



**ZIQUITZA HEALTH CARE LIMITED**

**Tender for Fabrication of Ambulances and Medical  
Equipment's**

Ziqitza Health Care Limited  
6<sup>th</sup> Floor, Kamla Nehru  
Hospital, Hamidiya  
Hospital Compound,  
Bhopal M.P.

[Email:  
contactus@zhl.in](mailto:contactus@zhl.in)

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## **DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicant(s), whether verbally or in documentary form by or on behalf of Ziqitza Health Care Limited (ZHL), or any of their employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the ZHL or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for ZHL, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. ZHL, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ZHL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

## SECTION 1 NOTICE INVITING TENDER

Sealed Tenders are invited by Ziqitza Health Care Limited (ZHL) on behalf of Department of Health and Family Welfare, Government of Madhya Pradesh, from the registered bodies for fabrication of Tata Winger 3488 mm WB and fitment of medical equipment's as per detailed specifications enclosed.

Tender No and Date	ZHL Fabrication Tender- 001 dated 29 June 2018
<b>Items to be procured</b>	Fabrication of 47 TATA Wingers 3488 WB Manufactured before 31.03.2018 & 68 Tata Winger 3488 WB Ambulances manufactured after 31.03.2018 as per specifications detailed in the RFP document.
Date and Time of Pre-bid meeting	9 <sup>th</sup> July 2018 at 12:00 PM
Date and Time of Submission of Tender Documents	23 <sup>rd</sup> July 2018 at 12:00 PM
Date and Time of Opening of Technical Proposal	23 <sup>rd</sup> July 2018 at 2:00 PM
Date and Time of opening of Financial Proposal	25 <sup>th</sup> July 2018 at 5:00 PM
Venue for the above	Kamla Nehru Hospital, 6 <sup>th</sup> floor, Front of Hamidia Hospital, Royal Market, Peer Gate, Bhopal-462001

The RFP document can be downloaded from [www.zhl.org.in](http://www.zhl.org.in)

## SECTION 2 ELIGIBILITY CRITERIA

- (a) Bidder should be a Specialist in the automotive ambulance fabricating and medical equipping business and should have been in this business at least for last five financial years.
- (b) Only vendors who have prior experience in fabricating ambulance interiors in FRP and medical equipping in the ambulance are eligible to participate in this tender.
- (c) The average annual turnover of the bidder in the relevant business should not be less than **2.5 Crores during the last 3 financial years** (2014-15, 2015-16 and 2016-17).
- (d) Bidders should have experience **of fabricating and equipping an average of at least 50 ambulances for 108 or similar Contracts in India** average over the last three completed financial years. Copy of the purchase orders and performance certificate to be attached with the bid.
- (e) The Bidder shall have registration from the sales tax & income tax authorities.
- (f) The Bidder should not have been black listed by any State or Central Govt. Institutions or disqualified by any of its clients on account of non-fulfillment of contract for supply/maintenance, malpractices, cheating or any other related issues.

### SECTION 3 INSTRUCTIONS TO BIDDERS

#### 1. Technical Bid, i.e. Cover 'A'

Prequalification cover:

The bidder shall furnish, along with the bid, the following in a separate cover, hereinafter called Cover 'A'

- a. Earnest Money Deposit of Rs. 5 lacs (Rupees Five Lacs), in the form of Demand Draft/ Bankers Cheque/Bank Guarantee in favour of Ziqitza Health Care Limited payable at Bhopal. EMD submitted in any other form or bids without EMD shall not be accepted. The EMD of the successful bidder shall be retained till completion of the tender period but shall not carry any interest. If the successful bidder fails to execute the agreement and/ or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. If any Company is specifically exempted from furnishing EMD under any statute/guideline/notification, the copy of the same should be provided along with the bid documents. Please note that NSIC certificates will be accepted also.
- b. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the tender.
- c. Duly filled in formats as per Section 7. All formats should be signed by the authorized signatory with name, designation and stamp of the Company.
- d. Details of supplies made during the last 3 years with summary of Purchase Orders and performance certificates issued by clients in the specified format
- e. Items supplied to Govt. institutions etc., if any for the last 3 years with copies of Purchase Order and Performance certificates are to be separately highlighted.
- f. Authorization like Power of Attorney or Resolution of the Board for the officer of the company who have signed the tender document and the bid
- g. Undertaking in the form attached confirming acceptance of all terms and conditions of the tender including special conditions
- h. Catalogue, literature and schematic diagrams (wherever applicable) of the items quoted
- i. Comprehensive Annual Maintenance Contract (CMC):

The supplier shall quote the amounts for the Comprehensive Annual Maintenance of the equipment supplied separately, after expiry of Standard Company Warranty, for a further period so as to cover the equipment for a total of 5 years, in the price bid.

j. The Bidders will have to attach a presentation with the technical presentation and cover the following topics:

1. Brief Company profile, local presence, associates, major clients & projects etc.
2. Experience and capabilities of conducting similar assignments
3. Understanding of assignment along with methodology indicating broad scope of work and road map.
4. Proposed Key Personnel along with Team Leader and Manpower commitment

The commercial bids of bidders who are successful in Technical Evaluation only would be considered.

## **2. Commercial Bid i.e. Cover 'B'**

Bid shall be typewritten and correction, if any, in the bid shall invariably be attested with full signature by the bidder with date, failing which the bid shall be considered ineligible for evaluation. Corrections done with correction fluid shall also be duly attested.

The rate quoted per unit shall be the landed cost at destination, inclusive of packing, forwarding, Excise Duty, Sales Tax/VAT, **GST (if applicable)**, Entry Tax, Service Taxes, Freight, Insurance, Installation / Commissioning etc and Standard Warranty. The Comprehensive maintenance for the balance period (should total to five years), should be given clearly giving the breakup of the cost. The landed price per unit including standard warranty and all taxes and duties shall be the criteria for determining the L1 rate.

**L1 to be decided based on addition of total price quoted separately for TATA Winger manufactured before 31.03.2018 and Tata Winger manufactured after 31.03.2018 (AIS 125 compliance applicable)**

However the order will be placed only for the cost of the equipment and fabrication. For CMC the rates will be frozen and the bidders will enter into CMC separately with the Service Provider before the expiry of standard warranty.

Each page of the price bid shall be duly signed by the bidder with official seal.

The Cover 'A' and Cover 'B' shall be separately sealed and both these covers shall be put in another sealed cover super scribed as "TENDER FOR FABRICATION OF AMBULANCES AND FITMENT OF MEDICAL EQUIPMENTS" (TENDER NO. \_\_\_\_\_) DUE AT \_\_\_\_HRS ON & ADDRESSED TO :

Chief Executive Officer  
Ziqitza Health Care Limited  
Bhopal

Cover 'A' i.e. Technical Bids shall be opened at Bhopal or other place intimated, on the date and time specified in presence of the intending bidders or their authorized representatives.

