

Ambulance Services

at

Narayana Vaishno Devi Specialty Hospitals Private Limited

For quotation of Ambulance Services at Narayana Vaishno Devi Specialty Hospitals Private Limited registered office at 258/A, Bommasandra Industrial Area, Anekal Taluk, Bangalore, Karnataka-560099.

BACKGROUND

Shri Mata Vaishno Devi Shrine Board, was set up as an autonomous body in August 1986 constituted under Shri Mata Vaishno Devi Shrine Act, 1988 and having its Registered Office at Katra, District Reasi, Jammu and Kashmir has developed Shri Mata Vaishno Devi Institute of Medical Excellence (SMVDIME) on a PPP mode, located in a place called Kakryal, which is around 15km from Katra town (base camp of the pilgrimage to Holy Shrine) and around 40 km from Jammu. SMVDIME is conceived to be set up in three phases currently in Phase I to have operationalization of 230 bed multispeciality hospital;

AND

Narayana Vaishno Devi Specialty Hospitals Private Limited, a company incorporated under the Companies Act, 2013 by the Selected Applicant (Narayana Hrudayalaya Limited) after proposal being accepted by Shri Mata Vaishno Devi Shrine Board and duly registered with the Registrar of Companies, Bangalore, Ministry of Corporate Affairs, Government of India on 6th September 2014 under CIN U85110KA2014PTC076218, having its Registered office at 258/A, Bommasandra Industrial Area, Anekal Taluk, Bangalore, Karnataka-560099 and represented herein by Dr Ashutosh Raghuvanshi authorized vide resolution passed by its Board of Directors on 6th September 2014 to execute, manage and operate the 230 bed multispeciality hospital named Shri Mata Vaishno Devi Narayana Superspecialty Hospital .

Current Landscape: Shri Mata Vaishno Devi Narayana Superspecialty Hospital was inaugurated on 19th April 2016 by the Hon'ble Prime Minister of India, Shri Narendra Modi. The hospital cater to patients with various specialities such as cardiac sciences, oncology, gynaecology, orthopaedics, neurosurgery, nephrology etc.

TERMS OF REFERENCE

The Facility Director invites sealed Quotation for supply of “Ambulance Service on Contract basis” as per specifications and/or quantities detailed in the **Schedule** attached. The “**Quotation Documents**” comprising the General Terms and Conditions of Contract (Annexure I) and the Special Terms and Conditions of Contract (Annexure II) which will govern any contract made, the Quotation Application Form (Annexure III) and the Schedule of contract / specifications of items / proforma for quoting rates (Annexure IV) are enclosed herewith. If you are in a position to quote for the contract in accordance with the requirements stated in the attached schedule, please submit your quotation to this office.

Quotationers are requested that, before quoting their rates or sending Quotation, the Quotation form may please be read out thoroughly (line by line), otherwise purchaser will not be held responsible for any error / oversight of his own.

The form is a Standard Form of Quotation. Certain clause /clauses may not be applicable in some cases. So, Quotationers are requested to ignore such clause /clauses, which are not applicable in the instant case.

The “Quotation documents” can also be downloaded from the web site (www.NVDSHPL.org) and in such case the same may be signed and submitted as per the procedures mentioned hereinafter along with the “Quotation documents”

The Quotation form containing the Terms and Conditions and the Schedule should be returned in original, intact, after filling up the Quotation form and signing in full, on each page, whether you are quoting for any item or not, failing which the bid is liable to be rejected. If any item in the schedule is not being Quotationed for, the corresponding space against the item should be defaced by some such words as “not quoting”.

In the event of the space on the schedule form being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, bear the Quotation Number and be fully signed by you. In such cases, reference to the additional pages must be made in the Quotation Form.

If any modification of the schedule is considered necessary, you should communicate the same by means of separate letter sent along with the Quotation.

Facility Director, NVDSHPL Hospital does not pledge himself to accept the lowest or any Quotation and reserve to himself the right of accepting the whole or any part of the Quotation or portion of the quantity offered and you shall supply the same / execute the work at the rate quoted by you. You are at liberty to Quotation for the whole or any part.

Acceptance by the purchaser shall be communicated in due course. You are requested that the instructions contained in the said communication should be acted upon immediately / as asked for.

THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMISSION OF QUOTATION DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED.

CHECK LIST			
1	Original Quotation document must be signed on all pages	Submitted	[Yes/No]
2	Valid Society Licence	Submitted	[Yes/No]
3	PAN/TAN other statutory documents	Submitted	[Yes/No]
4	Registration Certificate of the vehicle (As an Ambulance)	Submitted	[Yes/No]
5	Price should be quoted in original sheet in Annexure IV.	Submitted	[Yes/No]
6	Email id mentioned at Annexure-III	Submitted	[Yes/No]

Yours faithfully,

Authorised Signatory

Enclosures:

- Annexure – I (General Quotation Terms & Conditions)
- Annexure – II (Special Quotation Terms & Conditions)
- Annexure – III (Quotation Application Form)
- Annexure – IV (Schedule Of Work /Proforma for quoting rates/ Specifications for SUPPLY OF AMBULANCE SERVICE ON CONTRACT BASIS.

ANNEXURE I

Dated:

INSTRUCTIONS

1. PREPARATION OF QUOTATION:

- a. The Quotation form containing the Terms and Conditions (General and Special) and the Schedule should be returned in original after filling up the form and duly signing in full on each page with stamp, whether you are quoting for any item or not, failing which the bid is liable to be rejected. If any item in the schedule is not being Quotation for, the corresponding space against the item should be defaced by writing “**not quoting**”.
- b. In the event of the space on the schedule form being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, bear the Quotation Number and be duly signed and stamped by you. In such cases, reference to the additional pages must be made in the Quotation Form.
- c. If any modification of the schedule is considered necessary, you should communicate the same by means of separate letter sent with the Quotation.

2. SIGNING OF QUOTATION:

- a) The Quotation is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the Quotation are not duly & fully filled in. Particular attention may be given to the dates of delivery, places of delivery and also to the particulars referred to in the conditions of contract so as to comply with them.
- b) Individuals signing Quotation or other documents connected with the contract must specify:
 - i) Whether signing as a “Sole Proprietor” of the firm?
 - ii) Whether signing as a “Registered Active Partner” of the firm?
 - iii) Whether signing for the firm “Per Procreation”?

In the case of companies and firms registered under the Indian Partnership Act, the capacity in which signing e.g. Secretary, Manager, and Partner etc. or their attorney and produce copy of documents, empowering him to do so, if called upon to do so.

NOTE: In case of unregistered firms, all the members or all Attorneys duly authorised by all of them or the Manager of the firm should sign the Quotation and subsequent documents.

3. DELIVERY OF QUOTATION:

The original copy of Quotation (Annexure – I to annexure - IV), duly completed and signed on each page, should be submitted, enclosed in a double cover. The outer as well as the inner covers should be sealed and addressed to the Facility Director. At the top of the inner and outer cover, the following words should be written in block letters.

“QUOTATION FOR AMBULANCE SERVICE”.

The right to ignore / reject any Quotation, which fails to comply with the above instructions, is reserved. All outstation Quotations should be sent by Registered Post. Only one Quotation should be included in one cover.

4. SCOPE OF WORK

- a) The successful bidder has to provide 24 x 7 x 365 ambulance services in Jammu for home to hospital emergency medical care including accident & trauma victims, medical emergencies, transportation of pregnant women for delivery and post-delivery, sick neonates, infants and children and all other emergencies.
- b) The services shall be operated under the name of Narayana Vaishno Devi Specialty Hospitals Private Limited, only. All advertisements and publicity will also be done in the name of Hospital only.
- c) Each ambulance shall be manned by One Ambulance Paramedic and One Ambulance Driver in each shift.
- d) All Ambulance Paramedics shall be preferably certified in ASLs and minimally trained in BLS (Basic Life Support) Techniques before deployment.
- e) All the break-down and maintenance problems of the Ambulance vehicles including fabrication and equipments are to be done by bidder at its own cost and as per the SLAs. Any warranty claims of the vehicle, fabrication and its equipments shall be coordinated and executed by bidder as per the warranty terms and satisfaction of NVDSHPL.
- f) Bidder shall replace at its cost all the missing tools or equipments from the ambulance with tools and equipments of same specification from the supplier of the ambulance equipment's and tools.
- g) Bidder shall meet all expenses towards insurance, Annual Fitness Certification, Maintenance (routine and preventive), Minor & Major repairs, replacement of tyres, batteries etc.
- h) Bidder shall maintain separate log books for vehicles and patients, inventory register and status register in all ambulance with relevant details in consultation with NVDSHPL.
- i) Bidder shall check and maintain hospital ambulance checklist as provided by NVDSHPL.
- j) Bidder shall also implement any system which NVDSHPL intends to introduce.
- k) Provide daily (operational), monthly (administrative and financial) reports and quarterly (fund utilization) statements to the NVDSHPL through the MIS.
- l) Attend every emergency call that is received at the Call Center as per the SLAs.
- m) Ambulance shall be available at the hospital premises within 30 minutes of the request being raised by a designated member of the hospital emergency department.

5. LATEST HOUR FOR RECEIPT OF THE QUOTATION:

Your Quotation must reach this office no later than 5pm on 19th November 2016. Any Quotation received after that shall be rejected.

6. PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:

- i) All Quotations should remain valid for acceptance for **a period of twelve months** from the date of opening of the Quotation or for such period as stated in Special Terms & Conditions.
- ii) The contract / Quotation, if awarded, shall be valid **initially for one year from the date of award of Contract** subject to continuous satisfactory performance and on failure on this aspect by the contractor; the Competent Authority will reserve the right to terminate the contract. The period of the contract can be extended for further period at the discretion of the Competent Authority, to a maximum of one year, on terms and conditions of the hospital, while accepting the Quotation.
- iii) Quotations qualified by such vague and indefinite expressions such as „subject to immediate acceptance“; „subject to prior sale“ etc. will not be considered.

7. OPENING OF QUOTATION:

The Quotation shall be opened on 21st November 2016. The bidders shall be informed of the status of their quotation upon opening.

8. PRICES:

- a. Prices quoted must be meaningful and measurable in the context.
- b. Price & Fund must be clearly shown in figures and words in Indian Currency.
- c. Quotations should clearly specify whether prices quoted are inclusive of Sales Tax/ VAT / duties / statutory charges or such charges as extra. Where no specific mention is made to Sales tax / VAT/ or other duties, prices quoted shall be deemed to be inclusive of such taxes / charges. Price should be quoted in original sheet in Annexure IV.
- d. Prices quoted in other sheet will not be accepted.

9. DELIVERY TERMS

The Quotationer shall deliver the stores/ execute the work at the destination / space defined to the consignee / authority in good order (of which the Facility Director, NVDSHPL Hospital shall be the sole judge) within the limits of the time as deemed reasonable and specify in such quantities/qualities as may be ordered by him from time to time.

10. OTHER TERMS

- a. **Responsibility for executing Contract:** - 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 acceptance of Quotation.
- b. The contractor shall not sublet transfer or assign the contract to any part thereof without the written permission of the Facility Director. In the event of the contractor contravening this condition, Facility Director be entitled to place the contract elsewhere on the contractors account at his risk and the contractor shall be liable for any loss or damage, which the Facility Director, NVDSHPL may sustain in consequence or arising out of such replacing of the contract.
- c. **Recovery of sums due:** Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor the purchaser shall be entitled to recover of such sum by appropriating, any sum then due or which at any time thereafter may become due to recoverable under this or any other contract with the purchaser. Should this sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the purchaser on demand the remaining balance due.
- d. **Insolvency and breach of contract:** The Facility Director may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-
 - If the contractor being at individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or
 - If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of Manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.
 - If the contract commits any breach of this contract not herein specifically proved for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the purchaser and provided also that the contractor shall be liable to pay the purchaser for any extra expenditure, he is thereby put to but shall not be entitled to any gain on repurchased.
- e. **Arbitration:** In the event of any dispute or difference arising out of the terms and conditions laid down in this Quotation, the same shall be referred to Arbitrator appointed by the Facility Director. The procedure of the Arbitration will be governed by the provisions Arbitration Act 1940 (as amended as rules framed there under).
- f. **Document:** The Quotationer should have a valid **Trade licence, PAN / TAN / other statutory document as applicable** and produce attested copies of such certificates along with the Quotation papers, **failing which the Quotation shall liable to be rejected.**
- g. **Statutory requirements:** In case the agency appoints manpower / labour in excess of or equal to the number as specified by law, the agency should comply with all statutory enactments including Contract Labour Regulation and Abolition Act, 1970; Minimum Wages Act where applicable; Payment of wages Act, where applicable; ESI Act, 1948, where applicable; EPF Act, 1952, where applicable; etc. All existing statutory liabilities relating to engagement of personnel related to labour laws shall be sole responsibility of the agency. In that case the successful agency will have to obtain a licence from the licensing officer after collecting the requisite certificate in form V from the hospital authority. The successful agency will have to maintain various registers and records, display notices, abstracts of the rules, etc., and issue employment card to the engaged labours. The list of workers employed by the contractor shall be communicated to the authority from time to time.
- h. The successful bidder/Quotationer shall obtain a valid license under the Contract Labour (R & A) Act, 1970 & Rules framed there under and shall continue to hold it till completion of the contract.

- i. **Right to accept / reject:** The hospital authority reserves the right to **reject** any or all Quotation without assigning any reason whatsoever. Also, the hospital authority reserves the right to **award** any or part or full contract to any successful agency at its discretion and this will be binding on the Quotationer.
- j. **Prior Experience:** The bidder must not have less than 3 (three) years' experience of similar services in an organisation in this trade and documentary evidence to be submitted in support thereof with the Quotation.
- k. **Assistance to contractor:** The contractor shall not be entitled to assistance either, in the procurement of raw materials required for the fulfilment of the contract or in the securing of transport facilities.
- l. The Quotationer should have a permanent place of business in J&K and the complete Postal Address, Telephone / Mobile / Fax / E-mail address, etc. should be provided, while submitting the completed Quotation form.
- m. The persons so deployed shall not have any claim for permanent absorption in the hospital and such claim if raised shall be violation of the terms and conditions of the agreement of the hospital authority shall have the right to cancel the agreement to terminate such deployment termination.
- n. The contractor will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining as harmonious atmosphere as expected in the hospital and will be responsible for any act & omission of such persons.
- o. In the event of any violation of laws, rules, statutory provisions by the contractor, this will amount to breach of contract and in such case, the hospital will have the right for terminating the contract, forthwith, without giving any notice or assigning any reason.
- p. **Validity of Contract:** The contract, if awarded, shall **initially for one year from the date of award** subject to continuous satisfactory performance. However, on failure on this aspect by the contractor, the hospital will have the right to terminate the contract forthwith in addition to forfeiting the security amount deposited by the contractor and initiating administrative actions for black listing, etc. solely at the discretion of the hospital authority. This period of one year can be further extended, at the sole discretion of the hospital without prejudice to any other right of the hospital.
- q. List of personnel deployed to be intimated to the authority from time to time. The personnel employed by the Quotationer should have proper uniform for identification.
- r. The contractor shall be required to submit his bill in triplicate month-wise by 7th of the subsequent month for further action and payment shall be released as per the terms & conditions, less deduction at source of Income tax at prevailing rates. The bills shall have to be submitted with the certificate of completion of job issued by a designated officer of the hospital.
- s. The successful agency shall have to enter into an agreement with the hospital and the cost incurred in this connection, shall be borne by the contractor.
- t. The rates once accepted by the hospital shall remain unaltered throughout the period of contract, including any extended period.
- u. The hospital authority reserves the right to award any part or full contract to any successful agency (ies) at its discretion and this will be binding on the Quotationer.
- v. Acceptance by the purchaser shall be communicated in due course. You are requested that the instructions contained in the said communication should be acted upon immediately / as asked for.
 - The Quotationer will quote the rates in respect of jobs / services described above in various paras and shall fill **Annexure - IV** appended herewith along with the Quotation Application form.
 - **Termination:** If contractor fails to meet prescribed Service Level agreement, a written warning shall be issued by the purchaser. Contractor shall rectify breach/breaches within 7 days of such written notice. If Contractor fails rectify breach/breaches on 3 occasions, Purchaser reserves the right to terminate the contract.

FACILITY DIRECTOR

Annexure-II

Dated:

SPECIAL TERMS AND CONDITIONS FOR AMBULANCE SERVICE

The following special terms and conditions shall apply for 2nd Ambulance services on contract basis at NVDSHPL Hospital.

- 1.0. The Quotationer should have a permanent place of business in J&K and the complete Postal Address, telephone / Mobile / Fax / E-mail address, etc. while submitting the completed Quotation form.**
- 2.0. The agency while submitting their Quotation form shall enclose certified Photostat copies of experience, trade licence essential for carrying out the activities under reference, Sales tax / VAT, PAN and any such other documents specified hereto. Quotation form incomplete in any respect the above-mentioned requisite documents, will be summarily rejected by the hospital.
- 3.0. The Quotation application form and related documents along with the Earnest Money is to be submitted in a sealed cover as specified in Annexure –I (General Terms and Conditions) of the Quotation document and it shall be dropped in the Quotation Box kept for the purpose in the Office of the Facility Director at the date and time specified in this document.
- 4.0. The Competent Authority reserves the right to reject any or all Quotations without assigning any reason whatsoever.
- 5.0. The Quotationer will get the vehicle registered as an Ambulance by appropriate authority and it should have all the facilities/essentialities supposed to be available in a standard Ambulance.
- 6.0. The vehicle should have proper Registration Certificate, Road tax payment Certificate, Fitness, Insurance (including the Driver(s)).
- 7.0. The vehicle offered shouldn't be more than 3 (three) years old. Offer is limited to single stretcher vehicle only.
- 8.0. The vehicle offered should conform to the Emission norms laid down by Pollution Control Board and should possess the certificate "Pollution Under Control" issued from the concerned authority.
- 9.0. The vehicle offered for hire should be free from litigation as regards ownership is concerned and should possess no tainted history as rash driving, negligence of traffic rule etc.
- 10.0. The vehicle should be kept ready for 24 hours a day, seven days a week without any kind of break and accordingly the Quotationer would arrange for replacement of vehicle in case of normal wear and tear/temporary out of service.
- 11.0. The Driver(s) engaged should have valid Driving Licence and should be co-operative and amiable in nature.**
- 12.0. The Driver(s) should not have any past history of criminal records or Alcoholism or Drug Addiction.
- 13.0. The Quotationer/bidder would manage shifting of Driver(s) in such a manner that the 24 hours service should not be interrupted.

