



**Balmer Lawrie & Co. Ltd**  
**(A Government of India Enterprise)**  
**Human Resource Department**  
**Manali, Chennai 600068**  
**Phone : 25946500, Fax : 25946539**  
**Website: balmerlawrie.com**

**SINCE 1867**

**(Regd Office: 21, Netaji Subhas Road, Kolkata 700 001)**

**Ref No: BL/AS/MAN/AMBUL/LT/202021/0016**

**Date: 10.02.2021**

### **NOTICE INVITING TENDER**

### **FOR PROVIDING ROUND THE CLOCK AMBULANCE SERVICE**

#### **Scope of work**

Balmer Lawrie & Co Ltd. Is a Government of India Enterprise under the Administrative control of the Ministry of Petroleum & Natural Gas. We intend to engage an Agency for providing round the clock Ambulance Service for medical emergency. The contract will be for a period of two years from the date of award of contract.

#### **Taxes & Duties**

Service Taxes/duties as applicable will be paid extra as applicable

#### **Earnest Money deposit**

The bidders shall submit Bid Security Declaration, as per Annexure – I

#### **Pre-qualification requirement**

1. To deploy Ambulance of year 2017 make and above fitted with all equipment.
2. Submit copy of RC book and current insurance
3. Registration with statutes, viz.
  - a) PF Regn.
  - b) ESI Regn
  - c) GST Regn
4. Possession of PAN.
5. Minimum Two year experience in running ambulance service.

Documentary evidence for the above should be submitted along with Technical bid. Offers received without the documentary support will not be considered.

### **Validity of offer**

Tenderers shall keep their offer valid for acceptance for a period of 60 days from the due date of submission of tender

**The due date for submission of offer in the e-portal is on 20<sup>th</sup> February 2021 at 4 pm.**

**The tender details are also available at our Company's website [www.balmerlawrie.com](http://www.balmerlawrie.com)**

### **Security deposit**

Successful bidder will have to deposit 3% of the total value of contract by DD as interest free security deposit toward successful performance of contract within 10 days of award of contract. The security deposit will be refunded on successful completion of the contract.

### **Payment terms**

Payment shall be made within 21 days from the date of submission of monthly bills.

### **Conditions /procedure for online bid submission**

The bidder would be required to register on the e-procurement website <https://balmerlawrie.eproc.in> and submit their price bids online. **No offline price bids shall be entertained by the Tender Inviting Authority.** The bidders shall submit their eligibility and qualification documents, technical bid, financial bid, etc in the standard format prescribed in the tender documents, displayed in e-procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents, etc. in support of their eligibility criteria/technical bids in the e-procurement website. However, bulky documents need not be scanned and uploaded but physical copy of the same should be sent to the Tender inviting authority office before the tender opening date. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

### **Registration with e-procurement platform**

For registration and online bid submission bidders may contact HELP DESK of M/s C1 India P Ltd or they can register themselves online by logging in to the website <https://balmerlawrie.e-proc.in>.

<b>HELPDESK NO.S ARE OPEN BETWEEN 1000 HRS TO 1830 HRS IST (MONDAY TO FRIDAY)</b>		
<b>Please email your issues before you call help desk. This will help them for serving you better</b>		
<b>Mr Tuhin Ghosh</b>	<b>Tuhin.ghosh@c1india.com</b>	<b>+91-8981165071</b>
<b>Mr Tirtha Das</b>	<b>Tirtha.das@c1india.com</b>	<b>+91-9163254290</b>
<b>Mr. C. Manisankar (Chennai)</b>	<b><a href="mailto:chikkavarapu.manisankar@c1india.com">chikkavarapu.manisankar@c1india.com</a></b>	<b>+91-8939284159</b>
Mr Partha Ghosh (Kolkata)	<a href="mailto:partha.ghosh@c1india.com">partha.ghosh@c1india.com</a>	+91-8811093299
Help desk (Kolkata)	<a href="mailto:blsupport@c1india.com">blsupport@c1india.com</a>	+91-8017272644

### **Digital certificate authentication**

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-procurement platform.

All the bidders who do not have digital certificate need to obtain Digital certificate. They may contact help desk of C1 India P Ltd.

### **Corrigendum to tender**

The bidder has to keep track of any changes by viewing the addendum/corrigendums issued by tender inviting authority on time to time basis in our website [www.balmerlawrie.com](http://www.balmerlawrie.com) and our e-procurement platform <https://balmerlawrie.e-proc.in>. The company inviting tender shall not be responsible for any claims/other issues arising out of this.

### **Bid submission acknowledgement**

The user should complete all the processes and steps required for bid submissions. The successful bid submission can be ascertained once acknowledgement is given in the system through bid submission number after completing all the process and steps. C1 India is not responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and are not available for the tender inviting authority for processing. Before scanning the documents

for uploading, the bidders shall sign on all the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

### **Submission of tender document**

All the pages of this tender document has to be signed by the vendor with your company official seal/stamp.

BL expects bidders' compliance of bid document without any deviation. Deviation if felt absolutely necessary in respect of terms and conditions/quality should be mentioned in the deviation sheet as per format of the tender documents and furnished along with the submission of offline tender documents. BL shall not take cognizance of any deviation stipulated elsewhere in the bid. The deviations, if mentioned, are subject to approval by BL.

The bidder shall furnish the Demand Draft towards EMD to the tender inviting authority before bidding so as to reach before the due date and time of the tender either personally or through courier or by post and the receipt of the same within the stipulated time shall be the responsibility of the bidder. The company shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the bidder is found to be false/fabricated/bogus, the bidder is liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution.

### **Deactivation of bidders**

The offer of bidders failing to submit the EMD and hard copies of documents as required to the tender inviting authority on or before the stipulated due date & time will be rejected.

### **Tender documents**

The bidder is requested to download the tender documents and read all the terms and conditions mentioned in the tender document and seek clarification if in doubt from the tender inviting authority.

- a) Uploaded documents pertaining to Technical bid need to be attached to the tender while submitting the bids on line.
- b) The bidders should furnish hard copies of all the uploaded documents.

### **Disclaimer clause**

Neither the company (Balmer Lawrie & Co Ltd) nor the service provider is responsible for any failure or non-submission of bids due to failure of internet or other connectivity problems or reasons thereof

## **GENERAL**

BL shall not take any responsibility for any delay or non – receipt of said documents. If any of the documents furnished by the bidder is found to be false/fabricated, the bidder is liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution. BL reserves the right to accept any tender in whole or split the order or reject any or all tenders without assigning any reason.

BL shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of BL in this context shall be final and shall be binding on the bidders.

### **PRICE BID TO BE UPLOADED ON LINE ONLY**

**SUBMISSION OF OFFLINE PRICE BID WILL DISQUALIFY THE BIDDERS PARTICIPATION IN THE TENDER.**

### **TENDER DOCUMENT (Excluding price bid) submission**

Your offline document (excluding price bid) shall comprise the following:-

- **A covering note in your letter pad**
- **Bid Security Declaration (Annexure – I)**
- **Chapter-I duly filled in, signed with seal**
- **Chapter-II duly signed with seal in all the pages**
- **Chapter III duly signed with seal**
- **Relevant copies of certificates/registration etc as per prequalification requirement.**

Your offline tender comprising all the above documents shall be kept in a sealed envelope superscribed as “quotation for **“Providing Round the Clock Ambulance”** and should reach **the undersigned at the following address on or before 20<sup>th</sup> February, 2021 at 04.00 pm.**

Chief Manager [HR&ER] - SR  
Balmer Lawrie & Co. Ltd  
32 Sattangadu Village, Manali  
Chennai 600068  
Phone : 044-25946540, Fax : 044-25946539, e-mail : [sriraman@balmerlawrie.com](mailto:sriraman@balmerlawrie.com)

For Balmer Lawrie & Co. Ltd

Sriraman. D  
Chief Manager [HR&ER] - SR



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Ref No: BL/AS/MAN/AMBUL/LT/202021/0016

Date: 08.09.2021

### CHAPTER – I

### UNPRICED BID – GENERAL

Balmer Lawrie & Co Ltd. Is a Government of India Enterprise under the Administrative control of the Ministry of Petroleum & Natural Gas. We intend to engage an Agency for running a dedicated Ambulance to give round the clock service for our Factory at Manali Complex for medical emergency for a period of two years.