Cover 'B' i.e. the Price Bids of the bidders who meet the eligibility criteria, evaluated based on the details furnished in Cover 'A' shall be opened on the date and time mentioned in the NIT

**Bid documents that do not provide complete information and / or that are submitted after the above specified time shall be rejected.**

Bidder should quote their prices in the scheduled format supplied in this tender form giving the breakup of prices. Tenders received in any other form will not be entertained.

Bidder should sign the certificate provided in the tender form "that they have read and understood, all the Terms and Conditions stipulated for in the Tender and are willing to abide by these tender terms and conditions", before submitting the tender document. Tenders submitted without the Signed declaration certificate will be considered incomplete and will not be considered.

### **3. Validity of the tender:**

The bid prices quoted shall remain valid for a period of one year from the date of award.

### **4. Performance Security Deposit:**

The successful bidder, within 7 days of receipt of Purchase Order, shall be required to submit Performance Security Deposit of 10% of the order value in the form of Bank Guarantee in favor of the Service Provider. Earnest Money Deposit shall be returned of the successful bidder after furnishing the Security Deposit. The Performance Security shall be returned to the suppliers on successful completion of contract after the expiry of the period covered under standard warranty and submission of performance security in the name of the Service Provider for an amount equal to 5 % of the total Bid Amounts.

Performance security for the maintenance contract for balance 4 years (5 % of the total bid amount) must be submitted to service provider prior to 90 days of expiry of standard warranty period. If performance security for annual maintenance is not submitted prior to 30 days of expiry of standard warranty period, then service provider holds right to revoke the 10% security deposit given at the time of issuing purchase order.

Since 606 ambulances are already operational in the state of MP and the same could be moved across locations depending on various factors, it is important to provide uniform service, repairs and maintenance facilities



### Technical evaluation and Eligibility Criteria

Technical evaluation and Eligibility Criteria of all bidders who submit the technical and financial within the tender submission time will be done by the Technical Committee constituted by the Service Provider and the Purchaser. All qualified bidders' financial bids will be opened.

**The L1 will be decided based on the weighted average of the fabrication cost and the medical cost of the Tata Winger models. The same is exemplified below as follows:**

Fabricator	Fabrication cost per ambulance for TATA Winger 3488 WB Mfg before 31.03.2018 (1)	Medical equipment cost per ambulance for TATA Winger 3488 WB Mfg before 31.03.2018 (2)	Fabrication cost per ambulance for Tata winger 3488 WB Mfg after 31.03.2018 (AIS 125 Compliance Applicable) (3)	Medical equipment cost per ambulance for Tata winger 3488 WB Mfg after 31.03.2018 (AIS 125 Compliance applicable) (4)	Total CMC Cost per ambulance for TATA Winger 3488 WB Mfg before 31.03.2018 for four years (5)	Total CMC Cost per Tata 3488 WB Mfg after 31.03.2018 (AIS 125 Compliance Applicable) for four years (6)
Agency 1						
Agency 2						
Agency 3						

**L1 to be decided based on least cost as per formulae mentioned below:**

$$(1) * 47 + (2) * 47 + (3) * 68 + (4) * 68$$

As this project by the Govt of MP is related to emergency patients hence public safety is of utmost priority. Considering the nature of the service, it is mandatory to ensure that the material used for fabrication of ambulances and medical equipment is of highest quality, keeping in view safety from fire or foreign particle considered dangerous to patient safety on highest priority. In view of the above any bidder against whom there is any adverse remarks / reports / information which has been notified in Govt records or otherwise related to such hazards as notified above, but not limited to the above alone, will not be eligible to bid for the Project.

The Bidders will have to make a presentation which should be attached with the technical presentation and cover the following topics:

1. Brief Company profile, local presence, associates, major clients & projects etc.

2. Experience and capabilities of conducting similar assignments
3. Understanding of assignment along with methodology indicating broad scope of work and road map.
4. Proposed Key Personnel along with Team Leader and Manpower commitment

The commercial bids of bidders who are successful in Technical Evaluation only would be considered.

**The decision of the Technical Committee would be final. The L1 would fabricate one ambulance of each model and get it approved before fabricating the balance ambulances.**

#### **5. Motion Tolerance Clause**

These items are required to equip an ambulance to provide emergency medical care in rural setting and where the travel distance may be typically 30km - 40 km, the road conditions may be rough. The product should withstand the vigorousness of the rough roads in village conditions. In monitoring parameters the values indicated should not vary in spite of the vibrations in ambulance in rough conditions.

The vendor shall facilitate in-process and / or Pre-delivery inspection by the Representatives of the Purchaser, as and when, the same is required by the Purchaser

#### **6. Definitions**

“Service Provider” means:

Ziqitza Health Care Limited having its office at 6th Floor,  
Kamla Nehru Hospital, Hamidia Hospital Compound,  
Bhopal M.P.

Purchaser” means Department of Health and Family Welfare, Government of MP

“Supplier” means Successful Bidder(s), to whom the contract is awarded

“Bidder” means those who submit the bid.

#### **7. General Instructions to Bidders**

- i. An affidavit to the effect is to be submitted by the bidder that it has not been blacklisted in the past by any of the State Governments across the country and Government of India.
- ii. The bidder to inform himself fully. The bidder shall be deemed to have been satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he find any discrepancy in the RFP document including terms of reference, he should submit his issue/question in writing to [contactus@zhl.in](mailto:contactus@zhl.in)

iii. Clarification of Bidding Documents

Issues relating to the project and received in writing before 7 days from the bid submission due date will be scrutinized and clarified by e-mail. Queries received after this deadline will not be entertained. All clarifications shall be posted on the website. Queries to be sent to ZHL. However, at any time prior to the date for submission of RFP. ZHL may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda and convey to the persons who have purchased the RFP document. The addenda would also be placed on the website-[www.zhl.org.in](http://www.zhl.org.in). Such addenda will become an integral part of the RFP document.

iv. Cost of the RFP Document

The Cost of the RFP Document – Rs 30,000 + GST should be remitted by way of a Demand Draft/Bankers' cheque payable in favour of Ziqitza Health Care Limited along with the bid documents.

v. Incomplete Proposals in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.

vi. Strict adherence to formats, wherever specified, is required.

vii. All communication and information should be provided in writing and in English language.

viii. All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also.

ix. No change in/or supplementary information shall be accepted once the Proposal is submitted. However, ZHL reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by ZHL may be a ground for rejecting the RFP.

x. The Proposals shall be evaluated as per the selection criteria specified in this RFP Document.

xi. Consortium Bidding is allowed. The lead partner should meet the eligibility criteria alone.

xii. The Bidder should designate one person ("Contact Person" and "Authorised Representative and Signatory") authorized to represent the Bidder in its dealings with ZHL. This designated person should hold a valid Power of Attorney/Board Resolution and be authorized to perform all tasks including but not limited to providing

information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the authorized Signatory and shall bear the stamp of the firm/consortium.

- xiii. ZHL reserves the right to reject any or all of the Proposals without assigning any reason whatsoever.
  - xiv. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. ZHL reserves the right to vet and verify any or all information submitted by the Bidder.
  - xv. If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by ZHL, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of ZHL if adequately satisfied.
  - xvi. The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process. ZHL shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
  - xvii. The Bidder shall seal the Technical Proposal and the Financial Offer separately in two envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL”. These envelopes shall than be sealed in single outer envelope.
- a. The Bidder shall prepare (1) one original and (1) one copy of the Proposal, clearly marked “ORIGINAL” and “COPY” respectively. In the event of any discrepancy between the original and the copy, the original shall prevail.
  - b. The Proposal, both the original and the copy shall be typed or written in indelible ink and an authorized signatory of the Bidder or Individual, as applicable shall initial each page. Each page should be duly page numbered and an index of the contents should also be made on the first page. The person(s) signing the Proposal shall also initial all the alterations, omissions, additions, or any other amendments made to the proposal.
  - c. The index needs to be given listing all the documents in the proposal
  - d. Earnest Money/Security deposit is for due performance of the contract. It can be forfeited by the ZHL in the following circumstances-
    - i. When any terms or conditions of the agreement are infringed.
    - ii. When the Supplier fails in providing the services satisfactorily.
    - iii. Notice will be given to the bidder with reasonable time before the earnest money / security deposit is forfeited.

- e. A copy of the RFP Document with all corrigendum issued (if any) sealed and signed in all pages by the applicant to be attached in the bid documents.

## **SECTION 4 – GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT**

### **1. Standards**

The goods supplied under this contract shall conform to the standards/specifications prescribed in this document.

### **2. Patent rights**

The Supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof.

### **3. Inspection and Test**

Pre-delivery inspection of all the ambulances will be done at the fabricators premises. ZHL shall be allowed unrestricted access for inspection during business hours. The final inspection will be done at Bhopal, MP the designated delivery site.

### **4. Delivery**

- a. Delivery of the goods and services shall be made in accordance with the terms of this RFP and the actual delivery schedule given in the Purchase Order
- b. All technical assistance for installation, commissioning and monitoring of the equipment shall be provided by the Suppliers at no extra cost.

### **5. Training (Where required)**

The Supplier shall provide training for the maintenance staff of the Service Provider free of cost where required with all training materials and documents.

### **6. Incidental Services (Where required)**

The Supplier may be required to provide all or any of the following services:

- a. Performance or supervision of on-site assembly and/or start-up of the supplied goods;
- b. Furnishing of tools required for assembly and/or maintenance of supplied goods;

### **7. Warranty**

The Supplier warrants that:

- a. The manufacturer should provide onsite Standard Company warranty of at least 1 year against any defect in fabrication, against any defect in electrical wiring, oxygen panel used and Medical equipment provided in the fabrication of the ambulance.
- b. All complaints regarding the equipment should be attended to within 24 hours in city locations and 48 hours in remote location. Otherwise penalty is applicable as per details

given in this document. Adequate back-up should be provided so as to meet the parameters. The goods supplied shall be new and free of all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials ordered.

- c. The Supplier shall be responsible for any defects that may develop under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of materials to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by the Service Provider who shall state the defect in writing. This warranty including the CMC shall survive inspection or payment for/and acceptance of the goods, but shall expire (except in respect of complaints notified prior to such date) 60 months after the delivery of the material.
- d. If any defect is not remedied by the Supplier within a reasonable time, the Service Provider may proceed to get the defects remedied from other Supplier etc at the Suppliers risk and expense, but without prejudice to any other defects which the Service Provider may have against the Supplier in respect of such defects.
- e. Replacement under the warranty clause shall be made by the Supplier free of all charges.

## **8. Payment Terms**

90% payment will be made after 45 days of delivery, inspection, acceptance and submission of invoice by Service Provider subject to the Service provider receiving the payment from the Government of Madhya Pradesh. The balance 10 % will be released after 6 months.

The following documents have to be submitted to the Service Provider for claiming the payment

- i. Invoice clearly indicating the break up details of composite price i.e. Basic price, Excise Duty, Sales Tax, GST as applicable or any other duties and taxes, Freight/Packing Charges, Insurance, Service Tax etc
- ii. Delivery Challan
- iii. Goods Carrier Receipt

## **9. Prices**

- a. The Supplier shall not charge higher than the prices quoted in the bid for the goods delivered and services performed
- b. The prices will be fixed at the time of issue of purchase order as per taxes and statutory duties applicable at that time.
- c. In case of increase in taxes and duties during the scheduled delivery period, the Service Provider shall revise the prices as per new duties and taxes for the supplies to be made during the remaining delivery period as per terms and conditions of purchase order.
- d. The price offered in the tender should be inclusive of all costs and taxes, including transit insurance, freight and other logistic charges for delivery at Bhopal, Madhya Pradesh.
- e. The name of the Purchaser and the name of the consignee along with the quantity to be delivered and the schedule of delivery will be given on the Purchase Order for the purpose of invoicing of the consignment. There may be a slight variation in the actual quantities, items ordered as compared to the quantities and items mentioned in the RFP and the bid prices will hold good for the increase/decrease in quantity.
- f. The bidder must provide details of each medical equipment and the price quoted separately.

## **10. Liquidated Damages**

If the Supplier fails to deliver the store or any consignment thereof within the period prescribed and agreed for delivery, the Service Provider, without prejudice to other remedies available to the Service Provider shall be entitled to recover Rs 2000 per ambulance per day for every day of default.

### **Penalty on Warranty Service repairs**

All the complaints to be attended within maximum time of 24 hours in city and 48 hours in rural area from the date of receipt of complaint. If not attended, the Bidder will be liable for a penalty of Rs 500 per day per vehicle

## **11. Standards and Quality Assurance for supply –**

- a. Bidders need to provide European CE/ US FDA marked Certification goods
- b. All products must confirm to all the specifications contain herein with respect to the International/Indian Standard codes given. Where CE or ISI Certification goods available, procurement shall generally be limited to goods with those or equivalent certification/markings/standards only.



- c. Alternatively if the Goods have Certification / marks / standards recognized in the country of origin of goods it would stand good for compliance with this provision.
- d. Where reference is made in the Technical Specification to specific standards and codes to be met by the goods and materials to be furnished or tested, the provisions of the latest and current edition or revision of the relevant standards or codes in effect shall apply, unless otherwise expressly stated in the Contract where such standards and codes are national or relate to a particular Country of region, other authoritative standards that ensure substantial equivalence to the standards and codes specified will be acceptable.

## **12. Saving clause**

No suit, prosecution or any legal proceedings shall lie against Tender Inviting Authority or any person for anything that is done in good faith or intended to be done in pursuance of tender.

ZHL reserves the right to procure the equipment or instrument separately, if the price of the particular item is found to be unreasonable and exorbitant.

## **13. Force Majeure**

Notwithstanding the provisions of Termination for Default and Penalty clauses, the Supplier shall not be liable for forfeiture of its Security Deposit, penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of force majeure.

Force majeure shall mean and be limited to the following:

- a. War / hostilities
- b. Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the Supplier.

## **14. Termination**

The Service Provider may terminate the contract for any reason by giving the Supplier notice of termination. Upon receipt of the notice of termination, the Supplier shall either immediately or upon the date specified in the notice of termination, cease all further work except for such as the Purchaser may specify in the notice of termination. In the event of termination of the Contract, the Purchaser shall only pay to the Supplier the Price for the parts executed by the Supplier as of the date of termination.

The Service Provider may at any time terminate the contract by giving written notice to the

Supplier, if the Supplier becomes bankrupt or otherwise insolvent.

The Service Provider may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part,

If the Supplier fails to deliver any or all of the goods within the time period specified in the contract, or any extension thereof granted by the Service Provider;

If the Supplier fails to perform any other obligation(s) under the Contract;  
and If the Supplier does not remedy his failure within a period of 15 days after receipt of the default notice from the Service Provider.

In the event that the Service Provider terminates the contract in whole or in part, the Service Provider may procure, upon such terms and in such manner, as it deems appropriate, goods similar to those undelivered and the Supplier shall be liable to the Purchase for any excess cost for such similar goods. However, the Supplier shall continue the performance of the contract to the extent not terminated.

## **15. Resolution of Disputes**

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

### **a. Amicable settlement**

Performance of the contract is governed by the terms and conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments etc.

In such a situation, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt.

### **b. Resolution of disputes**

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by the Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in Bhopal, MP and the language of the arbitration proceeding shall be in English and that of all documents and communications between the parties shall be as per directions of Arbitration Tribunal.

The decision of the majority of arbitrators shall be final and binding upon both the parties. The expenses of the arbitration as determined by the arbitrators shall be borne by party/parties as per directions of Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

**16. Court Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Bhopal only.

**SECTION 5- TECHNICAL SPECIFICATIONS – FABRICATION for TATA WINGER (mfg before 31.03.2018)**

Nature of work	Number of Vehicles
Equipping /Fabrication of Tata Winger 3488 mm WB Ambulance manufactured before 31.03.2018 as per specification below and other items as per list below	47

***The above quantity may be increased at the sole discretion of the Tender Inviting Authority. This price would be binding on the bidder for a period of at least 1 year from the tender date.***

**TECHNICAL SPECIFICATIONS:****Part A: Scope of Fabrication work:****Cabinet for storing medical equipment / supplies / Wash basin Dustbins:**

Adequate provision for storage of medicines/consumables/equipment should be made by providing self-locking cabinets and drawers in fire retardant FRP/non- wood material in sync with the ambulance's internal look and feel. The drawers should be on steel guide ways (of reputed brands only). The self-locking keyless locks should have integrated flushed handles for firm grip to open the sliders and the doors as the case may be. There should be provision made for safe disposal of separate medical & general Waste. A reliable, robust & easy to use

Sterillium/Bactorub/equivalent alcohol based hand rub dispenser supporting standard off the shelf bottles of minimum 500ml capacity should be provided at a suitable location which should be within easy reach of the doctor/paramedic. Concealed portable dust bins for waste disposal should be provided at suitable locations.

Pilot Partition frame of mild steel tube of prime quality, with a sandwich FRP panel to be given as per available space. Pilot cabin partition is to be provided by the fabricator with window in the size of 810mm width and 275 mm height with two sliding glass with locking arrangement from Patient side having. The partition window should not have any sharp edges. Squad bench / attendant seat- (with Seat belts) with storage for EM rescue tools.

1. A squad bench shall be installed along the left hand (on LH wheel hump) wall end with open able to Seat from inside. The top seat to be mounted on 3 heavy duty hinges with equal distance.
2. A minimum 70 mm thick, 50 or higher density moulded PU foam cushion to be provided for seat on 12 mm, ply wood for comfort. The seat should be upholstered top and bottom side of the seat with non absorbant, fire retardant rexin of Orange color.
3. Squad bench base to be made of fire retardant FRP in gel coat with the Mild steel (MS) angular 3 mm thick frame reinforced within.
4. Dimensions of the bench: 1810mm X 420mm X 475mm.
5. The inner box area should be covered with the 4mm thick black colour Heaton sheet properly glued to the inner surface and squad bench and floor joints to be sealed with silicon paste sealant to prevent water seepage into the storage area.
6. Three suitably placed good quality seat belts to be provided with proper reinforcement on top and bottom.

7. Back rest with 25mm thick high density moulded Foam cushion to be provided on 6 mm ply wood with a height of 250mm and equal length of squad bench with proper reinforcement.
8. Stopper (car bonnet type) to be provided for holding the squad bench in opening position of the squad bench with proper reinforcement.

**EMT 's Seat:**

A seat to be mounted above the oxygen cylinder housing on partition wall at 370 mm from RHS wall, 430 mm maximum from floor

1. Dimensions: width = 430 mm, length = 370 mm and height = 435mm, Back Rest height = 540mm
2. It should have one Lap/waist seat belt.
3. A minimum 70mm thick 50 or higher density molded Foam cushion to be provided for comfort and the same should be upholstered with nonabsorbent Rexene in Orange colour.

**Oxygen Cylinder Compartment & Delivery System**

The ambulance shall have hospital type piped medical oxygen system (manifold) capable of storing and supplying medical grade oxygen. The system should have provision of 2 oxygen cylinder of standard litre capacity for Basic Life support ambulances with manifold as specified below, a cylinder changing wrench, chained and clipped with/within the oxygen cylinder compartment, two pressure regulators, oxygen piping approved for medical oxygen with 2+1 oxygen manifold brass rail with needle wall interface for the patient connected through Flow meter and humidifier.