- 14.0. Payment of wages and statutory obligations such as minimum wages etc. are to be observed by the Quotationer. Statutory liability viz. ESI/PF etc would be solely borne by the Quotationer /bidder and no extra payment would be made on these accounts. Any expenditure towards of wear and tear, repairing would be borne by the Quotationer/bidder.
- 15.0. The legal liability arising out of Accident, if any, during the period of engagement would be borne by the Quotationer/ bidder.
- 16.0. Any loss of hospital property caused by the Driver(s) would be recovered from the monthly bill of the Quotationer/bidder. Hospital shall not be responsible for any damage to vehicle caused by patients or their relatives.
- 17.0. The Quotationer/ bidder would provide a mobile phone to its Driver(s) and the number would be intimated to the MO on duty, this is compulsory.
- 18.0. The vehicle offered should have seats in the patient's cabin for an attendant as well as one paramedic.
- 19.0. The Driver(s) employed by the bidder should be under insurance cover of Accident policy for loss of life/injury etc and compensation if any in this regard, if awarded, will be the responsibility of the bidder.
- 20.0. The bidder shall maintain a logbook keeping records of the movement and such records will be certified by the official of the Facility Director as nominated.
- 21.0. **Service Level Agreement:**
 - a) Ambulance vehicle(s) cannot have down time of more than 1 day in a month including time required for services.
 - b) Bidder shall be liable to pay penalty up to a maximum of 5% on monthly bill for following instances.
 - Late arrival of Vehicle
 - Breakdown of Vehicle
 - Cleanliness and upkeep of vehicle
 - Complaining regarding driver behaviour

Facility Director

Annexure - III**QUOTATION APPLICATION FORM**

1	Name of the firm:-	
2	A Full Postal Address:-	
	B Cell Phone No.	
	C Telephone No:-	
	D Fax No.	
e	Email id-	
3	Date of Establishment of Firm:-	
4	If your Firm Registered under:-	
	a The Indian Factories Act:-	
	b Any other Act, if not, who are the owners (Please give full address):-	
5	Name and Address of your Bankers stating the name in which the Account stands:-	
6	Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company with policy no:-	
7	Total number of Employees:-	
	Are you in the list of approved Contractors of any other organisations / institutions, if any give details:-	
	Any other information which you consider necessary to furnish:	

UNDERTAKING

- a) I, the undersigned certify that I have gone through the terms and condition mentioned in the Quotation document and undertake to comply with them.
- b) The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted and the lowest quoted for any other institution/hospital in India.
- c) The Earnest Money of Rs. _____ to be deposited by me has been enclosed herewith vide Demand Draft No. _____ dated _____ drawn on bank _____ Branch _____.
- d) I/We give the rights to Facility Director to forfeit the Earnest Money/Security money deposit by me/us if any delay occur on my/agent's part or fail to supply the articles within the appointed firms of desired quality.
- e) There is no vigilance/CBI case or court case pending against the firm.
- f) I hereby undertake to supply the items as per directions given in the Quotation document/supply order within stipulated period.

Date:-
Place:-

Signature of the Quotationer:-
Full Name:-
Designation:-

(Office seal of the Quotationer)

ANNEXURE-IV

PLEASE QUOTE YOUR RATE

1.	Retention charges of Ambulance including Driver(s) on 24 hours basis	Monthly Cost Rs.
2.	Fuel Cost: Please note that the fuel cost shall be chargeable directly by contractor to patient. Hospital bears responsibility to pay only the retention charges.	Rupees per Kilometre

List of documents enclosed:

- 1.
- 2.
- 3.
- 4.

Total No of pages of the bid documents:-

Date:

Place:

**Signature & Seal of the
Quotationer**

Full Name of the Quotationer: