- (Rupees Twenty five thousand only) in the form of DD favouring IISER-TVM payable at Thiruvananthapuram.
 - f) **Tender Cost** of Rs. 525/- in the form of DD in case of downloaded tender documents
 - g) **Bank Details** of the agency (A/c No., Name of the Bank, Branch etc..)
 2. Technical details should be submitted in **duplicate**. Deviations if any, from tender terms, clause-wise should be clearly mentioned. ***Technical bids without the items as mentioned in (1) will not be considered for evaluation.***
 3. **Financial Bid** should be given in the enclosed format (Annexure-2) and shall consist of the rates with break-up details. Financial Bid should also be submitted in **duplicate**.
 4. The technical bid and financial bid should be submitted in **individual separate sealed envelopes**, which shall again to be put in the duly sealed envelope super scribing the “***Tender for hiring of Ambulance – IISER TVM, Vithura***” and tender number. All the covers should bear seal of the agency.
 5. The contracting agency/firm/company should have minimum **TWO YEAR** experience as on 31 Jan 2016 in the field of providing Ambulance / Passenger vehicles on hire basis to any Public Sector Undertaking (PSU), Govt. Organization, educational institutions or reputed private organization. The copy of contract agreement / work order (except the rates) to be submitted as proof.
 6. The agency / firm should be registered with the state/central authorities as prescribed in para 1.

7. The contracting agency/firm/company should be based at **Thiruvananthapuram** or having its office in Thiruvananthapuram for smooth facilitation.
8. Multiple bids by the single bidder or its allied firms are summarily rejected.
9. All the pages of the Tender form should be submitted along with technical bid and each and every page of the tender document should bear the rubber stamp and signature of the authorized signatory as an acceptance of the terms and conditions of the tender.
10. Rates quoted should be inclusive of all taxes and other charges (if any) and nothing shall be paid by IISER-TVM in addition to the rate quoted by the Tenderer. Conditional tenders are liable to be rejected.
11. As far as possible correction in the figures are to be avoided. Corrections, if any, should be attested with dated initials by the same party who is signing the Tender form. Overwriting will render the tender null and void and are liable to be rejected.
12. Any attempt to negotiate or influence directly or indirectly from tenderer's side will result to disqualification.
13. Only Technical Bids shall be opened on the scheduled date i.e **18 May 2016 at 3:30 PM**. You are at liberty to be present/authorize a representative to be present during the opening of tenders at the time and date as specified above. The Financial Bid of only those bidders whose technical bid is accepted by the Technical Evaluation Committee (TEC) shall be opened. The technically qualified firms will be intimated regarding opening of financial bids through SMS/e-mail or written intimation or both.
14. In case the date of opening of tender happens to be a holiday then the tender will be opened on the next working day at the same time and place for which no communication will be given.
15. Institute reserves the right to choose, accept or reject or withdraw any part or full tender(s) at any stage without assigning any reason. The decision of institute in this regard is firm and final.
16. Institute also reserves the right to award the contract to one/more than one agency.
17. Institute will issue LOI to the selected bidder for commencing the services as per the approved rates and any failure in accepting the LOI will be treated as withdrawal from the tender commitments and the bid security / EMD submitted by the agency will be forfeited.

18. **Performance Bank Guarantee:** The successful bidder should submit a Performance Bank Guarantee (PBG) in the prescribed format as per the time limit given in the LOI which will be equal to 05% of the total annual contract value or Rs. 50,000/- (Rupees Fifty Thousand only) whichever is higher . The PBG will be released only after successful completion of contract period/extended contract period, whichever is later.
19. In case the bidder fails to commence the service by depositing the P.B.G as per the LOI within the time limit, the offer of acceptance will be treated as cancelled. Such cases will be treated as withdrawal from the tender and the EMD deposited by the withdrawn bidder will be forfeited.
20. The Institute reserves the right to award to next lowest bidder at the lowest quoted rates, in case the L1 firm withdraws from the contract or fails to commence the services as per the orders of the Institute.
21. The successful bidder(s) shall execute an agreement detailing the terms and conditions within the time as may be specified by IISER-TVM.
22. The contract will be valid for a period of **two years** starting from the date of signing the contract agreement or from the date of commencement of operation whichever is later. The same shall be extendable to another period of one year/two years depending on the performance of the contractor.
23. The contracting agency/firm/company and the IISER TVM shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Thiruvananthapuram.

Other Terms and conditions of the contract

1. The ambulance should be in excellent running condition of **2015** model and above and should be in road worthy condition, accident free, fully insured and should conform to technical and other specifications as per **Annexure -1** of this document.
2. The ambulance provided by the agency should be insured for unlimited passenger liability. In case of violation in insurance documents, IISER-TVM will have the rights to prefer the full claim from the agency/contractor.

3. The vehicles provided should conform to Motor Vehicle Inspection Standards applicable for ambulance and should be registered with appropriate authorities.
4. The vehicle inspected and approved by IISER-TVM only to be provided for service as ambulance. Periodical inspection shall be carried out by the Institute and repairs / drawbacks if any observed during such inspection has to be rectified by the firms in time bound manner.
5. The agency should arrange standby vehicle to meet the breakdown / accident / non-availability of service and the vehicle thus provided should also be get approved by the concerned official of the Institute.
6. A log book as per the specification provided by the Institute has to be maintained in the vehicle all the time and the details of vehicle usage has to be recorded in the same with time, distance covered etc. The log book should also have the provision of recording complaints and poor services noticed by the institute staff/end-user. In case of deficiency of services/complaints, the institute may impose penalty, which will be deducted from the monthly bill of the agency. The decision of the institute administration will be final and binding on the contractor in this regard.
7. The drivers of the Ambulance must possess the valid license to drive Ambulance. They must wear the prescribed uniform and must be well mannered. **As far as possible the drivers assigned should not be changed during the tenure of the contract and the changes if any has to be made should be informed in advance and to be with the consent of the Institute.**
8. The drivers of the vehicles deployed on IISER TVM site shall obtain the duty slips every day from IISER TVM officials and Drivers shall maintain the log book (timings and mileage for each vehicle) on daily basis and obtain signatures of the users immediately after every duty. IISER TVM officials may demand this log book at any time for inspection. It is driver's responsibility to obtain the signature of the concerned official / end user with starting kilometer & ending kilometer after rendering the particular trip.
9. The contracting agency/firm/company shall deploy drivers at the site only after police verification. All drivers deployed on IISER TVM site should carry Identity Card issued by the contracting agency. The drivers must be wearing uniform prescribed for the ambulance drivers while on duty, should be well mannered, courteous with proven integrity with healthy personal habits and should be able to contact at any point of time. In the event of misbehaviour on the part of drivers, the Institute may impose penalty as deemed fit on the contracting agency/firm/company including replacement of Driver.

10. The agency should also replace the drivers who are found misbehaving, missing trips, tampering the log sheets, refusing to do duty etc.
11. **The ambulance is required to be made available round the clock on all days in a month.** Hence the agency should deploy sufficient drivers to operate the ambulance and in no case the driver thus appointed should not be put on continuous duty for more than the prescribed time as per the labour laws.
12. No dead mileage will be paid by IISER-TVM for reporting/return of ambulance to or from place of duty. The "vehicle run" and "hours of duty" shall be reckoned from the time vehicle reaches IISER TVM, Vithura and the vehicle leaves IISER TVM, Vithura premises.
13. In case the ambulance is not available due to the negligence of the firm or its staff, IISER TVM will be free to call required vehicle from any other firm or from open market and the expenses on this account will be recovered from the dues / running bills of the firm or from the security deposit submitted.
14. The agency should replace the ambulance which is not found suitable by the Institute or older models than specified or which are found without valid documents.
15. The contractor should ensure that the details of the ambulance, name and address of the drivers and mobile numbers are given to the Administration dept. of the institute.
16. The ambulance should always maintain sufficient fuel to cover minimum distance of 300 KMs and in no circumstances will be allowed do refuelling while shifting patients.
17. The agency should have proper office with telephone/mobile numbers manned at all times, enabling institute to contact them at any time. The agency shall assign a supervisor, at their own cost, who shall be responsible for immediate interaction with IISER TVM so that optimal services could be availed without any disruption and should be able to attend the requirements round the clock.
18. In case of requirement of additional ambulances during the contract period, the same has to be provided at the approved contract rates only.
19. In case, the ambulance is to be sent for outstation duty, Institute will pay for state taxes/toll fees as applicable on production of valid receipt as proof.
20. In case of accidents, the agency will be solely responsible for the same. IISER-TVM will not enter into any litigation whatsoever under any circumstances.
21. In case the agency's staff suffer any injuries/damages or met with an accident in the institute premises or outside the premises, during discharge of duties, the entire cost of compensation should be borne by the agency.