1. The manifold should be so designed that it shall ensure proper fixation of cylinder during travel and should ensure easy cylinders changing and positioning.
2. A door for the "D" type cylinder Trolley to be cut and fabricated with bonnet type locking with an opening lever in the driver compartment (with MS reinforced FRP )
3. The Door opening lever should be below the driver seat with flexible wire cage which is firm and flexible without steep bend en route.
4. The Cylinder compartment should be properly sealed from all sides along with the Door side to protect and avoid any chances of dust entering this compartment. Rubber beading to be provided on compartment (door seating area).
5. This trolley should be designed with M.S. angle frames suitable to hold one D type Oxygen cylinder, under storage cabinet securely with a toggle clamp for fastening, Safety lock to be provided to prevent accidental opening of toggle clamp. Reliable and durable locking/unlocking the trolley and cylinders on trolley. Oxygen cylinder covering storing and supplying medical grade oxygen. The system should have provision of Two 6500.
6. Oxygen manifold should be connected to Two "D" type and One "B" type cylinder in parallel with needle valves for the cylinder inputs avoid movement and noise in running.
7. arrangement beside RHS wheel hump towards EMT seat.
8. High Pressure -retardant stainless steel braided Tubing 280 bar/ 4060 psi test pressure, with male female (5/8 inches) bull nose Brass connectors at both the ends, to connect it from the oxygen cylinder to the pressure regulator inside the patient cabin.
9. A Preset oxygen pressure regulator, with inlet filter & static outlet pressure of 4.5 bars/60 psi shall be provided at the cylinder manifold. It shall include a pressure gauge, an inlet filter, a safety relief valve; a locking mechanism to prevent settings from being changed..
10. The Regulator should be connected to the 2+1 oxygen manifold brass rail with ball valves connected with Low pressure - retardant tubing.
11. There Should be one European CE certified Dial type flow meter without any floats, needles or moving parts to indicate the flow level. Pressure compensated and calibrated for inlet pressure range of 3.5 -4.5 bar, be able to regulate the flow from 0 to 15 litres per min and should show the actual

oxygen flow rate. Installed vertically so as to not interfere with the other outlets and should be easily readable from the Doctor's/Paramedic' seat. The outlet of the flow-meter should be universal in design to accept the humidifier, the flow selector switch or a direct connector. Should have a European CE humidifier made up of an impact resistant polycarbonate bowl with cap and inlet outlet nipples and should include a flow selector switch to bypass the flow of the oxygen through the humidifier and allow nebulization to the patient directly using the flow of the oxygen. The flow meter should be supplied with a direct connector to provide oxygen therapy without humidifier, insufflation kit and nasal prong. Manufacturer authorization is required as per format.

12. There should not be any electrical connection/wire in near vicinity or inside the oxygen cylinder housing.

### **Flooring**

i. A water proof ply board with 12 mm thickness is to be used for flooring with maximum two joints coming around the centre of the body including Oxygen compartment base area. Ply wood mounting should be equal to the surface around the floor. Ply wood should be mounted on the floor with sufficient reinforcement.

ii. An antistatic, mark resistant, scuff proof and safety flooring material with minimum 1.6 mm thickness to be glued properly without entrapped air bubbles and without any joints anywhere. Only one sheet to be used from below medicine cabinet to end of the.

iii. All floor level moldings, edging and trim shall be sealed to prevent fluids from brackets top and bottom should be riveted with proper material for cylinder grip to The "B" type cylinder should be vertically mounted with quick release clamping floor. S S 304, 1 mm thick sheet to be fitted under stretcher loading area. seeping under cabinets, walls and ply board on RHS wall inside Patient compartment. platform base and the attendant seat base so that there is enough room for the

EMT to do procedures on the patient upper half body from the RHS.

### **Wall paneling work Pilot and Patient Compartments:**

i. All Interiors, internal sides, cover to close the wheel hump and roof should be paneled in Non-halogenated Fibre Reinforced Plastic (FRP) of minimum grade C- 1196 HF as per NCD. in minimum 3mm thick gel coat white color, finished (no painting will be allowed),. Technical data sheet and certificates for Resin/Gel Coat and CSM and FRP panel should be attached with the bid.

ii. Insulations - There should be chemically cross linked closed cell expanded polyethylene insulation between ambulance body and FRP panel without any void/gap for reduction of heat and noise within the patient compartment.

iii. Panels shall be installed in a manner that prevents sagging, deflection, warping or vibration and they should be free from any sharp projections wherever there are any open/hollow areas behind walls and door, suitable reinforcement must be installed to prevent breakage of this paneling.

iv. All the Panels, Parts Mounted and Provision for Medical Equipment to be Mounted, shall have 4mm thick Mild Steel sheet reinforced behind the specified area.

v. The MS sheet should be MIG welded to the body of the Vehicle structure as per Automobile standards and be coated with PU Primer and painting to avoid any rusting.

vi. A seamless appearance and finish is desirable to keep the ambulance bacteria free in services.

### **General:**

i. Provision for placement of power switches / sockets/ fans/ telemedicine and for upgrading other electrical items shall be made available in paneled walls.

ii. Provision for I.V hooks & holders 2 no. should be made on the front RHs wall and one at rear RHS wall with proper reinforcement and Velcro

iii. Adequate provision for safeguarding oxygen regulator, flow meter and humidifier on the right side panel to be provided Head racks and grab rails in the ceiling and near Rear Door.

a) Head Rack: 2 No's head rack one on LHS and other on RHS

i) LHS head rack Dimension approx: Length =1750mm, Width = 250mm, Height = 200mm and RHS head rack Dimension approx: Length =1800mm, Width = 250mm, Height = iv. Minimum 400 mm space at side gangway should be there between the stretcher 200mm to be integrated with roof. Made in fire retardant FRP in gel coat finish (min 3mm thick) integrated with roof in single piece without any joint. Inner surface finish should be similar to outer surface in Gel coat. Each head rack should have 2 no's sliding glass in aluminum frame in Orange colour. One Partition in centre of the head racks to be provided inside the head racks. The Head rack should have suitable oval shaped closures to cover the opening which are easy/comfortable to operate and do not have any sharp edge at the openings. RHS glass area should not be less than 810 X 275mm and LHS glass frame size should not be less than 810 X 165 mm.

ii) Four ISI quality toughened glasses thickness 4mm to be provided in Aluminum orange color powder coated sliding channel with velvet beadings (1.5MM thickness and 40 mm width).

iii) Glasses to be fixed in opposite direction for opening and closing with aluminum handle cum clip type.(Automatic locking when closed)

b) Grab Rails:

i. A 1500 mm long pipe of 30mm dia, 1.5 mm wall thickness made of stainless steel (SS) to be placed as grab rail on the Ceiling with proper shape support brackets at three places in equal distance. All the brackets should be riveted with grab rail.

ii. Grab rail/ moulded PU handle near the LHS rear door at LHS wall.

iii. There should be clear height of 1800mm from Floor to the inner roof of fabricated ambulance.

**Fire extinguisher:**

6 Kg ABC type ISI marked Fire Extinguisher to be placed with reinforcement at the space between

**Wash Basin and Water dispenser.**

Each ambulance to be fitted with a wash basin and water dispenser to be placed suitably by the fabricator.

**Biowaste Basket**

Each ambulance to be equipped with a bio waste basket.

**Special Note:**

All care should be taken to obtain a seamless finish with that of the OEM vehicle. A spring loaded glass breaking tool, activated by pressing through a spring to shatter auto glass without using much force with built in seat belt cutter should be placed near the rear LHS window for Emergency Exit operations. There should not be any sharp object projecting out from the tool. RHS wheel hump and rear door. Holding bracket to be provided on the floor with proper size. One Fire As the supplied vehicle has 2 sliding windows. The window at start of RHS wall behind Driver seat needs to be shifted at rear side as that area will be sealed of 1 kg need to be fitted in Pilot Cabin.

**Part B: Scope of Air Conditioning Work:**

The Base ambulance will be supplied with air-conditioning system. The tenderer should integrate 50mm ducts (ports) on the ceiling, in two rows to have eight delivery ports (four in each row), of the patient cabin, with flaps to cover the ports, The average air flow from the ducts should be 2.9 m/sec.

**Part C: Scope of Electrical Work:**

A permanently fitted automotive grade battery charger and additional battery should be provided to enable charging of the supplementary battery via external 220V AC supply whenever connected. A recessed external charge port with spring loaded lid suitable for connecting the external 220V AC power supply should be provided on the exterior of the vehicle at a suitable place. A 10 Meter length, Three (3) core, 1.5mm / equivalent charging wire with high quality male three pin ends to be provided. This wire should be housed at a suitable and easily accessible location in the ambulance

**Light bar:**

- i. LED based Rhombic shaped, Double layered Blue in colour structure, Combination of continually lit, turning lamps, on all 4 sides (E.g. GRAND or better) 1110 mm length
- ii. Long life span, high luminance, Voltage: DC 12V, Power: 25W
- iii. With integrated double diaphragm type Siren, Public Addressing System of 100W (PMPO) output.
- iv. Light bar to be mounted on front roof of the vehicle. (Grand or Equivalent Indian brands only with onsite warranty)

**Flashers, Spot Lights, Internal Lights:**

- i. (6Nos) high intensity Flashers (LED TYPE), red-orange pair on either side, or both red-orange on the rear of the vehicle. (Grand or equivalent Indian brand only)
- ii. (3Nos) LED Spot / flood lights on three sides, except on the front, in the middle of each pair of Flashers. (Grand or equivalent Indian brand only)
- iii. 12 V DC Spot LED lights 3 (non-external lighting) in ceiling inside the Patient compartment to be provided. (Grand or equivalent Indian brand only)
- iv. (4Nos) LED lights with fixture 12V DC powered on the both sides for internal lighting each on a separate circuit. Voltage: 12V DC, 1100 lumens/each (reputed automotive LED light manufacturer only)
- v. 2 Nos. 12V DC-Round socket power source in patient side.
- vi. External charge port to be located at the co-driver side with 5 meters charging cable/lead.
- vi. 2 Nos. 12 V DC socket to be provided for suction apparatus between medicine rack and Wheel hump on RH wall

**Electrical Wiring:**

**All switches, connectors and wiring should be fire retardant and rated to carry out minimum 150 % of their maximum ampere load.** The wiring shall be permanently color coded or marked the entire length of the wire for identification with easily read numbers and letters, or both, and routed in conduit. When cables are supplied by a component manufacturer to interconnect system components these cables need not be continuously color-coded / identified. They shall be coded / identified at the termination or interconnection points. All added wiring shall be located in accessible enclosed protected locations and kept at least 15 cm (6") away from exhaust system components.

Except for those on large wires such as battery cables, terminals shall be machine crimped to the wiring. A ratchet type hand crimper may be used where it is not possible to use a large machine crimper. Battery cable terminals component terminals and connectors exposed to the ambient shall



be coated with terminal corrosion preventive compound. Electrical panels that are accessible to accidental contact shall have a protective cover shield and so forth to prevent shorts that can result in injury fire or damage to the electrical system. Electrical wiring and components shall not terminate in the oxygen storage compartment. Wiring necessarily passing through an oxygen compartment shall be routed in a metallic conduit.

1. Should have separate circuits, (Power drawn directly from source (with proper cut off switch after Battery/Inventor) and a Fuse in it.
2. A laminated copy of standard wiring diagram of fabricated ambulance for 12V DC circuits
3. Wiring diagram should be provided separately with each ambulance for reference.
4. All precautionary measures should be taken in to consideration within the Scope of Auto Electrical work to avoid any accidental fire incidence during installation of any Electrical gadget, or any provision for that.

#### **Clock**

A standard quality LED / Digital clock to be provided in the patient compartment. It should have a minimum Letter (font) Size of 50 to have better visibility.

#### **Roof / Wall mounted fans:**

- i. Half Safety metal guard. Screw mounting with brushless Oscillating, 200 mm fan blade, operated by DC 12V in 2 nos. in the Patient compartment
- ii. One fan (same as above) in Pilot compartment.

#### **Exhaust Fan:**

One 150 mm bush less 12V DC Exhaust fan to be mounted to partition between Pilot and ambulance compartment, to pump ambient air into the patient compartment Graphics to be provided Reflective and Retro **Reflective Radium/Vinyl** graphics (**3M or better brand**) as per the design **provided by the tenderer (and approved by the NHM MP)** should be pasted neatly on the outer body shell of the Ambulance.

#### **Part D: Supply of Rescue Tools**

Tenderer will have to supply the following rescue tools in all Ambulances:

1. Hammer, One four pound with 15 inch handle
2. One axe
3. Wrecking Bar, minimum 24 inch (bar with 1 w preceding items can either be separate or combined as a forcible entry tool).
4. Crowbar, minimum 48 inches, with pinch point.

**SECTION 6- TECHNICAL SPECIFICATIONS – MEDICAL EQUIPMENT – for Tata Winger 3488 WB manufactured before 31.03.2018**

Each Ambulance would have each of the medical equipment mentioned below Medical equipment specifications – BLS

SL No.	Name of the Equipment	Specification
<b>1</b>	<b>Auto Load Stretcher</b>	<ol style="list-style-type: none"> <li>1. Automatic loading stretcher</li> <li>2. Built with lightweight anodized aluminum.</li> <li>3 back rest safety in any position.</li> <li>4. Side protections completely overturn able.</li> <li>5. Safety lever for the legs positioned near the unlocking device allowing thus the release operation for the loading, keeping the hands on the stretcher.</li> <li>6. Vertical legs protected by nylon wedges. Automatic centering device mounted on rotating wheels. This system automatically blocks the back wheels in the central position during the loading of the stretcher on the ambulance without having turn the wheels manually.</li> </ol> <p>Length; 190-200 cm Width: 55-60cm Height: 80-85cm Weight 35-40 kg. Wheel Diameter: min.150mm, with at least 2 lockable wheels.</p> <p><b>Loading Capacity: Minimum 180 kg.</b></p> <p>Stand for automatic loading stretcher with locking facility for quick fixing system with handle to mount the stand in very position on the stretcher.</p>
<b>2</b>	Canvas Stretcher Folding	<ol style="list-style-type: none"> <li>1. Should be lightweight and made up of tubular aluminum alloy.</li> <li>2. Should be easy to carry.</li> <li>3. Should be rugged.</li> <li>4. Should be compact &amp; foldable in 2</li> <li>5. Should have automatic locking, which does not fold in automatically.</li> <li>6. Should have provision to put IV pole on the stretcher.</li> <li>7. Should come with IV Stand as Standard. Extended</li> </ol> <p>Dimensions-</p> <p>Length: 205-220 cm Width: 50-60cm Height: 10-15cm Weight: &lt;7 Kgs</p>
<b>3</b>	Stretcher Scoop	<ol style="list-style-type: none"> <li>1. The equipment shall be lightweight aluminum stretcher, which folds in two half and separates for application and removal, locking adjustable length with latches-with nylon-straps.</li> </ol>

		2. Narrow food end frame or handling in confined areas. Length: 180 to 210 cms (approx) Width: 42 cm (Minimum) Weight: < 10 kg Load capacity -150 kg (Min.)
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**SECTION 7 - TECHNICAL SPECIFICATIONS – FABRICATION TATA Winger 3488 WB as per AIS 125 compliance**

<b>Nature of work – Equipping/Fabricating of TATA Winger 3488 WB Ambulances as per AIS 125 compliance</b>	<b>Number of Vehicles</b>
<b>Basic Life Support Ambulances including the fabrication and branding as per specification below and other items as per list below</b>	68

*The above quantity may be increased at the sole discretion of the Tender Inviting Authority. This price would be binding on the bidder for a period of at least 1 year from the tender date.*

**TECHNICAL SPECIFICATIONS:**

Please refer AIS 125 – Compliance standard document attached herewith, in conjunction with requirement **for Type C Road ambulances** – Basic Life Support Ambulances.

**SECTION 8- TECHNICAL SPECIFICATIONS – FABRICATION TATA Winger 3488 WB as per AIS 125 compliance**

**Each Ambulance would have each of the medical equipment mentioned below**

**Medical equipment specifications – BLS**

Please refer AIS 125 – Compliance standard document attached herewith, in conjunction with requirement for Type C Road ambulances – Basic Life Support Ambulances.

**SECTION 9- ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL PROPOSAL**

- Annexure 1 -Delivery Schedule
- Annexure 2 - Declaration on Manufacturing facilities / After Sales Service
- Annexure 3 - Undertaking 1
- Annexure 4 – Undertaking 2
- Annexure 5 – Manufacturer’s Authorization Form
- Annexure 6– Bidders’ Information
- Annexure 7 – Annual Turnover Statement
- Annexure 8– Proforma for Performance Statement
- Annexure 9 – Financial Bid
- Annexure 10 – AIS 125 Constructional and Functional requirements for road ambulances

**Annexure 1 -Delivery Schedule**

The successful bidder has to supply all the vehicles at Bhopal. The Prototype inspection of both the Tata and The Force vehicle would be at the site of the Fabricator and would have to be done in 15 days of delivery of the ambulance to the fabricator. Thereafter 60 ambulances every month to be delivered in Bhopal.

**Annexure 2 - Declaration on Manufacturing facilities / After Sales Service**

Tender No. \_\_\_\_\_

For supply of \_\_\_\_\_

SL.No	Particulars	
1	Name of the Bidder	
2	Full Postal Address	
3	Telephone No./Fax No	
4	Email address	
5	Date of incorporation of business	
6	Registration no. & Date	
7	Issued by	
8	Valid till	
9	Details of manufacturing activity & item wise capacity	
10	Detail of After Sales Service & AMC facilities available locally Name of the Agency: Full Postal Address: Phone / Fax / E-mail:	
11	Name of Govt. Departments/ Pvt. Institutions As per enclosure to which the Bidder already supplied the items with quantity, value and supply period	
12	Has the Bidder ever been black listed by any govt. agency? If yes, give details. Are any cases pending in the court related to any supplies? If yes, give details	
13	Does the firm have the adequate facilities for inspection and quality control? Please give details	



**Annexure 3 - Undertaking 1**

I, \_\_\_\_\_ Prop./partner/Director of M/s

\_\_\_\_\_ hereby declare that the information given in this form is true and correct to the best of my knowledge & belief.

I/we agree to the tender Inviting Authority forfeiting the Earnest Money Deposit and/or Performance Security Deposit and blacklisting us for a period of 5 years, if any information furnished by us proved to be false at the time of inspection and non –compliance with terms and conditions of the contract

We have to fully acquainted ourselves with local conditions and factors that would have any effect on performance of the Contract.

I offer to supply the items mentioned in the schedule (enclosed in price bid) at the rates quoted there in. I agree to hold this offer for one year after finalization of rate contract.

Dated:

Signature\_\_\_\_\_

Name of Bidder\_\_\_\_\_

Address

\_\_\_\_\_

**Annexure 4 – Undertaking 2**

To

Tender enquiry No. \_\_\_\_\_

For supply of \_\_\_\_\_

Sir,

I, Shri \_\_\_\_\_, on behalf of M/s \_\_\_\_\_ having registered office at \_\_\_\_\_, do hereby declare that I have gone through the terms and conditions mentioned for the above and undertake to comply with all tender terms and conditions. The rates quoted by me/us are valid and binding on me/us for acceptance for a period of one year from the date of award of contract to us.

The rates quoted by me/us for the items tendered for are specified against each. It is certified that rates quoted are lowest quoted for any institution in India and not higher than the MRP/ prevailing market rate.

The articles shall be strictly as per specification and of the best quality as per requirement of detailed in the RFP. The decision of your Office (Service Provider and Purchaser) as regards to the quality and specification of article shall be final and binding on me/us.

We undertake and confirm that

**Comprehensive Warranty:** The medical equipment and the fabrication supplied shall be covered under comprehensive warranty/CMC for a period of 5 years from the date of commissioning. Any maintenance or repair arising during the period of Standard Warranty/Manufacturer's Warranty/CMC out of the 5 years including replacement of parts if any, shall be carried out by us at our own cost without any cost liability on the purchaser or service provider.

**Comprehensive Annual Maintenance Contract (CMC):** We have quoted the amounts for the Comprehensive Annual Maintenance of the equipment and fabrication tendered, after expiry of warranty period extended by manufacturer/dealer/distributor, for a period of -- years, in the price bid. We note that Price bids without CMC rates shall not be considered for evaluation.

**Authorization from Equipment Manufacturer:** We shall furnish authorization from the equipment and oxygen system manufacturer, legally enforceable undertaking to the Purchaser in appropriate format assuring full guarantee/ warranty /CMC obligations valid for a period of -- years from the date of commissioning of the supplied equipment. We also confirm that we shall provide Comprehensive Annual Maintenance Services directly or through the manufacturer for -- years after expiry of standard warranty period of --years, in terms of Annual Maintenance Contract to be entered into between us/ Manufacturer and the Purchaser.

**Response Time for Breakdown Calls:** Maintenance personnel shall attend to the breakdown within 24 hours in city locations and 48 hours for remote location.

Preventive Maintenance: During the warranty period and CMC, in addition to attending break down calls, there shall be regular quarterly preventive maintenance visits.

Operation & Maintenance Manuals: We shall furnish for each unit 2 sets of operation & maintenance manuals along with circuit diagram and spare parts list of the equipment.

Installation, Commissioning & Warranty Service: Supply, installation, commissioning and successful trial run of the equipment & subsequent, warranty servicing shall be done at the locations specified by you by us or our authorized agent at no extra charge.

Training: If required, free demonstration, operation and maintenance training of the assigned personnel at site shall be provided by us.

We agree to the conditions of the tender under which the Earnest Money Deposit and Performance Security Deposit shall be forfeited by us.

We hereby undertake to pay the penalty as per the terms and conditions of the contract for delayed supply of the ordered items.

We hereby undertake to supply the items during the validity of the tender as per direction given in supply order within the stipulated period.

The tender inviting authority has the right to accept or reject any or all the tenders without assigning any reason.

We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at the moment.

Signature and Seal of Bidder

**Annexure 5 – Manufacturer's Authorization Form**

To,

Dear Sir,

Bid Ref. No. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable

manufacturers of \_\_\_\_\_ having factories

at \_\_\_\_\_ Registered office at

\_\_\_\_\_ possessing Manufacturing License

No. \_\_\_\_\_ dated \_\_\_\_\_, Valid

Upto \_\_\_\_\_, hereby exclusively authorize M/s. \_\_\_\_\_

(Name and address of Representative), to submit a bid and subsequently negotiate and sign the contract with you against the above mentioned tender for the following items quoted.

1.

(Attach separate sheet if necessary)

Signature and seal of the Bidder

**Annexure 6– Bidders’ Information**

S.No	Particulars	Details
1	Name of the Project	“Madhya Pradesh Emergency Medical Ambulance Services”
2	Name and address of the Organization responding to RFP:  Telephone No with STD Fax Number E-mail address, if any Name and Designation of Contact person	
3	Date of incorporation of the business	
4	Registration no and date	
5	Proposal Addressed to	
6	Reference of Notice inviting for RFP	
7	Authority for signing and submitting the document  <i>(Power of Attorney, Resolution of the organization etc.)</i>	
8	Documents enclosed in support of the Request-  As per index attached  Total no of pages	

Signature and seal of the bidder

**Annexure 7 – Annual Turnover Statement**

The Annual Turnover of M/s for the past three financial years is as given below:

Sl.No	Year	Amount
1	2014-2015	
2	2015-2016	
3	2016-2017	
Total		
Average turnover		

Signature and seal of the bidder

**Annexure 8– Proforma for Performance Statement**

Name of the firm:

Sl.No	Name and address of the Client	Items Supplied	Period of Supply	Quantity Supplied	Value of Supplies	Certificate from Client Enclosed (Y/N)

\*- Please enclose certificates which will help prove qualification under the eligibility criterion.

Signature and seal of the bidder

**Annexure 9 – Financial Bid (in Indian Rupees)**

SL. No	Name of the Equipment	Qty	Brand	Make/Model
1	Collapsible Chair cum Trolley Stretcher	47		
2	Canvas Stretcher Folding	47		
3	Stretcher Scoop	47		
4	AIS 125 Compliant stretcher	68		

Item Description	Cost Per Unit incl. all taxes (A)	Annual CMC Cost*** (B)	Quantity (C)	Total Cost (INR) (D) (A*C)
Fabrication and medical equipment cost per ambulance - Tata Winger 3488 WB Mfg before 31.03.2018			47	
Fabrication and medical equipment cost per ambulance – TATA Winger 3488 WB Mfg after 31.03.2018 (AIS 125 compliance applicable)			68	
<b>Total Cost for 115 Ambulances, FOR Bhopal, including all taxes (E)</b>				

**Total Cost (E) in Words :** \_\_\_\_\_

The amount in (E) would be the basis of calculation L1. Please note that the CMC cost would not be considered to calculate L1

CMC would start after the standard warranty period is over. CMC would be applicable from the 2<sup>nd</sup> year to the 5<sup>th</sup> year.

\*\*\*The annual CMC cost (B) would be capped at of 3 % of the total fabrication and equipment cost of the ambulance.

**Signature and Seal of the Bidder**

**Notes:**



- 1) The rate quoted against each item should be inclusive of all taxes, duties, freight, insurance etc at the point of delivery i.e. Bhopal, MP. However, at the time of billing, the basic price, VAT and Service Tax should be mentioned separately.
- 2) The Bidders are advised to study the Scope of Work carefully and quote the price accordingly.
- 3) The Supplier shall be required to maintain the items for a period of five years from the date of completion of the delivery. The Service Provider shall enter into a separate contract for the Annual Maintenance of the items at the rate quoted in the bid. Please note that the Annual Maintenance contract shall be applicable only for the period not covered under the Standard Warranty Terms.
- 4) The Ambulances would be handed over to the bidder at Bhopal and all transportation cost to and from Bhopal to the fabricator workshop would be to the account of the bidder. All charges up till the point and time of delivery at Bhopal would be borne by the bidder.