

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**

**GOREGAON (EAST), MUMBAI**

RFQ No. IGIDR/RFQ/2021/ED/18 Dated 27.12.2021

**REQUEST FOR QUOTATION**

**FOR**

**Annual Contract for Providing Ambulance Service at IGIDR Campus**

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**

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

TELEPHONE: 022 6909 6200/9881070122. FAX: 022 6909 6399.

**SECTION-‘A’**  
**GENERAL INSTRUCTIONS TO BIDDERS**

1. Quotation should be addressed to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.**
2. The scan copy of bid to be submitted through Email to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) with subject of email should be mentioned as- **“Annual Contract for Providing Ambulance Service at IGIDR Campus”** respectively. 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 Email. **The bid file should be attached as a PDF document/zip file protected with a password and the password to be shared at the time of bid opening through online meeting. The vendor should keep their password securely with them and required to give only when asked in online meeting for bid opening. 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.**
3. The bids will be received up to **03:00 PM on 17<sup>th</sup> January 2022.** Each copy of the RFQ document under their stamp and signature. No bid will be accepted after due date under any circumstances whatsoever.
4. The Email bid with subject **“Annual Contract for providing Ambulance Service at IGIDR Campus”** shall be opened by REGISTRAR or his authorized representative in his office on the next day on **18<sup>th</sup> January 2022 at 11:30 AM through online meeting platform.** The link of meeting will be shared with participated bidders. In case, holiday is declared by the Government 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 PDF/Zip file during the opening of the bids. In case bidder can NOT provide password for the bid file at the time of opening then 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 password protected file then they can also submit bid without password.**
6. Quotations shall remain valid for acceptance by the Institute for a period of 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 shall be treated as null and void.

8. Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the Quotation must be attested by initials of the vendor/contractor. 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 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 shall not be subject to exchange variations or any conditions whatsoever. Quotation must include in their rates, applicable GST and any other tax and stamp duty or other levy 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 to **Mr. Samir Parab** (Administrative Officer) on his mobile- **8097171963** or through email [administrativeofficer@igidr.ac.in](mailto: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 and the same 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 scope of work and as per detailed instructions of the Institute’s.
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 arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.
4. **Tenure of Contract:** Initially the contract period shall be for **1** year from the date of award of work order however it can be extended for further 02 years based on review of services on yearly basis on same rates, terms & conditions if services found satisfactory.
5. **Termination:** If the services of the successful bidder not found satisfactory then the institute may terminate their contract by giving one month notice period.
6. **Payment Terms:** Payment shall be released on quarterly basis against submission of invoice.

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 Bidder along with Pre-qualification Bid:**
  1. The ambulance service provider should have a valid registration/license and fulfill the entire requirement as specified by the local authorities/State Govt. /Central Govt. (Should submit copy of relevant document).
  2. The bidder should have experience in providing Ambulance Services at least for 5 years.
  3. The bidder should have valid PAN, Goods and Service Tax registration (GST) number.
  4. The bidder should have completed at least **three** annual contracts at various organizations for providing Ambulance Service during the period of last five years. The bidder should submit a copy of work orders/agreement etc.
  5. List of clients along with name & contact number of representatives and copy of certificate of appreciation if any.
  6. Either the Registered Office or one of the Branch Offices of the bidder should be located in district/municipal territory of Mumbai, Mumbai suburban, Thane and Navi Mumbai.

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 (Eamil-1) 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 the support.
2. The ambulance provided should be a cardiac ambulance with 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 as specified in the Quotation.
7. The contractor shall not sublet transfer or assign the contract to any part thereof without the written permission of Institute.
8. The vendors shall ensure that the ambulance will reach at earliest after making the call from the Institute. The maximum waiting time is 15 minutes from receiving of the call.
9. In event of unsatisfactory service of the vendor the contract can be terminated immediately without assigning any reason by the Institute.

Date:

Signature of Bidder with company seal

**SECTION-‘E’**  
**FINANCIAL BID\***

**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.	
	<b>Total amount including GST Rs.</b>	
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 Contractor

Date:

With the seal of their company

*\*To be submitted on company letter head with sign & stamp.*