

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR

**PROVIDING 24×7 ADVANCED LIFE SUPPORT (ALS) CARDIAC AMBULANCE WITH
TRAINED MEDICAL PERSONNEL AT IGIDR**

NIT No: IGIDR/Tender/2026/ED/21 Date: 30.09.2026

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai-400065.

Telephone: 022 6909 6200 / 570 / 513. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

"NAME OF THE WORK: Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at Indira Gandhi Institute of Development Research, Goregaon, Mumbai – 400 065."

1. The Institute invites bids from reputed agencies/service providers for the following service:

Name of work	Period of contract	EMD
(1)	(2)	(3)
Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR	1 year, extendable for a further 2 years	Rs. 72,000.00

2. Tenders are being invited for the above-mentioned services. IGIDR reserves the right to award the work to the successful Bidder.
3. The bidder has to submit an Earnest Money Deposit of **Rs. 72,000.00 (Rupees Seventy-two thousand)** only along with the bid.
4. The tender bids in the two-bid system are invited through two separate Emails to tender@igidr.ac.in:
“**Email-1: EMD and Pre-qualification/Technical Bid**” and “**Email-2: Financial Bid**”. Subject of the email should be mentioned as **Email-1: "EMD and Pre-qualification/Technical Bid for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR"** and **Email-2: "Financial Bid for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR"**. All the bid documents should be attached as a single PDF document or a zip file. The financial bid file should be protected with a password.
5. Last date of bid submission shall be **on 21 October 2026, at the end of the day.**
6. The intending Bidder is advised to visit the Institute and understand the nature and scope of the requirement before submitting the bid.
7. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION – ‘A’*

LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film city Road,
Goregaon (East), Mumbai 400065.

Subject: Tender for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR, Mumbai.

Reference: NIT No. IGIDR/Tender/2026/ED/21 Date: 30.09.2026

Dear Sir,

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

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable, or, in default thereof, to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited Rupees Seventy-two thousand through NEFT/DD/FDR/BG as earnest money or a copy of valid MSME certificate for EMD exemption to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

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

Yours faithfully,

Signature

Name & seal of Bidder

**To be submitted on company letterhead with signature and stamp on it.*

SECTION – ‘B’

GENERAL INSTRUCTIONS TO TENDERER

1. Tender bid should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 and superscribed ~ **Tender for "Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR, Mumbai"**.
2. The bidder has to submit Earnest Money Deposit of **Rs. 72,000.00 (Rupees Seventy-two thousand only)** through NEFT/DD/FDR/BG to "INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI" (Account No. 010220100010001, IFSC code: BKID0000102, Branch Name: IGIDR, Bank Name: Bank of India) and UTR number with screenshot of transaction should be included in the part of the tender document towards Earnest money.
3. The bidders registered under **MSE** are exempted from submission of EMD, but they should submit the necessary copy of the valid MSME certificate for exemption.
4. The tender bids in the two-bid system are invited through two separate Emails to tender@igidr.ac.in: **"Email-1: EMD and Pre-qualification/Technical Bid"** and **"Email-2: Financial bid"**. Subject of email should be mentioned as **Email-1: "EMD and Pre-qualification/Technical Bid for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR"** and **Email-2: "Financial Bid for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR"**. All the bid documents should be attached as a single PDF document or a zip file. The financial bid file should be protected with a password. In case bidder cannot attach single bid file to an email then they can split their bid and submit in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.
5. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password, and the password should be shared at the time of financial bid opening through an online meeting. The vendor should keep their password securely with them and is required to give it only when asked in an online meeting for financial bid opening.**
6. The bids will be received up to **21 October 2026** at the end of the day. Each page of the Tender Document and bid documents, wherever applicable, shall be signed and stamped by the authorized signatory. No bid shall be accepted after the prescribed date and time.
7. The Technical/Eligibility Bids shall be opened by the Tender Opening Committee on **22 October 2026** at 02:30 PM through an online meeting platform. The meeting link shall be shared with participating bidders. If the opening day is declared a holiday, bids shall be opened on the next working day at the same time.
8. The Financial Bids of only technically/eligibility-qualified bidders shall be opened. The date, time, and online meeting link shall be communicated separately. The bidder shall provide the correct Financial Bid PDF password when requested; failure to do so may result in rejection of the Financial Bid.
9. Tenders shall remain valid for acceptance by the Institute for a period of three months from the date of opening of the tender, which period may be extended by mutual agreement, and the Bidder shall not cancel or withdraw the bid during this period.
10. The Bidder must use only the forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the Tender form made by the Bidder shall not be valid and shall be treated as null and void.
11. The Tender form must be filled in English. If any of the documents are missing or unsigned, the tender may be considered invalid by the Institute in its discretion.
12. Rates shall be quoted in figures and words in the prescribed Financial Bid. Any arithmetical discrepancy shall be dealt with under the Correction of Arithmetical Errors provision. No request for change in rates after bid opening shall be entertained.

13. Rates should be quoted both in figures and in words in columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.
14. A bid not accompanied by EMD or valid documentary evidence of applicable EMD exemption shall not be considered. EMD of unsuccessful bidders shall be returned without interest. EMD/Performance Security of the successful bidder shall be dealt with in accordance with the Performance Security provisions of the Tender Document. No interest shall be payable thereon.
15. A tender which is not accompanied by EMD will not be considered. The EMD will be returned to the Bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful Bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful Bidder may be converted into Performance Security Deposit. The security deposit of the successful Bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the Institute.
16. The Institute does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.
17. On receipt of intimation from the Institute of the acceptance of their tender, the successful vendor/contractor shall be bound to sign the formal contract and within seven days thereof, the successful vendor/contractor shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Institute and the Contractor so, whether such formal agreement is or is not subsequently executed. The cost of necessary Stamp paper for execution of the agreement shall be borne by the successful vendor/contractor.
18. The quoted comprehensive rate shall include ambulance, 24×7 drivers and **GNM-qualified Registered Nurses**, relievers, fuel, consumables, medical equipment servicing/calibration, repairs/maintenance, vehicle statutory compliances, wages, PF, ESIC, bonus, leave benefits, personnel insurance, uniforms/PPE, administrative and incidental expenses. Rates shall remain firm during the initial contract period except as specifically provided in the Tender Document.
19. GST, as applicable, shall be quoted separately in the Financial Bid. The bidder shall bear all other taxes, duties, levies, statutory contributions and liabilities except those expressly stated to be payable separately by IGIDR.
20. All wages, statutory benefits, bonus, leave/leave encashment, PF, ESIC, insurance, uniforms/PPE and other payments to deployed personnel shall be the sole responsibility of the Service Provider and included in the comprehensive rate. No separate reimbursement shall be payable by IGIDR.
21. The intending bidders are advised to visit IGIDR to understand the nature and scope of work. Clarifications regarding the Tender Document, scope, site conditions and tender requirements may be obtained from **Mr. Samir Parab, Administrative Officer, Mobile: 8097171963, Email: administrativeofficer@igidr.ac.in** during Institute working hours by appointment up to the prescribed clarification deadline, if any.

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

Place :

Signature of the Bidder with company seal

Date :

SECTION - 'C'
TERMS AND CONDITIONS

Upon the declaration of an intending bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The Successful Bidder shall not assign, transfer, sublet or subcontract the whole or any material part of the services without prior written consent of IGIDR. Notwithstanding such consent, the Successful Bidder shall remain fully responsible and liable for performance of all contractual obligations.
2. The Successful Bidder shall perform the services strictly in accordance with the Scope of Work, Technical Specifications, Manpower Requirements, Service-Level Requirements, applicable statutory requirements and instructions of authorized IGIDR officials.
3. The Successful Bidder shall coordinate with IGIDR officials, security personnel, medical/emergency personnel, hospitals and other service providers, wherever required, to ensure smooth and uninterrupted emergency services.
4. Any dispute arising out of or in connection with the Contract shall initially be referred to the Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai, for resolution.
5. **Arbitration Clause:** Any unresolved dispute shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time. Appointment of the sole arbitrator shall be made in accordance with the Act. The seat and venue shall be Mumbai; proceedings shall be in English. The award shall be final and binding subject to applicable law. Courts at Mumbai shall have jurisdiction.
6. **Force Majeure:**
 - i. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God, etc., which may prevent either party from discharging the obligation, the affected party shall promptly notify the other party about the happening of such an event.
 - ii. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.
7. **Insurance Clause:**

The Successful Bidder shall, at its own cost, maintain all insurance required by law and the Tender, including comprehensive vehicle insurance, third-party liability and appropriate personnel insurance. The Successful Bidder shall be responsible for accidents, injury, death, loss or damage attributable to operation of the ambulance or acts/omissions of its personnel and shall indemnify IGIDR against related claims, losses, penalties and liabilities, except to the extent attributable to IGIDR.

8. Performance Security Deposit:

The Successful Bidder shall furnish Performance Security/Performance Guarantee of **Rs.72,000/-** (Rupees Seventy-Two Thousand only), or such amount as specified in the Letter of Award, within the stipulated period. Where permitted, EMD may be adjusted/converted towards Performance Security. It shall remain valid throughout the Contract and for 60 days beyond completion; validity shall be extended for any contract extension. No interest shall be payable.

9. Payment Terms:

Payment shall be made monthly within 15 days of submission of a complete and correct invoice with prescribed supporting documents and satisfactory certification by the authorized IGIDR official, subject to statutory deductions and penalties/recoveries, if any.

10. Tenure of Contract: Initially one year, extendable for up to two further years on a year-to-year basis, subject to satisfactory performance, continued requirement, availability of budget and approval of the Competent Authority. Extension shall not be a matter of right of the Service Provider.

11. Termination Clause:

11.1 For ordinary contractual defaults, IGIDR may issue written notice requiring rectification within a period appropriate to the nature and seriousness of the default, up to 15 days where the default is non-critical and capable of cure.

11.2 Critical emergency-service defaults affecting patient safety or continuity—including non-deployment of ambulance, absence of required driver/Registered Nurse without immediate substitute, unqualified personnel, non-availability of oxygen/critical equipment, non-compliant ambulance, failure to provide stipulated replacement, or repeated delayed response—may require immediate rectification and may attract penalty, alternate arrangement at risk and cost, suspension and/or termination without a 15-day cure period.

11.3 IGIDR may terminate the Contract by one month's written notice without assigning reasons. The Contractor may terminate by three months' written notice. During the notice period, complete 24×7 services shall continue without interruption unless otherwise directed by IGIDR.

11.4 Upon expiry/termination, the Contractor shall hand over all IGIDR records, registers, documents, access cards, keys and other IGIDR property and complete transition/handover formalities as directed.

11.5 IGIDR may recover penalties, deficiencies, alternate-arrangement/risk-and-cost expenditure, loss/damage attributable to the Contractor and other contractual liabilities from pending bills and/or Performance Security, without prejudice to other remedies.

11.6 Where termination is due to material default, IGIDR may invoke/forfeit Performance Security wholly or partly in accordance with the Contract, without prejudice to recovery of additional amounts due.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Date:

Signature of the Bidder with company seal

SECTION - 'D'
SPECIAL CONDITIONS

1. Personnel deployed for the 24×7 ambulance service shall remain available at the designated ambulance/standby location within IGIDR during their duty shifts. They shall not occupy Institute residential accommodation unless specifically permitted in writing. The Service Provider shall ensure orderly conduct on campus.
2. All licenses, registrations, permits, permissions and statutory approvals required for ambulance operation, personnel deployment and contracted services shall be obtained and kept valid by the Successful Bidder at its own cost throughout the Contract.
3. The Successful Bidder shall deploy the manpower prescribed in the Scope of Work, including one qualified ambulance driver and one GNM-qualified Registered Nurse with prescribed BLS/ACLS qualifications in every shift, with adequate qualified relievers. No shift shall remain unattended.
4. The Successful Bidder shall comply with all applicable labour, employment, social-security, minimum-wage, occupational-safety and other statutory requirements in force from time to time.
5. In case the successful Bidder contravenes any provisions of the law, and the Institute suffers any damage or loss or harm due to any acts of commission or omission of the successful Bidder, the Contractor is bound to indemnify the Institute. The successful Bidder shall also be responsible for the discharge of all legal liabilities towards the Institute and also for observing all laws and Government rules relating to labour laws.
6. The Bidder shall not be blacklisted, debarred or prohibited from providing similar services by any Government Department, PSU, Autonomous Body or other competent public authority as specified in the Eligibility Criteria. Material conviction/debarment/statutory action relevant to ambulance/emergency medical services, patient safety or contract performance shall be disclosed.
7. The Successful Bidder shall obtain and maintain a valid labour licence and/or other registration required under applicable labour laws, wherever applicable.
8. Salary/wages shall be paid to deployed personnel through bank transfer within the time prescribed by applicable law. Along with monthly bills, the Service Provider shall furnish wage-payment proof and PF/ESIC challans/ECR, wherever applicable, and other statutory compliance documents required by IGIDR.
9. The successful Bidder should submit the following documents within 7 days of issuance of work order.
 - a. The Successful Bidder shall, at its own cost, obtain and maintain appropriate insurance coverage for all personnel deployed under the Contract, including employee/workmen compensation or other insurance as applicable. Such cost is included in the comprehensive rate; no separate reimbursement shall be payable by IGIDR.
 - b. Contract Agreement on stamp paper of appropriate value, as applicable, duly executed in the prescribed format. Stamp duty/execution cost shall be borne by the Successful Bidder.
 - c. Police/background verification and medical-fitness documentation of all personnel proposed for deployment at IGIDR, including relievers.
 - d. Bio-data, recent photograph, qualification and experience certificates, Nursing Council registration, BLS/ACLS certificates, driving licence, police/background verification and valid identity proof, as applicable to the person concerned.

10. The successful Bidder shall have the addresses and photographs of their staff being engaged by them for the said work. The entry of staff will be allowed inside the premises only on producing the photo pass issued by the Institute.
11. **The Successful Bidder shall submit credentials of all proposed personnel, including relievers, before deployment. IGIDR may verify qualifications, experience, registrations/certifications, and suitability and may interact with/interview them if necessary. IGIDR may decline deployment of a person not meeting requirements. Such verification shall not create an employer-employee relationship with IGIDR.**
12. The Service Provider shall ensure confidentiality of Institute affairs and personal/medical/emergency-response information relating to students, staff, residents and patients. Material breach may lead to replacement, penalty and/or termination depending on gravity, without prejudice to applicable law.
13. IGIDR may require immediate replacement of any person found incompetent, unsuitable or unfit for duty. The Service Provider shall immediately provide a qualified substitute so that service remains uninterrupted; permanent replacement credentials shall be submitted within seven (7) days unless a shorter period is directed.
14. The Service Provider and deployed personnel shall follow IGIDR entry/exit and security procedures; however, such procedures shall not delay or impede emergency response, ambulance movement or patient transportation.
15. **Debarment from Tender Process:**

a. An Applicant shall be debarred if he has been found to be involved in any of the fraud & corrupt practices as below:

- i) The Applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the tender Process. Notwithstanding anything to the contrary contained herein, the Institute may reject a proposal without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the TENDER Process.

Without prejudice to the rights of the Institute under Clause 1(a)(i) above, if an Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the TENDER Process, such Applicant shall not be eligible to participate in any tender issued by the Institute during a period of 2 (two) years from the date such Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

During the entire TENDER process, the currency of contract or after completion/termination of contract, if it comes to the notice of the Institute that the Applicant has engaged itself in any act of Fraud and/or Corrupt Practices, the Institute after giving a reasonable opportunity of being heard, comes to the conclusion that an Applicant or prospective Applicant, was indulged itself in such practices, may take appropriate measures as per applicable laws.

For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- ii) **"Corrupt practice"** means (I) the offering, giving, receiving, or soliciting, directly or indirectly,

of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the work order or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the WORK ORDER or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

- iii) **"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- iv) **"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- v) **"Undesirable practice"** means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
- vi) **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

b. An Applicant shall be debarred if he has been convicted of an offence –

- i) Under the Prevention of Corruption Act, 1988; or The Indian Penal Code or any other law for the time being in force for causing any loss of life or property or causing threat to public health as part of execution of the contract.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Date:

Signature of the Bidder with seal

SECTION - 'E'
PRE-QUALIFICATION CRITERIA

- **Pre-Qualification Documents to be submitted by Bidder:**
 - a) The Bidder Sole Proprietor / Partnership Firm / LLP / Company / other eligible legal entity shall submit documentary proof of legal constitution/registration such as Certificate of Incorporation, Registration Certificate, Shop & Establishment Registration, Partnership Deed or other applicable statutory document.
 - b) The Bidder shall be registered or have a branch office in Mumbai/MMR for at least **five (5)** years. For this criterion, Mumbai/MMR includes Mumbai City, Mumbai Suburban, Thane and Navi Mumbai. Documentary proof of continuous office presence shall be submitted.
 - c) Copy of valid EPF registration
 - d) Copy of valid ESIC registration, wherever applicable.
 - e) Copy of Registration of Goods & Service Tax (GST) and PAN
 - f) Copy of valid Labour Licence/registration, wherever applicable under relevant labour laws.
 - g) The Bidder shall have a minimum annual turnover of Rs.25.00 lakh or above in each of FY 2022-23 or 2025-26, FY 2023-24, and FY 2024-25, specifically from ambulance-service hire/contract business. Audited financial statements or Profit & Loss Account statements, and/or a CA-certified certificate clearly indicating ambulance-service turnover shall be submitted.
 - h) The bidder shall have a minimum of **three (3)** years' experience during the preceding **five (5)** years as on the tender publication date in providing ambulance services to Government Organizations, Educational Institutions, PSUs, Autonomous Bodies, Hospitals or reputed private organizations. Documentary evidence shall cover at least three years.
 - i) The Bidder shall submit details of at least two current/recent ambulance-service clients, including organization, contact person, designation, telephone/mobile and email.
 - j) The Bidder shall not be blacklisted, debarred, deregistered or prohibited by any Central/State Government Department, PSU, Autonomous Body, Government Educational Institution or other competent public authority as on the bid submission date. Undertaking shall be submitted as Annexure-A.

Bidders shall submit documentary evidence for each Pre-Qualification Criterion. Mere self-certification shall not suffice where documentary proof is required. Documents shall be indexed, page-numbered, signed and stamped. IGIDR may verify documents, obtain client feedback, and inspect the bidder's office/garage/ambulance fleet.

PROPOSED VEHICLES: The Bidder shall submit details of the specific ALS/Cardiac Ambulance proposed for IGIDR and the proposed backup ambulance, including make/model, registration number, year, ownership, RC, insurance, fitness, PUC and mandatory ALS equipment details.

STATUTORY AMBULANCE REQUIREMENT: The Bidder shall possess and maintain all valid licenses, registrations, sanctions and permits required for ambulance services and operation of the proposed ambulance(s).

ADDITIONAL FLEET CRITERION: The Bidder must own a minimum of **five (5)** ambulances duly registered with the competent authority and shall submit RC, fitness and insurance documents. At least one ambulance in the fleet, other than the proposed IGIDR ambulance, shall be capable of deployment as an equivalent ALS/Cardiac Ambulance backup within the stipulated replacement period.

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

Sr. No.	Item	Information to be filled by Bidder
1	Name of the Bidder	
2	Address	
3	Name of the Contact Person: Telephone Number: Office /Residence: Mobile Number: Fax No. E-Mail address-	
4	Details of Registration (number & date)	
5	Month and Year in which the firm / company was formed/ incorporated.	
6	Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
7	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
8	Average Annual Turnover of Last Three Financial Year (attached audited balance sheet & profit & Loss account)	FY 2024-25: FY 2023-24: FY 2022-23 or FY 2025-26:
9	Bank Account Details	A/C No. Bank Name: IFSC:

Place:

Signature of the Bidder with seal

SECTION - 'F'
TECHNICAL BID

• **Information to the Bidder:**

The Indira Gandhi Institute of Development Research (IGIDR/Institute), Mumbai invites tenders from reputed and experienced agencies fulfilling the prescribed eligibility criteria for Providing 24×7 Advanced Life Support (ALS) Cardiac Ambulance with Trained Medical Personnel at IGIDR, Gen. A.K. Vaidya Marg, Film City Road, Goregaon (E), Mumbai.

Scope of Services:

- (a) The Service Provider shall deploy one fully equipped Advanced Life Support (ALS) Cardiac Ambulance of suitable make/model and configuration meeting the prescribed ALS/Cardiac Ambulance specifications on the IGIDR campus on a 24×7 basis throughout the Contract. The ambulance deployed shall be **not more than three years old as on the date of deployment**.
- (b) The ambulance deployed shall be **not more than three years old as on the date of deployment**.
- (c) The following personnel shall be continuously deployed: (i) one duly licensed and trained ambulance driver in each shift; and (ii) one GNM-qualified Registered Nurse, registered with Maharashtra Nursing Council, trained in emergency/cardiac care and possessing valid BLS and ACLS certification, in each shift.
- (d) Drivers and Registered Nurses shall be deployed in appropriate shifts to ensure uninterrupted 24×7 coverage, subject to applicable labour, employment and motor transport laws. Drivers and paramedics/nurses shall ordinarily be deployed in 12-hour shifts or in such shifts as permissible under applicable labour and motor transport laws.
- (e) Adequate qualified relievers shall be provided for weekly offs, leave, sickness or any absence. No shift shall remain unattended. Relievers/substitutes shall meet the same prescribed qualification and experience requirements.
- (f) Patients shall be transported to the nearest or appropriate hospital, as directed by the authorised Institute official, attending medical personnel or the patient/patient's representative, depending upon the nature of the emergency.
- (g) A dedicated mobile phone with an active SIM card shall be provided for emergency communication and coordination.
- (h) The service provider shall facilitate coordination with nearby hospitals and designate a relationship manager with an appropriate escalation mechanism.
- (i) The service provider may also offer periodic First Aid and CPR training and emergency-response drills for designated Institute personnel as a value-added service, preferably without additional cost.

Replacement of staff:

In case of absence, leave, sickness, resignation, termination or non-availability of any deployed driver or Registered Nurse, the Service Provider shall immediately deploy a suitably qualified and verified substitute so that the shift remains fully manned. Permanent replacement credentials shall be submitted to IGIDR within seven (7) days.

Qualification and Experience of GNM-Qualified Registered Nurse

The GNM-qualified Registered Nurse deployed shall possess:

- a) General Nursing and Midwifery (GNM) qualification from an institution recognized by the Indian Nursing Council.
- b) Valid registration with the Maharashtra Nursing Council.
- c) Minimum two (2) years of relevant post-qualification experience in a cardiac/ALS ambulance, ICU, casualty/emergency department, hospital, nursing home or other recognized clinical establishment involving emergency/critical-care exposure.

- d) Valid Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) certification from a recognized training organization and

Practical knowledge of:

- a. Patient assessment and emergency triage;
- b. Cardiopulmonary resuscitation;
- c. Operation of cardiac monitor and defibrillator;
- d. Oxygen administration and airway management;
- e. Ventilator and suction-machine operation;
- f. Immobilization and bleeding control;
- g. Administration of prescribed emergency medicines; and
- h. Safe transportation of critically ill patients.

Qualification and Experience of Ambulance Drivers

Each ambulance driver deployed shall possess:

- (a) Minimum educational qualification of 10th Pass.
- (b) A valid driving license authorizing the holder to drive the relevant category of ambulance/transport vehicle.
- (c) Minimum 2 years of experience as an ambulance driver.
- (d) Basic First Aid and CPR/BLS training.
- (e) Adequate knowledge of the location of major hospitals and emergency routes in Mumbai.
- (f) Medical fitness and satisfactory driving record, and
- (g) Police verification/background verification completed by the service provider.

Common Conditions for Deployed Personnel

GENDER-SENSITIVE PATIENT CARE: The deployment roster shall include appropriately qualified female Registered Nursing personnel and reasonable availability of female nursing personnel for female patients, particularly during night hours and where circumstances require. Emergency medical assistance or transportation shall never be delayed solely on account of gender.

- a. The bidder shall submit copies of educational qualification certificates, nursing registration certificates, experience certificates, valid BLS/ACLS certificates, driving licenses, police verification, and identity documents before deployment.
- b. The registration, driving license, and BLS/ACLS certifications shall remain valid throughout the period of deployment.
- c. Personnel deployed as relievers or substitutes shall possess qualifications and experience equivalent to those prescribed for the regular personnel.
- d. **No shift shall remain unattended due to weekly off, leave, sickness, resignation, or absence of any deployed personnel.**
- e. IGIDR shall have the right to verify credentials, interact with/interview proposed personnel where necessary, and require replacement of any person not meeting qualification, experience, verification, conduct, or suitability requirements. Such verification shall not create an employer-employee relationship with IGIDR.
- f. The service provider shall periodically arrange refresher training in CPR, ACLS, infection control, and emergency-response protocols.
- g. All personnel shall be trained in patient confidentiality, infection-control practices, biomedical-waste management and safe handling of medical equipment.

Vehicle Requirements

- a) The ambulance shall be a suitable vehicle duly configured, equipped and registered for operation as an Advanced Life Support (ALS) Cardiac Ambulance and shall meet all applicable statutory and technical requirements. The patient compartment shall provide adequate working space for emergency care and secure transportation.
- b) The ambulance shall be not more than three years old as on the date of deployment.
- c) The vehicle shall be:
 - i. Properly registered as an ambulance,
 - ii. Comprehensively insured,
 - iii. Covered by a valid fitness certificate and Pollution Under Control certificate,
 - iv. Roadworthy and maintained in good condition,
 - v. Air-conditioned in the patient compartment and
 - vi. Compliant with all applicable ambulance and transport requirements.
 - vii. The vehicle shall display all mandatory emergency markings, warning lights, siren and reflective signage.
 - viii. The bidder shall submit copies of the Registration Certificate, insurance policy, fitness certificate, PUC certificate and other applicable permissions before deployment.

Mandatory Medical Equipment

The ambulance shall contain, inter alia, the following functional equipment: -

<u>Sr. No.</u>	<u>Equipment</u>
1	Cardiac monitor with defibrillator
2	Transport ventilator
3	Oxygen cylinder with oxygen-delivery system
4	Suction machine
5	Syringe pump
6	Nebulizer
7	Pulse oximeter
8	Blood-pressure apparatus
9	Stethoscope
10	Thermometer
11	Glucometer
12	Ambu bag and airway-management equipment
13	Patient stretcher
14	Wheelchair
15	Spine board
16	Head immobilizer
17	Cervical collars of appropriate sizes
18	Splints
19	First-aid and resuscitation kits
20	Fire extinguisher
21	Dedicated mobile phone with active SIM
22	Prescribed emergency medicines and consumables
23	Any other equipment required under applicable ALS/Cardiac Ambulance norms

Maintenance and Operational Responsibilities

The service provider shall be responsible for: -

- (a) Fuel, preventive maintenance and repairs of the ambulance.
- (b) Periodic servicing and calibration of all medical equipment.
- (c) Continuous availability and timely replenishment of prescribed medicines and consumables.
- (d) Daily inspection of the ambulance, medical equipment, oxygen supply and medicine inventory.
- (e) Cleaning, sanitization, disinfection and infection control.
- (f) Collection and disposal of biomedical waste in accordance with applicable rules.
- (g) Maintaining adequate fuel and oxygen supply at all times.
- (h) Ensuring that all equipment remains functional and ready for immediate use and
- (i) In the event of breakdown, servicing, accident, repair or other non-availability, the Service Provider shall deploy an equivalent ALS/Cardiac Ambulance as early as possible and in any event within a maximum of sixty (60) minutes, without additional cost to IGIDR. During an emergency involving a patient, immediate alternate arrangements shall be made for safe continuation of transportation.

Commercial and Service-Level Requirements

EMERGENCY RESPONSE / MOBILISATION: On receipt of an emergency call/intimation, the crew shall immediately acknowledge and mobilize without avoidable delay. For emergencies within the IGIDR campus, the ambulance shall ordinarily commence movement towards the emergency location within five (5) minutes, subject to circumstances beyond the crew's reasonable control. Call receipt, mobilization, arrival, departure, and destination times shall be recorded.

The contract shall initially be for a period of **one year** and may be extended based on satisfactory performance, continued requirement, availability of budget and approval of the Competent Authority.

The selected service provider shall deploy the ambulance and required personnel within 15–20 days from the date of issue of the work order, or within the period stipulated by the Institute.

The bidder shall quote a comprehensive monthly rate covering:

- a. ALS Cardiac Ambulance
- b. Drivers for round-the-clock deployment
- c. GNM paramedics/registered nurses for round-the-clock deployment
- d. Relievers for weekly offs, leave, and absence
- e. Fuel
- f. Emergency medicines and consumables
- g. Medical equipment servicing and calibration
- h. Repairs and preventive maintenance
- i. Vehicle registration, permits, insurance, fitness certificate, PUC and statutory compliances
- j. Statutory wages, PF, ESIC, bonus, leave, insurance and other benefits payable to deployed personnel and
- k. Administrative and incidental expenses.

Applicable taxes, if any, shall be indicated separately.

The comprehensive monthly rate shall include up to 300 kilometres of ambulance usage per billing month. Unutilized kilometres in a billing month shall be carried forward to subsequent billing months during the same Contract year, subject to a maximum cumulative carry-forward balance of 1,200 kilometres at any point of time. Any unutilized kilometres remaining at the end of the Contract year shall lapse and shall not be carried forward to any extended/renewed Contract period. Usage in excess of the available monthly entitlement together with the accumulated carry-forward balance shall be payable at the quoted additional per-kilometer rate, subject to verification of the duly certified vehicle logbook.

The bidder shall clearly specify:

- a. Rate per kilometre for usage beyond the available included kilometre entitlement, comprising the monthly entitlement of 300 kilometres together with any accumulated carry-forward balance, subject to the maximum cumulative carry-forward limit prescribed in the Tender;
- b. Toll and parking charges, if actually incurred during authorised patient transportation, which shall be reimbursable at actuals against documentary proof;
- c. No separate waiting charges shall be payable for normal emergency transportation; and
- d. Any other charge expressly permitted under the Financial Bid/Tender Document.

The bidder shall possess all required registrations, licences, permissions and adequate experience in providing similar 24×7 ambulance and emergency medical services.

The service provider shall ensure compliance with applicable minimum-wage requirements and labour laws. Salary, statutory contributions and other benefits payable to deployed personnel shall be the sole responsibility of the service provider.

The service provider shall maintain and submit:

a. Attendance and shift records; b. Vehicle movement logbook; c. Emergency-call/patient-transport records; d. Daily ambulance/equipment inspection checklist; e. Equipment servicing/calibration records; f. Medicine/consumable inventory; and g. Monthly service/performance report including kilometre usage, calls, transports, manpower deployment, breakdown/replacement events and corrective actions. Patient records shall remain confidential.

Penalty Structure

Ser	Nature of Violation	Indicative Penalty
(a)	Non-deployment of the ambulance	Rs. 5,000/- per day
(b)	Absence of the driver or paramedic/nurse	Rs. 5,000/- per day
(c)	Deployment of unqualified or unverified personnel	Rs. 10,000/- per instance
(d)	Deployment of an ambulance older than the prescribed limit	Rs. 5,000/- per instance
(e)	Delayed response to an emergency call	Rs. 10,000/- per instance
(f)	Absence or non-functioning of mandatory equipment	Rs. 10,000/- per instance
(g)	Non-availability of prescribed medicines, consumables, oxygen or fuel	Rs. 10,000/- per instance
(h)	Breakdown without immediate deployment of an equivalent replacement ambulance	Rs. 10,000/- per instance
(i)	Any interruption, negligence or deficiency in service.	Rs. 10,000/- per instance

The Institute shall have the right to inspect the ambulance, equipment, records and credentials of the deployed personnel at any time.

Monthly payment shall be released within the prescribed period after satisfactory certification of services by the authorized officer of the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Date:

Signature of the Bidder with company seal

SECTION - 'G'
FINANCIAL BID

Name of Service: PROVIDING 24×7 ADVANCED LIFE SUPPORT (ALS) CARDIAC AMBULANCE WITH TRAINED MEDICAL PERSONNEL AT IGIDR

NIT No. IGIDR/Tender/2026/ED/21

Date: 30.09.2026

A. Comprehensive Monthly Charges

Sr. No.	Description / Particulars	Unit	Qty.	Rate (₹)	Amount (₹)
1	Providing one fully equipped 24×7 Advanced Life Support (ALS) Cardiac Ambulance at IGIDR, including round-the-clock deployment of qualified ambulance drivers and GNM-qualified Registered Nurses, adequate relievers, fuel, emergency medicines and consumables, medical equipment, servicing/calibration, maintenance and repairs, vehicle insurance, permits and statutory compliances, wages, PF, ESIC, bonus, leave benefits, personnel insurance, uniforms/PPE, administrative and incidental expenses and all other costs as specified in Section-F – Technical Bid. The monthly rate shall include an entitlement of up to 300 kilometres of ambulance usage per billing month. Unutilized kilometres shall be eligible for carry-forward in accordance with the provisions of this Financial Bid.	Per Month	12 Months	_____	_____

B. Additional Usage Charges

Sr. No.	Particulars	Unit/Basis	Rate (₹)
1	Ambulance usage beyond the available included kilometre entitlement, comprising the current month's entitlement together with the eligible accumulated carry-forward balance	Per km	_____
2	Toll charges incurred during authorised patient transportation	Actuals	At actuals against documentary proof
3	Parking charges incurred during authorised patient transportation	Actuals	At actuals against documentary proof
4	Waiting charges	—	Not separately payable

C. Financial Bid Summary:

Sr. No.	Particulars	Amount (₹)
1	Comprehensive Monthly Rate (M)	_____
2	Annual Comprehensive Charges (M × 12)	_____
3	Rate per Additional Kilometre (K)	_____
4	Assumed Additional Kilometres for Evaluation	1,000 km
5	Evaluated Additional-Kilometre Cost (K × 1,000)	_____
6	Evaluated Annual Cost before GST [(M × 12) + (K × 1,000)]	_____
7	Applicable GST @ _____ %	_____
8	Total Evaluated Annual Cost including GST	₹ _____

Total Evaluated Annual Cost including GST in words:

Rupees _____ only.

D. Evaluation of Financial Bid

For uniform comparison of Financial Bids and determination of L1, the **Evaluated Annual Cost** shall be calculated as follows:

$$\text{Evaluated Annual Cost} = (M \times 12) + (K \times 1,000)$$

Where:

M = Comprehensive Monthly Rate quoted by the Bidder

K = Rate per additional kilometre quoted by the Bidder

1,000 km = Assumed additional kilometre quantity solely for financial evaluation

The assumed quantity of **1,000 additional kilometres** is being considered solely for uniform evaluation of Financial Bids and determination of L1. It shall not constitute any commitment or guarantee by IGIDR regarding actual additional kilometre usage.

Payment for additional kilometres shall be made only for actual authorised usage exceeding the available included kilometre entitlement, comprising the current month's entitlement together with the eligible accumulated carry-forward balance, based on the duly certified vehicle logbook.

For avoidance of doubt, the 1,000 kilometres assumed for financial evaluation under this Section is solely an evaluation quantity for determination of L1 and is independent of the maximum cumulative carry-forward balance of 1,200 kilometres permitted under the Notes below.

Toll and parking charges shall not be considered for determination of L1.

Notes:

1. The Comprehensive Monthly Rate shall include all costs and expenses required for providing the services in accordance with the Tender Document, including the ALS Cardiac Ambulance, round-the-clock manpower, relievers, fuel, and consumables, medical equipment, servicing/calibration, maintenance and repairs, insurance, permits, statutory compliances, wages and statutory benefits, uniforms/PPE, administrative expenses and all other incidental expenses, except GST and those charges expressly stated to be reimbursable at actuals.
2. GST shall be quoted separately at the applicable rate.
3. The Comprehensive Monthly Rate shall include an entitlement of up to 300 kilometres of ambulance usage in each billing month. Unutilised kilometres in a billing month shall be carried forward to subsequent billing months during the same Contract year, subject to a maximum cumulative carry-forward balance of 1,200 kilometres at any point of time. **Any unutilised kilometres remaining at the end of the Contract year shall lapse and shall not be carried forward to any extended or renewed Contract period.**
4. Additional kilometre charges shall be payable only where the actual authorised usage exceeds the available included kilometre entitlement, comprising the current month's entitlement of 300 kilometres together with the eligible accumulated carry-forward balance. Such additional usage shall be payable at the quoted per-kilometre rate and shall be subject to verification of the duly certified vehicle logbook.
5. The assumed 1,000 additional kilometres used for financial evaluation are solely for determining L1 and shall not represent any minimum or guaranteed usage by IGIDR.
6. Toll and parking charges, wherever actually incurred during authorised patient transportation, shall be reimbursed at actuals against documentary proof and shall not form part of the L1 evaluation.
7. No separate waiting charges shall be payable for normal emergency transportation.
8. No other charge not specifically provided for in the Financial Bid/Tender Document shall be payable by IGIDR.
9. The rates quoted shall remain firm during the initial Contract period, except for statutory changes in GST or as otherwise expressly provided in the Tender Document.
10. Arithmetical discrepancies, if any, shall be dealt with in accordance with the Correction of Arithmetical Errors provisions of the Tender Document.
11. The Financial Bid shall be submitted without any condition, qualification or deviation. Conditional Financial Bids are liable to rejection.
12. In case of any discrepancy between the amount quoted in figures and words, or between the unit rate and calculated amount, the provisions relating to Correction of Arithmetical Errors contained in the Tender Document shall prevail.

Place: _____

Date: _____

Signature of Authorised Signatory: _____

Name: _____

Designation: _____

Name of Bidder/Firm/Company: _____

Company Seal

**To be submitted on company letterhead with signature & stamp on it.*

ANNEXURE – A*

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTERHEAD WITH
REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING
REGARDING BLACKLISTING / NON – DEBARMENT**

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**Should be submitted on company letterhead with sign and stamp on it.*

ANNEXURE-B*

DECLARATION TO COMPLY WITH TENDER CONDITIONS

I, _____, Son/Daughter/Wife of Shri _____, Proprietor/Partner/Director/Authorised Signatory of M/s _____, having its registered office at _____, declare that I am duly authorised and competent to submit the bid, sign this Declaration and execute all tender/contract documents on behalf of the Bidder.

I/We have carefully read and understood all parts of the Tender Document, including General Instructions, Terms and Conditions, Special Conditions, Pre-Qualification Criteria, Technical Bid/Scope, Financial Bid and Annexures, accept them in toto, and undertake to provide the services strictly in accordance with the Tender if awarded the Contract.

The information/documents furnished with our bid are true, correct and authentic to the best of our knowledge and belief. No material information relevant to eligibility or contract performance has been concealed or suppressed.

I/We understand that false, fabricated, materially incorrect or misleading information/documents may lead to rejection of the bid and/or termination of the Contract, as applicable, and other action under the Tender Document and applicable rules. We undertake to promptly inform IGIDR of any material change affecting eligibility or ability to perform the Contract.

Date:

Signature of authorized person

Place:

Full Name:

Company Seal: