

भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

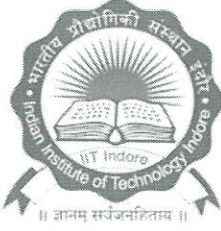
Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552



GeM Bid
for
Hiring of Basic Life Support Ambulance for Health Center
IIT Indore

आवश्यकता की अनुसूची के अनुसार तकनीकी एवं वित्तीय बोली के दस्तावेज़
ऑनलाइन जमा करने हेतु

**Documents to be submitted online for
(Technical & Financial Bid as per Schedule of
requirement)**



भारतीय प्रौद्योगिकी संस्थान इंदौर

खंडवा रोड, सिमरोल, इंदौर – 453552

Indian Institute of Technology Indore

Simrol, Khandwa Road, Indore- 453552

Tel.: 0731-6603408/3369

Email: servicecontracts@iiti.ac.in

Notice Inviting Tender
for

Hiring of Basic Life Support Ambulance for Health Center IIT Indore

IIT Indore invites online proposals from reputed service providers for the **Hiring of Basic Life Support Ambulance for Health Center IIT Indore** for a period of 01 year initially.

Interested bidder should have proven experience in owning and/or operating Basic Life Support Ambulance, particularly in academic institutions such as IITs, IIMs, IISERs, NITs, IIITs, other premium universities, or autonomous colleges.

Sl. No.	Description	NIT No.	EMD
1.	Hiring of Basic Life Support Ambulance for Health Center IIT Indore	027	Rs. 27,000/- (Rupees Twenty-Seven Thousand Only) Online EMD Submission: Bidder can submit their EMD online by visiting to the below link: https://www.onlinesbi.sbi/sbicollect/

*RFP No. 027 should be mentioned for the purpose of EMD Submission, and Tender No. should be referred for bid submission/ communication etc.

Note:

- Tender Documents with detail terms & conditions can be downloaded from our website: <https://www.iiti.ac.in/tender> & <https://gem.gov.in/>
- The pre bid report will be published as a part of the tender document.
- All the details pertaining to the NIT such as tender documents, pre-bid report, corrigendum and any further updates will be available only on our website and also at GeM Portal.

IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons.

For any issues related to tender please contact Service Contracts Section, Tel: +91-0731-6603408/3369 Email: servicecontracts@iiti.ac.in.

Assistant Registrar (SCS)

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अनुभाग 1/ SECTION 1**निविदा की अनुसूची/ SCHEDULE OF TENDER**

Sl. No.	Event	Date and Time/ Remarks
01	निविदा अपलोड करने की तिथि Date of uploading of Tender	From January 28, 2026 http://www.iiti.ac.in/tender_mms.php
02	बोली-पूर्व बैठक के लिए प्रश्न प्रस्तुत करने हेतु और साइट विजिट /Submission of Queries for Pre-bid meeting and Site Visit	February 02, 2026, till 11:00 AM IST Prebid Format for Submission of Queries enclosed as Form – 8
03	बोली-पूर्व बैठक की तारीख और समय Date & Time of Pre-Bid Meeting	February 02, 2026 at 03.00 PM (IST) The pre-bid report will be uploaded on the website & GEM PORTAL and the same will be a part of the tender document
04	बोली-पूर्व बैठक स्थल Venue for Pre-Bid Meeting	via Google Meet meet.google.com/gjz-iamm-smq
05	सीपीपी पोर्टल और संस्थान की वेबसाइट पर प्री-बिड रिपोर्ट अपलोड करने की तिथि Date of Pre- Bid Report upload at GeM Portal and Institute Website	February 04, 2026
07	ऑनलाइन बोली जमा करने की अंतिम तिथि और समय (तकनीकी और वित्तीय बोली) Last date & Time of Submission of Bids Online (Technical and Price Bid)	February 09, 2026, upto 3:00 PM Please refer to tender Terms at IIT INDORE'S website
08	तकनीकी बोलियाँ खोलने की तिथि एवं समय/Date & Time of Opening of Technical Bids	February 09, 2026, at 03.30 PM Please refer to tender terms at IIT Indore website
09	कृपया निविदा से संबंधित अपना सभी संचार निम्नलिखित पते पर संबोधित करें:/Kindly address all your communication related to the tender to:	Assistant Registrar, Service Contracts Section, 4th Floor, Abhinandan Bhawan (West Wing), Indian Institute of Technology, Indore Khandwa Road Simrol, Indore- 453552 Tel.: 0731-660 Ext 3369/3408 Email: servicecontracts@iiti.ac.in
11	बोली ऑनलाइन जमा करने हेतु Submission of Bid Online	https://gem.gov.in/
12	मूल्य बोली खोलने की अनुसूची Schedule of Price Bid Opening	Schedule for opening of Price Bids will be notified via GeM Portal only to the bidders qualifying the Technical Bid evaluation.
13	किसी भी आवश्यक सहायता के लिए संपर्क करें FOR ASSISTANCE, IF ANY	GeM Portal website: https://gem.gov.in/ GeM Portal Help Desk Toll-Free No.: 1800-419-3436, 1800-102-3436


Assistant Registrar (SCS)

अनुभाग 2 /SECTION-II

ऑनलाइन बोली जमा करने के लिए बोलीदाताओं को निर्देश

INSTRUCTIONS TO THE BIDDERS FOR ONLINE BID SUBMISSION

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form part of the tender and the contract.

1. **For Online Bid Submission** please visit GeM Portal (<https://gem.gov.in/>). The bidders are required to submit copies of their bids electronically on the GeM Portal.
2. **For Registration:** Bidders are required to enroll on the GeM Portal (<https://gem.gov.in/>).
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIT INDORE reserves the right to reject any tender/bid wholly or partly without assigning any reason. The IIT Indore may indeed relax pre-qualification/technical qualification criteria based on specific needs and requirements.
5. The Technical Committee constituted by the IIT INDORE shall have the right to verify the particulars furnished by the bidder independently.
6. The service provider shall be responsible for any damage caused to the institute by the deputed staff.
7. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
8. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <https://gem.gov.in/>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
9. The bidders may submit duly filled and completed bidding documents ONLINE as per instruction contained in the bidding documents. The incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in the complete bid document.
10. 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. The IIT INDORE reserves the right to accept or reject any or all the tenders.
11. The detailed instruction for online submissions of bid(s) through e-procurement module of GeM Portal, the bidder(s) may visit following link:- <https://gem.gov.in/>.



Assistant Registrar (Service Contracts)

अनुभाग 3 /SECTION III
सामान्य नियम और शर्तें
GENERAL TERMS AND CONDITIONS

Indian Institute of Technology Indore (IIT INDORE) invites **Online tender for "Hiring of Basic Life Support Ambulance for Health Center IIT Indore"**.

1. **Tender Type:** Two Bid through Online Mode.

- a) **PART A - Technical Bid:** Technical Bid will be opened on the due date for technical evaluation of bids. The technical evaluation matrix will be uploaded on GEM PORTAL Portal for intimation to the firms. The technically disqualified firms can represent disqualification within 02 days of uploading of technical evaluation matrix on GeM Portal. If the disqualified firms do not represent or raise concerns within the **2-days window, their opportunity to dispute the disqualification is forfeited**. After the week, the tender process will move forward without considering any further representations, and no late objections will be entertained.
- b) **PART B - Financial Bid:** Financial bids of only technical qualified responsive bidders will be opened.
- c) **Bid Evaluation:** The Technical and Financial Bid evaluation of eligible bidders, as specified in Section 8, will be carried out by a committee constituted by the Institute.

2. **Pre-Bid Meeting:** The Pre-Bid meeting for this tender is scheduled as specified in the Schedule of Tender document. **Its purpose is to address any questions or clarifications from prospective bidders regarding the technical bid and commercial terms and conditions.**

- a) To facilitate this, bidders are encouraged to submit their queries, if any, using the format provided in **Form VIII**. The submitted queries should clearly reference the tender number and title and must be marked as "Queries for Pre-Bid Meeting."
- b) These queries should be sent via email at servicecontracts@iiti.ac.in. The schedule for submitting queries is mentioned in Section 1 of the tender document, and no queries will be entertained after the date of the Pre-Bid meeting.
- c) Following the meeting, if any modifications to the bidding documents are required, these will be communicated to all prospective bidders through an official notification of amendment. This will be made available on both the IIT Indore website and the GeM Portal. Make sure to submit any queries within the prescribed time frame, as no further questions will be addressed once the Pre-Bid meeting has concluded.

3. **Bid Submission:** Bidders are requested to submit the bids **only after the issue of pre-bid meeting report duly considering the changes made if any, during the pre-bid meeting**. Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any, during pre-bid meetings in their bid. All the two parts of the bid shall be submitted online at GeM Portal.

4. **Late Bids:** The Institute will not be responsible for delay arising due to any reason.

5. **Bid Validity:** Bids received after the last date of submission will not be accepted and IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons whatsoever.

6. **Modification and withdrawal of bids:** No bid can be modified after the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids till the expiry of the period of bid validity.

7. Benefits to Micro and Small Enterprises (MSEs) & Start-up India will be as per the Govt. of India policy.

8. **Bid Security (EMD):** Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are

- a) Micro and Small Enterprises who are manufacturers of the **Primary Product Category or Service Provider of the Primary Service Category** and give specific confirmation to this

NIT No. IITI(SC)/Non-Con/HC/027/AC/2025-2026

effect at the time of bid submission and whose credentials are validated online through Udyam Registration (as validated by Government from time to time) and through uploaded supporting documents.

- b) Start-ups as recognized by the Department of Industrial Policy and Promotion (DIPP).
- c) In such case, a copy of the valid certificate showing registration with the above-mentioned institutions to be uploaded in PART - A of the e-tender in PDF format.
- d) In case the unit is not covered as above, EMD should be submitted online via <https://www.onlinesbi.sbi/sbicollect/icollecthome.htm> and the payment reference should be attached in PDF along with the technical bid.
- e) EMD will be returned to the unsuccessful bidders within 30 days from the finalization of technical evaluation/award of contract.
- f) EMD will be forfeited if the qualified bidder fails to accept the order or fails to provide the service based on his/her offer/bid.
- g) The EMD of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide the service as per award of contract (AOC) terms and conditions within the stipulated period, EMD shall be liable to be forfeited by the Institute.
- h) No interest will be payable by the Institute on the Earnest Money Deposit.

9. **Visit to the Institute:** It shall be deemed that the service provider has undertaken a visit to the Institute and is aware of the location and operational conditions prior to the submission of the bid. The cost of such a visit shall be borne by the service provider.

10. **Clarification of Tender Document:** The Service provider shall check all the pages of each and every document against page number given in tender document and, in case of any query/doubt the bidder should contact the Assistant Registrar (SCS), IIT Indore in writing to email arsc@iiti.ac.in.

11. **Opening of Tenders:** The opening of bids will be done as per the specified schedule mentioned in Section 1. In the event of the specified date of Bid opening being declared a holiday for the IIT, Indore the Bids shall be opened at the appointed time and location on the next working day. In two-parts bidding, the financial bid shall be opened only for those who are qualified in the technical evaluation stage by the committee.

12. Evaluation Criteria for Technical Bids: -

- a) **Technical Bid Evaluation:** The Technical Evaluation Committee shall examine the bids to confirm that eligibility criteria and technical evaluation criteria have been complied with tender documents.
- b) **Financial Bid:** The financial offer/bid will be opened only for the offer/bid which submits all the required necessary documents and is verified by the Technical Evaluation Committee as technically qualified bid.
- c) **Award Criteria:** The Institute reserves the right to award the contract to the successful Bidder, also called as Service provider, whose bid has been determined to be substantially responsive and evaluated as L1 bidder, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- d) **Purchaser's Right to vary number of orders/ quantities at Time of Award:** The Institute reserves the right at the time of award of the contract to place order on one or more than one bidder. The institute may empanel two bidders for a period of one year to cater the upcoming requirements.
- e) **Purchaser's right to accept any Bid and to reject any or all Bids:** The Institute reserves the right to accept or reject any bid at any stage and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the Bidders.
- f) **Signing of Contract:** After notification, the Institute shall send a Service Order to the successful Bidder, which should be acknowledged within **03 working days** from receipt of the service order.
- g) **Order Acceptance:** If the successful bidder fails to submit Order acceptance within **03 working days**, it shall be presumed that the bidder is not interested, and the bid security will be forfeited.

h) The party should initiate services within one month of acceptance.

13. **Conflict of Interest among Bidders/Agent:** The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
- a) they have controlling partner (s) in common; or
 - b) they receive or have received any direct or indirect subsidy/financial stake from any of them; or
 - c) they have the same legal representative/agent for purposes of this bid; or
 - d) they have relationships with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
 - e) bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved.
 - f) in case of a holding company having more than one independently units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/ management units in same/similar line of business.
14. **Right of Acceptance:** This Institute does not pledge itself and reserves the right to accept the whole or portion of the tender, and the firm shall supply the same at the rate quoted.
15. **Subletting of Work:** The service provider should not assign or sublet the service/job or any part of it to any other person or party.
16. **No Unsolicited Correspondence:** No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the service provider is liable to be blacklisted.
17. **Techno-Commercial Discussions:** IITI reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and shall be competent to take on the spot decisions.
18. **Right to Modify Tender:**
- a) IITI reserves the right to modify/alter/insert/delete any part of the tender document to ensure fulfilment of its service requirement at any stage. The institute reserves the right to re-consider any tender terms and conditions to ensure fulfilment of its service requirement at any stage.
 - b) IITI reserves the right to modify the specifications of any items within the scope of services mentioned in the tender document, at any stage, to ensure the fulfillment of its service requirements.
19. IITI does not bind itself to accept the highest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
20. **Force Majeure:** Neither the Agency nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
21. **Breach of Terms and Conditions:** IIT- Indore reserves the right to accept or reject or cancel any or all enquiries or bids at any stage without assigning any reason thereof. In case of cancellation of

order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.

22. **Governing Law:** The order placed will be a contract between the service provider and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.
23. **Settlement of Disputes:**
- a) **Amicable Settlement:** In case a dispute arises between the Institute and the Agency (parties) regarding any matter under the contract, the Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days from the date of receipt of notice. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Arbitration Clause shall become applicable.
 - b) On receipt of the dispute notice, the matter will be referred to the Dispute resolution Committee nominated by IIT Indore. The matter shall then be resolved between them and the agreed course of action will be documented. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations.
 - c) Arbitration: In the event of any dispute or difference arising out of or in any way touching or concerning this contract whatsoever (except as to matter the decision of which is specifically provided under this contract) the same shall be referred to the sole arbitration of the Registrar, IIT Indore or his nominee on mutual contract of both the parties.
 - d) The award of such Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever the Registrar, IIT Indore shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the above said terms of the contract and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. The Arbitration and Conciliation Act, 1996, shall apply to arbitration proceedings. The venue of arbitration shall be Indore.
24. **Cancellation of Contract:**
- a) Notwithstanding any other provisions in this contract, the Institute reserves the absolute right to terminate the contract forthwith, if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.
 - b) If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the Institute shall be forfeited without any claim whatsoever on the Institute and the Agency is liable for action as appropriate under the extant laws.
25. In case two or more tenders are equal in monetary terms, work will be awarded to the service provider who has executed contracts of Govt./Central Govt./IITs/CFTIs. All bidders must fulfill the requirements outlined in the NIT to qualify for the Technical Bid. The Institute reserves the right to relax any of the specified conditions, if necessary.
26. IIT Indore reserves the right to cancel the contract or withhold payment if the service provider fails to commence the work or if the performance is deemed unsatisfactory. In such cases, IIT Indore may arrange for the work to be carried out through the open market or by other service provider at the service provider's risk and expense. Additionally, penal actions may be imposed on the service provider, including blacklisting and forfeiture of the earnest money or security deposit, in the event of any breach of the contract terms.

27. Termination:

- a) Termination on expiry of the Contract: This contract shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Institute has exercised its option to extend this Contract in accordance with the provisions, if any, of this Contract.
- or
- b) Termination on account of Force Majeure: Either party shall have the right to terminate this Contract on account of Force Majeure.
- or
- c) Termination on Account of Insolvency: In the event of the Service provider, at any time during the term of this Contract, becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Institute shall, by a notice in Writing have the right to terminate this Contract and all the Service provider's rights and privileges hereunder, shall stand terminated forthwith.
- or
- d) Termination for Unsatisfactory Performance: The Institute will judge the performance of the Service provider periodically through feedback from the user department. If the Institute considers that the performance of the Service provider is unsatisfactory or, not up to the expected standard, then the Institute shall notify the Service provider in writing and specify the cause of such dissatisfaction. The Institute shall have the option to terminate this Contract by giving 30 days' notice in writing to the Service provider, if, the Service provider fails to comply with the requisitions contained in the said written notice issued by the Institute.
- or
- e) Termination due to any other reason: If the Institute intends to terminate the contract before the agreed tenure, a one-month notice will be provided to the firm. Conversely, if the Service provider wishes to terminate the contract before the completion of the tenure, it must give a written notice of three months or continue its services until the succeeding service provider takes over the dining operations.
- or
- f) Consequences of Termination: In all cases of termination herein set forth, the obligation of the Institute to pay shall be limited to the period upto the date of termination. The Institute shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be debarred for a period of two years from the date of the order for putting the Contractor on debar list is issued.

Note- Other Terms & Conditions will remain same as GeM Terms & Conditions

अनुभाग-4 /SECTION- IV

विशेष नियम और शर्तें

SPECIAL TERMS AND CONDITIONS

1. **Payment Terms:** Payment will be made monthly consequent to timely submission of the bills/invoices duly certified by the health center with logbook/duty slip and other relevant supporting documents. 100% payment will be released through NEFT/RTGS within 30 days of submission & acceptance of the invoice with all supporting documents.
2. **Period of Empanelment:** The period of Hiring of Basic Life Support Ambulance for Health Center IIT Indore would be initially for a **period of 01 year, However, the performance will be evaluated on quarterly basis for consideration of the contract. The contract will have a provision of extension of contract up to a maximum of 02 years**, based on satisfactory performance. The extension would be on mutual consent at the same rate, terms, and conditions.

IIT Indore shall empanel one or more service providers for a period of one year. Work orders shall be issued strictly as per the Institute's requirements, and empanelment does not guarantee any minimum or fixed quantity of work. In case any empaneled service provider fails to comply with the terms and conditions of the contract, IIT Indore may assign the work to another empaneled service provider at the same approved rates.
3. **Bid Price:** Monthly charges for the service must be quoted by the bidder, both in words and in figures. Price quoted must remain firm during its performance of the Contract and is not subject to variation on any account. All duties and taxes payable by the bidder under the Contract for which this Bidding Document is being issued, shall be included in the rates, prices and total Bid Price submitted by the bidder, and the evaluation of bid shall be made accordingly.
4. **Discount:** Bidders are advised not to give any separate discount. Discount, if any, should be merged with the quoted prices. Discounts of any type, indicated separately, will not be taken into account for evaluation purposes.
5. **Performance Security:** Within Fifteen (15) days from the date of the issue of service order, the service provider has to submit performance security of **Rs. 20,000.00 (Rupees Twenty Thousand Only)** to be submitted from an Indian Scheduled Bank in the form bank guarantee valid up to sixty (60) days beyond the contract period. No interest will be payable by the Institute on Performance Security. In case the service provider fails to provide satisfactory service within the service period, the Performance Security is liable to be forfeited.

अनुभाग-5 /SECTION- V
कार्य का सेवा दायरा / SCOPE OF WORK
PART A

1. Vehicle Eligibility & Standards

- a) Vehicle(s) shall be **registered not earlier than 2024, white in colour**, and conform to the quality and safety standards prescribed by IIT Indore. The vehicle should have dimensions, certification, branding, reflective marking, colour scheme and siren etc as per Government of India standards for basic life support ambulance.
- b) The ambulance(s) shall be registered with the Regional Transport Office (RTO) and comply with all statutory requirements of license for ambulance category.
- c) Vehicle(s) must possess a **valid Commercial All-India Tourist Permit** and be legally fit to operate anywhere in India.
- d) Vehicle(s) shall be **neat, clean, sanitized, well-maintained**, adequately fuelled, and equipped with all mandatory accessories and features.
- e) Repair, servicing, maintenance, insurance, PUC, and all operational expenses of the vehicle(s) shall be **solely borne by the service provider**.

2. Driver Requirements & Conduct

- a) Driver(s) shall possess a valid commercial driving licence, have specific training for operating emergency vehicles, and a minimum of two (02) years' driving experience.
- b) The driver should be medically fit, courteous, disciplined, well-groomed, and reachable on mobile phone.
- c) A copy of the **driver's licence shall be displayed on the dashboard**.
- d) The driver shall carry all valid statutory documents in the vehicle at all times, including Registration Certificate (RC), Insurance Certificate, Route Permit, PUC and Fitness Certificate.
- e) Driver(s) shall report to the **Health Centre, IIT Indore**, before commencement of duty unless instructed otherwise.
- f) Any complaint regarding **driver behaviour or vehicle condition** shall require **replacement of the driver/vehicle on the same day** without additional cost.
- g) Drivers shall be deployed in shifts, and details of drivers, shift schedules, medical fitness certificates, valid driving licences, and police verification/clearance shall be submitted to the Institute in advance.
- h) Shift duty roster of drivers for the month should be available to the institute. Any changes should be notified promptly.

3. Operations & Service Continuity

- a) In case of **breakdown, technical fault, or non-availability**, the service provider shall arrange an **immediate replacement vehicle** without causing delay or inconvenience.
- b) For **monthly hiring**, vehicle(s) shall be stationed for **24x7 service** at IIT Indore. Meter readings shall be recorded and certified in the vehicle diary for billing.
- c) The Institute reserves the right to **brand the vehicle(s)** with IIT Indore signages/designation plates, if required.
- d) A **designated supervisor** of the service provider shall be available **round-the-clock** on direct contact for emergency requirements.

4. Rates, Payments & Reimbursements

- a) The **quoted rates shall be all-inclusive**, covering fuel, lubricants, driver wages and uniform, depreciation, insurance, taxes, maintenance, profit, and all incidental costs.
- b) **No escalation or additional charges** shall be allowed during the contract period.
- c) Toll tax and parking charges, if applicable, shall be **initially paid by the service provider** and reimbursed **against valid supporting documents**, as per Institute norms.

5. Billing & Documentation: Bills shall be supported with:

- a) Original duty slips certified by the user,
- b) Valid receipts for toll/parking charges, if claimed.
- c) Bills lacking proper documentation shall be **disallowed**.

6. Penalties & Service Failures

- a) If the vehicle fails to report at the **designated time and place**, IIT Indore may arrange an alternative vehicle from the other service provider on the cost and risk of the empanelled service provider. The **additional cost plus a penalty of ₹500 per instance** shall be recovered from pending bills/security deposit.
- b) For delay in **emergency cases**, a **penalty of 10% per hour of delay** may be imposed.
- c) Non-compliance with cleanliness, maintenance, or fuel readiness shall attract a **penalty of 10% of monthly bill per incident**.

7. Legal, Labour & Liability Provisions

- a) The service provider shall comply with **all applicable labour laws** relating to driver appointment, wages, working hours, and statutory benefits.
- b) **All liabilities** arising out of accidents, injuries, theft, damage, or third-party claims involving vehicle(s) or driver(s) shall rest entirely with the service provider. IIT Indore shall bear **no responsibility or compensation**.
- c) The Institute shall not be liable for any accident or injury to service provider personnel during duty or transit.

8. Other Requirements

- a) The cost of **fuel up to 2000 km per month** per ambulance shall be borne by the service provider.
- b) Repair and maintenance of the ambulance(s) shall be the sole responsibility of the service provider, with no additional financial liability on IIT Indore.
- c) The ambulance(s) shall be primarily used for transporting patients from the Institute Health Centre to hospitals in and around Indore, as well as for shifting patients between Institute facilities and the Health Centre or hospitals within and around Indore city, as required.

9. General Liability, Insurance, and Contractual Conditions

- a) All eventualities such as accidents, RTO inspections, or any related incidents shall be the sole responsibility of the empanelled agency.
- b) The Institute shall not be liable for any fines, penalties, compensation, or legal implications arising out of such cases.
- c) The Institute shall have no liability whatsoever with respect to the vehicles or manpower provided by the empanelled agency.
- d) All empanelled agencies shall confirm in writing their acceptance of the above terms and conditions and shall not seek any modification to the agreed terms at a later stage.
- e) The empanelled agency must ensure that all vehicles are covered under a valid Comprehensive Insurance Policy at all times.

अनुभाग-6 /SECTION- VI
TECHNICAL BID
(BIDDER SHOULD SUB

NIT COMPLIANCE MATRIX ALONG WITH TECHNICAL BID)
PART-I

Sl. No	Details	Compliance Yes/No	Deviations/Remarks, if any	Page No. of document
01	Name of the firm:			
02	Address of the /company:			
03	Name, designation, telephone nos. of the contact person E-mail id			
06	Month and Year of commencement of Ambulance Services business			
07	Legal Status (Proprietor, Partnership firm, limited company, corporation, etc. Attach proof)			
	Statutory details (Photocopies to be attached) a) Income Tax Return (last three years), b) PAN No., c) Registration of the firm d) GST Regn. Nos.			
08	License No. and attach the copy of License			
09	Existing total Ambulance owned in the name of agency / firm / company {Minimum 1} (Attach Registration Certificate			
10	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever punished			
11	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been blacklisted or changed the name of the firm (in original).			
12	Acceptance Certificate			
13	Declaration Regarding Clean Track			
14	Declaration Of Annual Turnover and Income Tax Return			
15	Performance Report for Hiring of Ambulance service provided in Central/State Govt./ organization			
16	List of present and past clients in the following format			

Authorized Signatory
Date & Seal

TECHNICAL BID
(BIDDER SHOULD SUBMIT COMPLIANCE MATRIX ALONG WITH
TECHNICAL BID)
PART-II

Technical Specification of Ambulance:

Details	Compliance Yes/No	Deviation if any
Vehicle Details: <ul style="list-style-type: none"> a) As per the Government of India guidelines for Basic Life Support Ambulance - Type C: b) Application: Patient transportation and Basic Life Support (BLS) services c) Fuel Type: Diesel / Petrol / CNG d) Emission Norms: BS-VI compliant e) Condition: New / well-maintained, roadworthy, and fit for emergency medical use f) Seating Capacity: Driver + minimum 2 attendants (excluding patient). g) Patient Capacity: One patient on stretcher h) High Roof: Yes, to permit attendant movement and medical intervention. i) Engine Type: 4-stroke, water-cooled diesel engine j) Engine Displacement: Approx. 1100–1200 cc (or equivalent) k) Maximum Power: Adequate for continuous emergency operation l) Transmission: 5-speed manual m) Drive Type: Rear-wheel drive (RWD) n) Fuel Efficiency: Optimized for long-hour ambulance operations. 		
External Markings & Signage: <ul style="list-style-type: none"> a) As per CMVR / AIS standards b) Reflective stickers and decals c) Institute Name: To be displayed as per instructions. d) Emergency Contact Number: Clearly visible 		
Compliance & Certification <ul style="list-style-type: none"> a) Regulatory Compliance: <ul style="list-style-type: none"> i. Central Motor Vehicle Rules (CMVR) ii. AIS-125 / applicable ambulance standards b) Registration & Insurance: valid RC, comprehensive insurance, pollution certificate c) Fitness Certificate: Valid at all times 		

The ambulance should have following basic medical equipment for necessary medical care:

S. No.	Details	Compliance yes/No	Deviation, if any
1.	Storage Cabinet: All storage cabinets shall be screwed or bolted and fully braced to minimize noise and withstand continuous use, including when loaded near the head end.		
2.	Stretcher (Single): Foldable stretcher-cum-trolley with side guards and safety belt, having supporting legs that lock automatically when the undercarriage is folded. The stretcher shall be suitable for safe patient transport and care in lying position.		
3.	Oxygen Cylinder with Flow Meter.		
4.	Suction Machine.		
5.	Inverter Charging Socket for the suction machine.		
6.	Mountable IV Poles and Hangers.		
7.	Seating Arrangement: Minimum two (02) chairs / two-person seating arrangement inside the ambulance.		
8.	Wheelchair.		
9.	Fire Extinguisher: The ambulance shall be equipped with a fire extinguisher as per prescribed safety norms.		
10.	Patient Boarding & Safety Features:		
11.	Steps for easy boarding and deboarding of patients.		
12.	Low-floor design for easy entry and exit with a fixed stepper.		
13.	Anti-skid flooring for patient and staff safety.		
14.	Hygienic Interior suitable for safe patient care.		
15.	First Aid Box.		
16.	Electrical & Lighting Facilities: Electric plug point (01 No.) & Cabin lights (02 Nos.)		
17.	Rear lighting with wide 180° opening rear door		
18.	Ventilation & Comfort:		
19.	Fan for patient comfort.		
20.	Best quality shock absorbers for smooth transport.		
21.	Attendant Facilities: Attendant seats (05 Nos.)		
22.	Partition between driver and patient cabin with a communication window.		
23.	Storage Facilities: Storage box with two (02) drawers.		
24.	Shock Absorbers, double acting type, heaviest duty available from chassis manufacture for the		
25.	Spare Tyre storage shall be positioned such that the tyre can be removed without disturbing the patient.		

Authorized Signatory
Date & Seal

अनुभाग-7 /SECTION- VII
वित्तीय बोली/ FINANCIAL BID

PRICE BID - Schedule of price bid:

1. Price should be quoted in the catalog in the desired format. Offer received in other format will not be considered.
2. The price per month should be quoted.
3. **If GST amount is not quoted in the Financial Bid, the total cost will be treated as inclusive of GST. No further communication will be entertained later.**
4. The tender shall remain valid for acceptance for **180 days**, from the date of tender opening.

Sr. No.	Particular	Qty.	Contract period	Price per Month	GST	Total price per month inclusive of GST	Total price per year inclusive of GST
01.	Empanelment of Hiring of Basic Life Support Ambulance	1 no.	24				

OTHER CONDITIONS FOR PRICE BIDS

1. No unilateral revision in price will be admissible.
2. Rates should be quoted in the accounting units (A/U) mentioned in this tender. Rates must be quoted clearly.

Signature of the Tenderer

Name of the Firm:

Contact No.:

Email:

Seal:

प्रपत्र - I / FORM - I**बोलीदाता सूचना प्रपत्र****Bidder Information Form***(To be submitted on Service Provider/ Company Letterhead)*

1.	Name of the Organization	
2.	Registration Number	
3.	Details of infrastructure persons employed and number of offices/branches available (attach separate sheet).	
4.	Registered Address with Pin code	
5.	Name of Director/ Partner(s)	
6.	Year of Establishment	
7.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Others (In case of others, please specify)
8.	Category of the Organization	1. Micro Unit as per MSME 2. Small Unit as per MSME 3. Medium Unit as per MSME 4. Ancillary Unit 5. SSI 6. Others (In case of others, please specify)
9.	Contact Name, Email Id & Mobile No.	
10.	Bank Details	Name of Beneficiary : A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
11.	PAN No. of the Organization (copy should be enclosed)	
12.	GST No. of the Organization (copy should be enclosed)	

Date:

Place:

Company Seal

Authorized Signatory

Name:

Designation:

Contact No.:

प्रपत्र - 2 / FORM - II
ACCEPTANCE CERTIFICATE
(To be given on Company's Letter Head)

To,
Registrar
IIT Indore
Simrol, Khandwa Road,
Indore-453552

Sub: Acceptance of Terms & Conditions of NIT

Reference No.: RFP No.: IIT(SC)/Non-Con/HC/027/AC/2025-2026

Name of contract: Hiring of Basic Life Support Ambulance for Health Center IIT Indore

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above-mentioned services from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the RFP from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and agreement, shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned RFP / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until 180 days and shall be bound to provide service within the specified period.
8. I / We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the penalty/restrictions agreed to by us.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

प्रपत्र - 3 / FORM - III

DECLARATION REGARDING CLEAN TRACK

(To be submitted on Firm/Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date:

Sub: "Hiring of Basic Life Support Ambulance for Health Center IIT Indore"

Reference No.: RFP No.: IITI(SC)/Non-Con/HC/027/AC/2025-2026

Dear Sir,

I/we carefully gone through the Terms & Conditions contained in the above-referred NIT.
I/we hereby declare that my company / firm is not currently debarred / black listed/ convicted by any Government / Semi-Government Organizations / Institutions in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

Or

I/we declare the following:

No.	Country in which the company is debarred / blacklisted / case is pending	Blacklisted / debarred by Government / Semi Govt. Organizations Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

प्रपत्र - 4 / FORM - IV

DETAILS OF PREVIOUS & CURRENT EXPERIENCE

(To be submitted on Service Provider/ Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: IITI(SC)/Non-Con/HC/027/AC/2025-2026 for Hiring of Basic Life Support Ambulance for Health Center IIT Indore

Dear Sir,

Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	Tenure of contract	Value of contract

Date:

Authorized Signatory

Place:

Name:
Designation:
Contact No.:

Company Seal

प्रपत्र - 5 / FORM - V
PERFORMANCE REPORT

(To be issued by the organization where facility is being provided on there letter head)

1. Name of the Owner:
2. Name of the Company/Firm & Location:
3. Name of organization:
4. Name and contact No. of the person in the Organization for verification:
5. Date of award of contract:
6. Date of completion of contract:
7. Value of work in Contract:
8. Performance Report: Please tick/circle the correct option.

(a)	Overall Quality of Ambulance Services	Excellent/Very Good/Good/Fair/Poor
(b)	Response Time and Availability (24x7 Readiness)	Excellent/Very Good/Good/Fair/Poor
(c)	Condition, Cleanliness, and Roadworthiness of Ambulance	Excellent/Very Good/Good/Fair/Poor
(d)	Competency and Conduct of Driver	Excellent/Very Good/Good/Fair/Poor
(e)	Availability and Functionality of BLS Medical Equipment	Excellent/Very Good/Good/Fair/Poor
(f)	Operational Efficiency and Coordination with User department	Excellent/Very Good/Good/Fair/Poor
(g)	Complaint Redressal and Promptness in Response	Excellent/Very Good/Good/Fair/Poor

Overall performance of the service provider:

Excellent/Very Good/Good/Fair/Poor

Signature of Auth. Representative
Name:
Designation:
Office Seal

प्रपत्र - 6 / FORM - VI
DECLARATION OF ANNUAL TURNOVER AND
INCOME TAX RETURN

(To be submitted on Firm/Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore

Date:

Reference No. IITI(SC)/Non-Con/HC/027/AC/2025-2026 for Hiring of Basic Life Support Ambulance for Health Center IIT Indore

Dear Sir,

I/we hereby declare that our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references:

F.Y 2023-24	F.Y 2024-25	F.Y 2025-26

And I/we hereby declare that our firm had filed Income Tax Returns for last 3. supported by copy of ITR of three years.

(Signature of the Tenderer)
Company Seal:
Date:

प्रपत्र - 7/ FORM - VII
PERFORMANCE SECURITY FORMAT

To,

.....
WHEREAS (name and address of the service provider) (hereinafter called "the service provider") has undertaken, in pursuance of contract no. Datedto supply (description of goods and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the service provider such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the service provider(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the service provider(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal:

Name & address of the Bank

Address of the Branch:

Phone No.:

E-mail ID:.

NIT No. IITI(SC)/Non-Con/HC/027/AC/2025-2026

प्रपत्र - 8 / FORM - VIII
बोली-पूर्व प्रश्न प्रपत्र/प्रारूप
PRE-BID QUERY FORM

Reference: IITI(SC)/Non-Con/HC/027/AC/2025-2026

Sl. No	Reference of the Clause No. of the Tender Document	Query/Clarification/Deviation sought	Clarification/Response from IIT INDORE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			