### VALIDITY

The offer shall remain valid for acceptance for a period of 60 days from the due date of submission of bid.

- 1) **Terms and conditions** for providing round the clock ambulance service at our at Balmer Lawrie & Co. Ltd. Manali, Chennai-600068 , **for a period of two years and can be extended for further one year with the same rates on mutual consent.**

### REQUIREMENT.

The agency is required to provide the following services: =

a) Provide Ambulance Vehicle of year 2017 and above for round clock service fitted with following equipment full time driver/s for the round clock operation.

- (i) A foldable stretcher with wheels
- (ii) Fixed suction unit with equipment
- (iii) Fixed Oxygen supply with equipment
- (iv) Provision for administering IV fluids
- (v) General items like pillow, sheets blankets, towels, urinal, kidney trays, etc.
- (vi) Should be fitted with flood/flash lights, siren, stickers as per RTO norms
- (vii) Fire extinguisher
- (viii) First-aid Box

On a regular basis, the agency shall ensure that the medicines kept in the first aid box are regularly checked and the expired medicine to be removed. So also the expiry date of oxygen cylinder kept in the ambulance is to be checked on regular basis.

**Provide Qualified Licensed Drivers for round the clock service and the drivers engaged by the agency should be covered under PF and ESI and any other statutory obligations, viz Minimum Wages Act, Payment of Bonus Act etc..**

The bidder shall submit/upload copy of RC book and Current Insurance of the ambulance vehicle along with the tender.

There shall not be any case or charge under investigation/enquiry/trial against the bidder, nor convicted in a court of law nor suspended / black listed by any organisation on any grounds.

Balmer Lawrie reserve the right to use inhouse information for assessment of capability of bidders. The decision of Balmer Lawrie regarding tender shall be final and conclusive.

If the performance of the bidder is/has been found to be unsatisfactory for any reasons whatsoever, in any organisation including Balmer Lawrie, then Balmer Lawrie reserves the right to reject the bids submitted by such bidders.



Joint venture/consortium basis offers shall not be accepted.

Bidders shall ensure submission of complete information/documents at the first instance itself. Balmer Lawrie reserves the right to complete the evaluation based on the details furnished by the agencies without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information/documents are liable for rejection.

- 2) The Company has the right to reject all or any offer without assigning any reason whatsoever. All decisions of the company in these regards shall be final.
- 3) The tenderer should own/possess ambulance in his/their own name/control and should submit proof along with the tender by enclosing photocopies of the registration certificate of the vehicle. The vehicle should not be older than 2016 make.
- 4) The Agency shall provide quality service, in the event of any deterioration in the quality of service, about which the company will be the sole judge, the company reserves the right to terminate the contract by giving one-month notice to the Agency.
- 5) The Agency shall make his own arrangements for filling of fuel, lubricants and to check the conditions of the vehicles before commencement of each trip.
- 6) The successful tenderer will have to pay and keep with the company a security deposit of 3% of the total value of the contract for the proper fulfilment and due performance of the contract. The deposit may be made either by cash or by way of a DD/NEFT/RTGS/IMPS mode in favour of Balmer Lawrie & Co. Ltd, Chennai. The security deposit in cash will not bear any interest and will be refunded on satisfactory completion of the contract.
- 7) The Agency shall ensure that the drivers engaged by him for operating the ambulance services conduct themselves in a disciplined manner and are liable to comply with all the rules and regulations applicable to outsiders while they are in the Company's premises.
- 8) It will be the responsibility of the Agency to comply with all the statutory enactment and requirements relating to labour and workmen employed or engaged by him. He shall arrange to pay all contributions Employees Provident Fund and Miscellaneous