22. The agency shall be responsible for all claims from third parties in the event of any accident (including for the staff/ students of the institute). Institute will not be liable for any specific or consequential damages of any kind whatsoever.
23. Request for rate revision will be entertained and compensated only if the prices of fuel (Diesel) increase beyond 15% from the date of commencement of contract. Any upward revision of fuel prices during the finalization of contract will not be a part of this 15%. Also, in case fuel prices fall below 15%, the same benefit will be passed to the institute. Every 15% increase or decrease in fuel prices will lead to a corresponding 5% increase or decrease in quoted rates.
24. **Payment:** Payment after deduction of applicable taxes of for the services rendered during the previous month will be made against submission of bill with supporting log book copies, trip sheets/duty slips etc... It is therefore necessary that log book be signed by the end-user using the ambulance. The payment will not be made for the particular trip(s) where the details of the trips are not entered and signed by the end-user. IISER-TVM will not entertain any correction/signature obtained from the end-user or other personnel in the later date for such events.
25. **Periodical report of tax submission to the tax authorities to be submitted.** In case of failure the amount will be deducted from the subsequent bills. Balance due if any will be adjusted from the security deposit.
26. The contractor should at all times comply with all directions and instructions of IISER-TVM. Non-compliance of instructions may lead to termination of agreement/contract.

UNDERTAKING

I/We _____ have carefully gone through and understood the contents of the tender and its terms & conditions and I/we undertake to abide myself/ourselves by all the terms and conditions set forth.

Date:- _____

SIGNATURE _____

Place:- _____

(Authorized Name & Signatory of Agency/firm with stamp)

DETAILS OF FIRM

1	Name and Address of the Tenderer/Agency with Telephone Number/Fax No./Mobile No.	
2	State of Agency (Registered Co./Proprietary/Society/Registered under Shops & Establishment Act) (attach copy of Registration Certificate)	
3	Tax Identification Number (TIN)	
4	Service Tax Registration No. (attach copy of certificate)	
5	Permanent Account Number (PAN) (attach copy)	
6	Number of Employees employed by the bidder/agency	
7	Experience in the field of Transports/Travels (in Years) (Details of clients of last three financial years (2013-14,2014-15,2015-16) to be furnished along with proof such as work order / contract agreement)	
8	Nature of any other business run by the agency, if any	
9	Address/Location of the office from where the vehicles are assigned and monitored to clients	

10	Details of Vehicles owned by the company (Make, Model and Registration No.) (To be attached in separate sheet)	
11	Bankers Name and Address	
12	Bankers IFSC Code	
13	Details of EMD (DD No., date & amount) (to be submitted alongwith technical bid)	

Date:- _____

SIGNATURE _____

Place:- _____

(Authorized Name & Signatory of Agency/firm with stamp)

CHECK LIST FOR ATTACHMENTS

(Put a "tick" in the appropriate column)

<u>Sl</u>	<u>Attachment</u>	<u>Yes</u>	<u>No</u>
(a)	Address Proof		
(b)	Copy of Firm Registration Certificate		
(d)	Copy of Service Tax Registration Certificate		
(e)	Copy of Pan Card		
(g)	Details of Ambulance / Vehicle Owned		
(h)	Proof of experience in concerned filed		
(i)	Bank Details with IFSC code		
(j)	EMD (for Rs. 25000/- in the form of DD)		
(k)	Tender Fee (Rs. 525/-)		
(l)	Signed copy of tender form		
(m)	Undertaking		

Date:- _____

SIGNATURE _____

Place:- _____

NAME _____

(Authorized Name & Signatory of Agency/firm with stamp)