

## **TENDER ENQUIRY DOCUMENT**

**Tender for the Selection of Agency for Providing 23 Nos of Advanced Life Support Ambulances (National Ambulance Code "AIS – 125 Type D Road Ambulance) for the Period from 22.01.2018 to 27.01.2018 for 24X7 Service at NEW DELHI .**

**HLL/RBD/HIRING-AMBULANCE/2018/01 DT: 09.01.2018**



**HLL LIFECARE LIMITED  
(A GOVT. OF INDIA ENTERPRISE)  
RETAIL BUSINESS DIVISION  
CORPORATE HEAD OFFICE  
HLL BHAVAN, POOJAPPURA,  
THIRUVANANTHAPURAM - 695 012**

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**Notice Inviting Tender**

**Tender for the Selection of Agency for Providing 23 Nos of Advanced Life Support Ambulances (National Ambulance Code “AIS – 125 Type D Road Ambulance) for the Period from 22.01.2018 to 27.01.2018 for 24 X 7 Service at NEW DELHI .**

**Tender Document No : HLL/RBD/HIRING-AMBULANCE/2018/01 DT: 09.01.2018**

**Scope of Work :**

HLL Lifecare Ltd. (HLL), a Government of India Enterprise, invites Bids for Selection of Agency for Providing 23 Nos of Advanced Life Support Ambulances (ALS Ambulances) for the Period from 22.01.2018 to 27.01.2018 for 24 x 7 Service at NEW DELHI.

The General Vehicle Type and Configuration of the Ambulance should be in accordance to National Ambulance Code “AIS-125 Type D Road Ambulance” (Advanced Life Support Ambulance). These ambulances will be engaged on 24 hours duty for this period.

The Advanced Life Support Ambulances are to be provided with the Equipments (as per the specifications mentioned in Annexure – I), Consumables (as per Annexure – II) and Drugs (as per Annexure – III). All equipments to be provided in the Ambulances should be in working condition.

The Agency should Provide the Advanced Life Support Ambulances with a Driver and one EMT (Emergency Medical Technician). The EMT should be well conversant with the working of the equipments in the Ambulance. Driver and EMT should be available for 24 X 7.

The costs towards Petrol / Oil / Lubricants / any miscellaneous items / repair works / cleaning works etc. required for the smooth and safe operations of ALS Ambulances will have to be borne by the Agency. The costs towards Food, Accommodation, Salary / Wages and any other allowances to the personnel of the agency that might become applicable under applicable / New Act or Order of Government are to be borne by the Agency.

- Publishing date of bid** : **9<sup>th</sup> January 2018**
- Last date of submission of bid** : **16<sup>th</sup> January 2018 at 15.00 Hours.**
- Address for submission of bid** : Business Manager (RBD),  
Retail Business Division,  
HLL Lifecare Limited  
Free Generic Pharmacy, Near OPD,  
All India Institute of Medical Sciences  
New Delhi-110 029
- Opening of Technical Bid** : **16<sup>th</sup> January 2018 at 15.30 Hours**
- Venue of opening Bids** : HLL Lifecare Limited, Free Generic Pharmacy, All India Institute of Medical Sciences, Ansari Nagar, New Delhi .

Interested applicants can participate in the bid.

For any clarifications on the tender document, the prospective bidders can Contact Mobile No: +91 78349 90707 on any working days during office hours from the date and time of publishing the tender to the last date and time of submission of tender documents or e-mail: [rajeshr@lifecarehll.com](mailto:rajeshr@lifecarehll.com).

### **General Terms & Conditions**

#### **Experience**

Bidder must have executed at least 1 (ONE) contracts of similar nature having a minimum value of Rs. 5 Lakhs, during preceding 3 (three) years ending 31<sup>st</sup> March 2017. Copy of documents must be attached with technical bid.

#### **Bid Fee**

The bidder shall submit bid fee for an amount of **Rs.1000/- (Rupees One Thousand only)**, Non Refundable, along with their bids. The bid document can be downloaded from the website [www.lifecarehll.com](http://www.lifecarehll.com). The bid fee shall be in the form of DD / Pay Order drawn in favour of "HLL Lifecare Limited" payable at New Delhi. Bids submitted without tender fee will stand rejected. Tender fee will not be accepted in form of cash / cheque / FDR / BG / or any other form except DD and Pay Order.

### **Earnest Money Deposit**

**Earnest Money Deposit of Rs. 25,000/- (Rupees Twenty Five Thousand only)** in the form of DD / Pay order drawn on any Nationalized Bank, in favor of “HLL Lifecare Limited ” payable at New Delhi is required to be submitted along with the bids by the bidder. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash / cheque / FDR / BG or any other form except DD or Pay Order.