Provisions Act etc. and shall comply with all the statutory obligations and requirements

- 9) The Agency shall also indemnify the company from any claim, loss, damage etc. in respect of the contract awarded to him by the company. The Agency shall have to keep Balmer Lawrie fully indemnified for and against all claims, costs, charges to which Balmer Lawrie may be subjected and all the expenses to which the Company shall be put in respect of personal injuries to employees of the Agency arising out of or occasioned during the contract period in respect of personal injuries to employees of the Company and to any outsider during the course of execution of this contract. This indemnity bond shall be in addition and not in lieu of any indemnity to which the Company may be entitled by law.
- 10) The Agency shall be fully responsible for the successful completion of the contract as per the terms contained herein. Any contravention of the conditions will lead to termination of the contract and forfeiture of the security deposit. The Agency shall be responsible for the consequences arising out of such termination.
- 11) Any sub-contract or subletting to a sub-Agency [s] by the successful Agency shall not be permitted.
- 12) The last date for submission of tender is 20<sup>th</sup> February 2021.
- 13) **The contract will be for a period of 2 years and rate quoted by the party will be for a period of two years from the date of award of contract and can be extended for further one year with the same rates on mutual consent.**

The above terms and conditions duly signed by the bidder will form part of the offer and as acceptance of the contract and therefore inalienable for the contract.

### **TERMINATION**

The contract can be terminated by either party giving 3 months' notice in writing. In case the service provided by the agency is not as per the agreed terms of contract or in event of deterioration in the quality of service about which the company will be the sole judge, the company reserves the right to terminate the contract by giving one month notice to the agency.

The bidder shall sign the terms and conditions and should enclose the same with the offer as token of acceptance of the terms and conditions and they shall form part of offer and acceptance of the contract and therefore inalienable from the contract.

Bids of those bidders which are meeting the above qualifying requirements shall be taken up for detailed evaluation

## **ARBITRATION**

Any dispute or difference under this Contract shall be referred for adjudication at Kolkata to a sole arbitrator to be appointed by the Chairman Managing Director of Balmer Lawrie & Co. Ltd and the provisions of Arbitration and Conciliation Act 1996 including any statutory modifications or enactment thereof shall apply to the arbitration proceedings. The fees of the arbitrator if any shall be paid equally by both the parties.

Canvassing in any form by the agency himself or by any other agency on their behalf may lead to disqualification of their bid. Clarification if any can be obtained from Chief Manager (HR&ER)-SR through phone: 044-25946540/044-25946500 fax no : 044 25946539

Date:

Name and signature of the tenderer

With company seal



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**FOR PROVIDING ROUND THE CLOCK AMBULANCE SERVICE**

**CHAPTER – II – UNPRICED BID**

Name of the party :

Address in full for communication :

Contact person name & mobile no :

Telephone no. :

e-mail address :

Mobile no :

PAN No:

GST Regn No:

PF Registration No:

ESI Registration No:

Vehicle regn number:

Year of vehicle:

Details of contract executed, Furnish names of companies served with documentary proof:

<b>Name of organization</b>	<b>Period of contract</b>	<b>Value per month</b>
(i)		
(ii)		

Bidder to note that non-submission of relevant supporting documents will lead to rejection of their bid. It shall be ensured that all relevant supporting documents are to be submitted along with their bid in the first instance itself.

Date:

Signature of the tenderer

(With official seal)



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**FOR PROVIDING ROUND THE CLOCK AMBULANCE SERVICE**

**CHAPTER – III - PRICE BID**

Please go through the terms and conditions of the tender before quoting

SI No	Items Description	Amount in Figures	Amount in Words
1	<b>Charges for providing Ambulance with Driver (round the clock) per month valid for 2 years</b>		
2	<b>Running Charges for ambulance per kilometre Valid for 2 years</b>		

Signature of the tenderer

(With official seal)

**Bid Security Declaration**

We declare that we will not withdraw or modify our bid during the period of validity and we understand that if done, we will be suspended in participating the tenders till 31<sup>st</sup> December 2021.

Date:

Authorised Signatory

Place: