

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

GOREGAON (EAST), MUMBAI

RFQ No. IGIDR/RFQ/2023/ED/11 Dated 20.04.2023

REQUEST FOR QUOTATION

FOR

Annual Contract for Providing Ambulance Service at IGIDR Campus

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.
Telephone: 022 6909 6200/507. Fax: 022 6909 6399.

SECTION-‘A’
GENERAL INSTRUCTIONS TO BIDDERS

1. A quotation should be addressed to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.**
2. The scan copy of the quotation to be submitted through E-mail to tender@igidr.ac.in with the subject of the e-mail should be mentioned as **“Annual Contract for Providing Ambulance Service at IGIDR Campus”** respectively. All the required documents should be scanned and merged into a single PDF file or zipped into a single file and attached to the E-mail. **The bid file should be attached as a PDF document/zip file protected with a password, and the password will be shared during bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for bid opening. If a bidder cannot attach a single bid file to an e-mail, they can split their bid and submit in multiple e-mails with mentioning in the e-mail subject as Part-I, II, III.... etc.**
3. The bids will be received up to **03:00 PM on 11th May 2023.** Each copy of the RFQ document is under their stamp and signature. No quotation will be accepted after the due date under any circumstances whatsoever.
4. The E-mail bid with the subject **“Annual Contract for providing Ambulance Service at IGIDR Campus”** shall be opened by the tender opening committee on the next day on **12th May 2023** at **03:30 PM through an online meeting platform.** The link to the meeting will be shared with participated bidders. If the Government declares a holiday on the day of opening the bids, the bids will be opened on the next working day at the same time.
5. **The bidders should provide the password of their bid in a PDF/Zip file during the opening of the bids. If a bidder can NOT provide a password for the bid file at the time of opening, their bid shall be rejected. We encourage the bidder to submit their bid file protected with a password however, if the bidder cannot submit their bid in a password protected file, they can also submit a bid without a password.**
6. Quotations shall remain valid for acceptance by the institute for Three months from the date of opening of the bid, and the bidder shall not cancel or withdraw the quotation during this period.
7. The bidder must use only the bid forms issued by the institute to fill in the rates. Any addition/alteration in the text of the RFQ form made by the bidder shall not be valid and be treated as null and void.

8. Rates should be quoted in figures and words in the specified columns. Initials of the bidder/vendor must attest all erasures and alterations made while filling the quotation. Overwriting of figures is not permitted.
9. Each Page of the RFQ document should be signed by the authorized person or persons submitting the RFQ in token of his/their having acquainted himself/themselves with the terms & conditions of the contract as laid down. Any bid with any of the documents not so signed will be rejected.
10. The rates shall also be firm and not subject to exchange variations or any conditions. A quotation must include in their rates applicable GST and any other tax and stamp duty or other levies, whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, stamp duty, or levy, whether existing or future, shall be entertained by the institute.
11. The intending bidder can obtain any clarifications regarding the RFQ document, employee details, previous policy details, etc., if any, by contacting **Mr. Samir Parab** (Administrative Officer) on his mobile- **8097171963** or through e-mail at administrativeofficer@igidr.ac.in or in **Administration Office** of the **Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065** on any Institute`s working day.

I/We hereby declare that I/we have read and understood the above instructions which will remain binding upon me/us.

Place:

Signature of Bidder with company seal

Date:

SECTION-‘B’
GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the institute, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with the scope of work and as per detailed instructions of the institute.
2. In all matters of dispute arising on the work, the matter shall be referred to the **Registrar Indira Gandhi Institute of Development Research, Goregaon**, for a decision.
3. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and conciliation act, 1996, or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator appointed by the institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made and deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in English, and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law. The arbitral tribunal's award shall be final, conclusive, and binding upon the Successful Bidder and the Institute.
4. **Tenure of Contract:** Initially, the contract period shall be for **One** year from the date of award of the work order; however, it can be extended for further two years based on the review of services yearly on the same rates, terms & conditions if services are found satisfactory.
5. **Termination:** If the services of the successful bidder are not found satisfactory, then the institute may terminate their contract by giving one month's notice period.
6. **Payment Terms:** Payment shall be released on a quarterly basis against submission of the invoice.
7. **Penalty Clause:** A penalty of **Rs.2000/-** will be applied if the ambulance reaches the IGIDR premise later than 15 minutes from receipt of the call or if the successful bidder is not providing the cardiac ambulance with a paramedic on board. If this deficiency increases the Institute may terminate the contract without assigning any reason or notice period.

I/We hereby declare that I/we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature with company seal

Date:

SECTION-‘C’
PRE-QUALIFICATION CRITERIA

- **Pre-Qualification Documents to be submitted by the bidder along with Pre-qualification Bid:**
 1. The ambulance service provider should have a valid registration/license and fulfill the requirement specified by the local authorities / State Govt. / Central Govt. (A bidder should submit a copy of relevant document).
 2. The bidder should have experience in providing Ambulance Services for at least **Five years**.
 3. The bidder should submit a copy of PAN and Goods and Service Tax registration (GST).
 4. The bidder should have completed at least **two** annual contracts at various organizations for providing Ambulance Service during the last five years. The bidder should submit a copy of work orders/agreements etc.
 5. Bidder should submit a list of at least two clients along with the name & contact number of representatives.
 6. Either the Registered Office or one of the Branch Offices of the bidder should be located in the territory region of MMRDA.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the qualification bid (E-mail) duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1.	Name of the bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-Mail address:	
4.	Details of Registration (number & date) if applicable:	
5.	Month and year in which the firm/company/Society/Trust was formed/ incorporated.	
6.	Type of organisation (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., Society/Trust etc.)	
7.	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
8.	Call center number for dialing of ambulance service 24 x 7	
9.	Number of ambulance available with the vendor.	
10.	Response time for providing the ambulance at the site.	
11.	Bank Account Details of Bidder	Account No. Bank Name: IFSC:

SECTION-‘D’
TECHNICAL BID

• **Scope of Work for the Service Provider:**

1. The vendor should have a call center service which should be available 24 x 7 for support.
2. The ambulance provided should be a cardiac ambulance with the doctor on board whenever there is a requirement for the same.
3. The ambulance should have adequate medical equipment's and trained paramedical personnel.
4. The ambulance should provide unlimited free ambulance rides in case of any requirement all around the year.
5. The ambulance service will be utilized for the office of the institute located at Gen. A. K.Vaidya Marg, Film city Road, Goregaon (East), Mumbai:400 065.
6. The contractor is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions specified in the quotation.
7. The contractor shall not sublet, transfer or assign the contract to any part thereof without the written permission of the institute.
8. The vendors shall ensure that the ambulance will reach at the earliest after making the call from the institute. The maximum waiting time is **15 minutes** from receiving of the call.
9. In the event of unsatisfactory service from the successful bidder the contract can be terminated immediately without assigning any reason by the institute.
10. Provide details of Fleet vehicles and Non-Fleet vehicles.
 - a) Number Fleet Vehicles= Nos.
 - b) Numbers of Non-Fleet Vehicles= Nos.
11. Preferably the bidder should have their own ambulance service and should not be an aggregator.
12. The successful bidder must always provide a cardiac ambulance with a paramedic on board.

Date:

Signature of Bidder with company seal

SECTION-‘E’
FINANCIAL BID*

RFQ No. IGIDR/RFQ/2023/ED/11

Dated: 20.04.2023

Name of Service: Annual Contract for Providing Ambulance Service at IGIDR Campus

Sr. No.	Description / Particular	Supply of Cardiac ambulance with Doctor on board and adequate medical equipment's & trained Paramedical personnel. Quoted Rate Rs.
1	Unlimited free ambulance rides in case of any requirement all around the year for the community members of the Campus of the Institute located at Gen. A. K.Vaidya Marg, Film City Road, Goregaon (E).	
2	Applicable GST @% Amount Rs.	
	Total amount including GST Rs.	
3	Maximum Kms. limit in which the ambulance service can be utilized in above cost.	
4	Response time for providing the ambulance at the site.	

Total quoted amount in words Rupees...

Place:

Signature of the bidder with company seal

Date:

**To be submitted on company letterhead with sign & stamp.*