The EMD shall be returned to the bidder (s) whose bid is not accepted by HLL within 30 days from the date of placing final order (s) to the successful bidder (s). However, if returning of EMD is delayed, for any reason whatsoever, no interest shall be payable on return of EMD.

### **The EMD shall be forfeited in case:**

- If the bidder withdraws the bid during the period of bid validity specified in the tender.
- In case a successful bidder fails to furnish the performance Bank Guarantee.
- If the bidder fails to furnish the acceptance in writing, within 3 days of award of contract/order.
- If the bidder is found to have submitted a forged document in the technical/financial bid.
- Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall result in forfeiture of the EMD.

### **Performance Bank Guarantee:**

The successful bidder shall be required to furnish **Performance Bank Guarantee (PBG), @ 5 %** of the total amount of the contract in the form of Bank Guarantee in favour of “HLL Lifecare Ltd”.

This bank guarantee shall remain valid till 31<sup>st</sup> April 2018.

### **Period of Validity of Bid**

The bid shall remain valid for a period of 3 (Three) months from the date of opening of the financial bid.

The bidders are required to quote separately, item-wise, as per the Price Bid Format provided as per Scope of work. Format for techno commercial bid is placed at Annexure – 1 and that of financial bid is at Annexure –2.

### **Eligibility Criteria**

Bidder should have the following qualifications:

- The Bidder should have valid Pan No. & applicable GST No.;
- Bidder should be India based agency;

- The Bidder should have average annual turnover of at least Rs. 100 lakhs for the last three years ending 31<sup>st</sup> March 2017 and
- Bidder must have executed at least 1 (ONE) contract of similar nature having a minimum value of Rs. 5 Lakhs, during preceding 3 (three) years ending 31<sup>st</sup> March 2017.

### **Submission of Bid**

Bidders are hereby requested to submit their bids in the following format:-

**Technical Bid** to be sealed in a separate envelope super scribed as “**Technical Bid for the Selection of Agency for Providing 23 Nos of Advanced Life Support Ambulances (National Ambulance Code “ AIS – 125 Type D Road Ambulance) for the Period from 22.01.2018 to 27.01.2018 for 24X7 Service at NEW DELHI .**

1. **Technical Bid** shall contain the documents as mentioned below:

- (1) Covering Letter
- (2) Bid Fee
- (3) EMD in the form of original DD/bank pay order in favour of HLL Lifecare Ltd. payable at New Delhi.
- (4) Copies of PAN & applicable GST No.;
- (5) Copies of Balance Sheet, Statement of Profit & Loss or certificate from CA Certifying the turnover for last three years ending on 31<sup>st</sup> March 2017; All copies to be duly certified by a CA.
- (6) Copy of the Certificate of Incorporation, Partnership deed / Memorandum and Articles of Association as applicable.
- (7) Copy of work orders of executed similar work / completion certificates in support of their claims of executing similar work during the preceding three years ending on 31<sup>st</sup> March 2017.
- (8) Duly Signed and Stamped copy of Complete bid document as a token of acceptance of Terms & Conditions & scope of services etc.
- (9) Undertaking that bidder is not under a declaration of ineligibles for corrupt and fraudulent practices and has not been blacklisted by any of the Departments/ministries/organization of the Government of India or any State Government or any other Statutory bodies. A duly signed undertaking to this effect should be furnished along with technical bid.

10) Undertaking that a Performance Bank Guarantee (PBG) of 5% of the order value will be submitted in case HLL decides to place the Purchase Order immediately after placing the order.

**1. Financial Bid:** Financial bid as per enclosed Format in Annexure – 2

Bidders shall quote the rate separately and Incomplete or partial bids will be rejected.

**TECHNICAL BID & FINANCIAL BID are to be submitted through Hardcopy only. Technical bid and financial bids shall be put in separate sealed envelopes with marking as technical bid and financial bid respectively. Both technical and financial bids shall be put in a sealed envelope**

1. The Sealed envelope including the technical and financial bids shall be addressed to Business Manager (RBD), HLL Lifecare Ltd, should reach latest by submission time and at the address mentioned in the Notice Inviting Tender
2. Opening of Technical Bids will be done initially.
3. The financial bid of technically qualified bidders only will be opened
4. Financial Bids of technically unqualified bidders will be returned un - opened
5. The bid shall remain valid for a period of Three months from the date of opening of the Financial bids.
6. Duly filled tender with proper seal and signature of authorized person on each page of the bid.
7. The lowest bidder will have to provide upto 23 Nos of Advanced Life Support Ambulances for the Period from **22.01.2018 to 27.01.2018** for 24X7 Service at NEW DELHI .
8. The lowest bidder would be given assistance for arranging all the necessary clearance / documentations from concerned authorities.
9. HLL reserves the right to split the order and award the contract to more than one bidder without thereby incurring any liability.
10. HLL reserves the right to increase or decrease the quantity of ambulances to be hired without thereby incurring any liability.

11.HLL shall not pay any advance payment for providing Advanced Life Support Ambulances for the scope of the work mentioned in this tender.

12.Late Bid(s) : Bid(s) received in HLL after the due date will not be considered by HLL.

### **Rates and Prices**

The Bidder should thoroughly study the scope of work before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

Bidders should quote the rates through the format given at Annexure-2. Incomplete bids will summarily be rejected.

The rates quoted should be inclusive of all statutory duties and taxes including GST and other charges. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall result in forfeiture of the EMD.

No additional charges, etc, would be payable by HLL.

Price must be mentioned in total value considering the scope of the work. Bidder should avoid corrections, overwriting, eraser and post script while quoting rates.

The party shall be solely responsible for payment of wages/ salaries and allowances to his personnel that might become applicable under applicable / new act or order of Government.

The Bidders can mention their Contract Terms and Conditions, in their Financial Proposal. However, HLL reserves the right to accept / reject in part / fully any terms and conditions, without thereby incurring any liability. No representation in this regard will be accepted from the bidder.

### **Bid Opening & Evaluation Criteria**

Technical Bids (complete in all respect ) receiving along with demand draft of EMD and Bid Fees will be opened at 15.30 Hrs. on January 15, 2018 in the presence of bidders representative, if available , at HLL Lifecare Limited, Free Generic Pharmacy, All India Institute of Medical Sciences (AIIMS), Ansari Nagar, New Delhi.

The responsive bids will be first evaluated on the basis of Techno-commercial parameters listed in Annexure -1. Financial bids of such bidders who meet the techno- commercial parameters will thereafter be opened.



**Assistance to Bidders:**

In case bidders require any clarifications/ information relating to this tender they may submit the same in writing by **12<sup>th</sup> January, 2018 (15.00 hrs)** at the address given above. All clarifications / information etc will be up-loaded on the website [www.lifecarehll.com](http://www.lifecarehll.com) and Central Public Procurement Portal. Hence bidders are requested to follow up these websites regularly. Clarification / request for information etc. from the prospective bidders for this tender shall be entertained upto **12<sup>th</sup> January, 2018 (15.00 hrs)** only.

**Amendment of Bidding Document:**

At any time prior to the deadline for submission of bids, HLL may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder , modify the bid document . Any amendment in the bidding document, at any time prior to the deadline for submission of bids, shall be uploaded as “corrigendum” on the website [www.lifecarehll.com](http://www.lifecarehll.com) and Central Public Procurement Portal. Such amendments / modifications shall be binding on all the prospective bidders. The decision of HLL, in this regard, shall be final and binding on all bidders.

HLL at its discretion may extend the deadline for the submission of bids if the bid document undergoes changes during the binding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids.

HLL reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

HLL reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

**Penalty for Delayed Services :**

HLL reserves the right to levy penalty in case agency fails to provide required Numbers of Advanced Life Support Ambulances for the Period from **22.01.2018 to 27.01.2018** for 24X7 Service at NEW DELHI within the stipulated period. A Liquidated Damages @ 0.50 % of total contract price would be levied for delay of each day subject to the maximum of 10% of total cost of the contract.

The penalties, if any shall be recovered from the invoice raised by the successful bidder after the service.

HLL reserves the right to cancel the order in case the delay is more than 1 day.

**Terms of Payment**

The parties can raise their invoice after the successful completion of the work and Payment shall be released within 45 days from the date of submission of bills.

**Jurisdiction :**

Disputes, if any, relating to this tender shall be subject to Jurisdiction of Courts at New Delhi only.

**Force Majeure:**

HLL may consider relaxing the penalty and delivery requirements, if and to the extent that, the delay in performance or failure to perform its obligation under the contract is the result of a Force Majeure. Force Majeure is defined as an event or effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.

**Arbitration**

If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties (HLL and Contractor), the Parties hereto shall negotiate for an amicable resolution and settlement.

In the event, if no amicable resolution or settlement is reached between the parties (HLL and Contractor) within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the Sole Arbitrator to be appointed mutually under the provisions of the Arbitration & Conciliation Act, 1996.

The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with consent of the parties. No part of the agreement shall be suspended on the ground of pending arbitrations proceedings.

The venue of the arbitration shall be New Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties. Language of the Arbitration shall be English. Award of the Arbitrator shall be final and binding upon the parties.

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**Annexure- 1**

**Tender for the Selection of Agency for Providing 23 Nos of Advanced Life Support Ambulances(National Ambulance Code “ AIS – 125 Type D Road Ambulance) for the Period from 22.01.2018 to 27.01.2018 for 24X7 Service at NEW DELHI .**

**TECHNICAL BID**

1.	<b><u>Details of Bidder</u></b>	
	Name	
	Address	
	Address of office	
	Contact person(s)	
	Name & Design	
	Address	
Tel. No.	Landline _____ Mobile _____	
Email ID		
2.	Type of Firm: Proprietary/ Partnership/ Pvt. Ltd./ Public Ltd./ Cooperative / NGO/ PSU	
3.	PAN NO.	
4.	Applicable GST No.	
5.	Bank A/c Details	

HLL Lifecare Limited

6.	Copy of the Certificate of Incorporation, Partnership deed / Memorandum and Articles of Association as applicable.									
7.	Average Annual Turnover for the last Three years: (Should be more than Rs.100 Lakhs)	<table border="1" data-bbox="760 447 1422 653"> <thead> <tr> <th data-bbox="760 447 1036 520">Financial Year</th> <th data-bbox="1036 447 1422 520">Annual turnover (Rs. In Lakhs)</th> </tr> </thead> <tbody> <tr> <td data-bbox="760 520 1036 573">2014-2015</td> <td data-bbox="1036 520 1422 573"></td> </tr> <tr> <td data-bbox="760 573 1036 625">2015-2016</td> <td data-bbox="1036 573 1422 625"></td> </tr> <tr> <td data-bbox="760 625 1036 653">2016-2017</td> <td data-bbox="1036 625 1422 653"></td> </tr> </tbody> </table> <p data-bbox="760 653 1422 835"><i>(Please provide copies of documentary evidence i.e. audited balance sheets or statement of Profit &amp; Loss or certificate from CA certifying the turnover for last three years)</i></p>	Financial Year	Annual turnover (Rs. In Lakhs)	2014-2015		2015-2016		2016-2017	
Financial Year	Annual turnover (Rs. In Lakhs)									
2014-2015										
2015-2016										
2016-2017										
8.	<p data-bbox="248 842 743 915">Details of executing similar works during preceding 3 (three) years</p> <p data-bbox="248 947 743 1129">Bidder must have executed at least 1 (One) such contract during preceding 3 (three) years ending 31<sup>st</sup> March 2017 having a minimum value of Rs. 5 Lakhs.</p>	<p data-bbox="751 842 1414 982"><i>Please provide copies of work order of executing similar works / completion certificate issued by client in support of their claims of executing similar works</i></p>								
9.	<p data-bbox="248 1136 743 1402">Undertaking that bidder is not under a declaration of ineligibles for corrupt and fraudulent practices and has not been blacklisted by any of the Departments/ministries/organization of the Government of India.</p>	<p data-bbox="751 1136 1414 1402">A duly signed undertaking to this effect should be furnished along with technical bid.</p>								
10.	<p data-bbox="248 1409 743 1623">Undertaking that a Performance Bank Guarantee (PBG) of 5 % of the order value will be submitted in case HLL decides to place the Order with the bidder.</p>	<p data-bbox="751 1409 1414 1623">A duly signed undertaking to this effect should be furnished along with technical bid.</p>								
11.	<p data-bbox="248 1629 743 1841">Duly Signed and Stamped copy of Complete bid document as a token of acceptance of Terms &amp; Conditions &amp; scope of services etc.</p>									

HLL Lifecare Limited

12.	EMD details	Amount: Rs. 25,000/- (Rupees Twenty Five Thousand only) DD No: Dated: Drawn on
13.	Bid Fee details	Amount: Rs. 1000/- (Rupees One Thousand only) DD No: Dated: Drawn on

(Signatures of authorized signatory)

Name.....  
Designation.....

Seal

**PRICE BID**

Bidders should quote rates for Providing **One** ALS Ambulance (National Ambulance Code "AIS – 125 Type D Road Ambulance) **per day** for 24 x 7 service as per the scope of this tender for the Period from **22.01.2018 to 27.01.2018** at NEW DELHI .

Sl. No.	Item Description	Amount ( in INR) – inclusive of all applicable taxes
1	Rate for Providing <b>One</b> Advanced Life Supporting Ambulance (National Ambulance Code " AIS – 125 Type D Road Ambulance) <b>per day</b> for 24X7 service as per the scope of this tender for the period from 22.01.2018 to 27.01.2018 at New Delhi	
2	<b>Grand Total for 23 Ambulances for the period from 22.01.2018 to 27.01.2018</b>	

The rates for extra entities other than mentioned above, if quoted by any bidder, will not be considered by HLL while evaluating financial bids.

The terms and contained in the Tender Document are acceptable to us

(Signatures of Authorized Signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal