

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	26-01-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	26-01-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Employees State Insurance Corporation (esic)
कार्यालय का नाम/Office Name	Esic Hospital, Udyogamandal
वस्तु श्रेणी /Item Category	Monthly Basis Cab & Taxi Hiring Services - Sedan; 1800 KM; Local
अनुबंध अवधि /Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	2 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया जाना है। / Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	576000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	17280

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Assistant Director

Esic Hospital, Udyogamandal, NA, Employees State Insurance Corporation (ESIC), Ministry of Labour and Employment

(Somayajula Venkata Shastry)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1_4_2021_PPD_dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated online in GEM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

- Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
- Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
- One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**Scope of Work:**<1768471158.pdf>**Monthly Basis Cab & Taxi Hiring Services - Sedan; 1800 KM; Local (1)****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Vehicle Type	Sedan
Type of car (Please select at least 3 options)	Honda Amaze , Maruti Suzuki Dzire , Maruti Suzuki Ciaz , Volkswagen Ameo
Usage Variant	1800 KM
Type of Service	Local
Year of Vehicle Model	2023 , 2024 , 2025
Km Travelled	Upto 50,000 Kms
Air Conditioning Requirement	A/C
Area of Operation	Plains
Fuel Type	Diesel
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्ट दस्तावेज /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Vehicles Required	अतिरिक्त आवश्यकता /Additional Requirement
1	Somayajula Venkata Shastry	683501,ESIC HOSPITAL, PATHALAM JUNCTION, UDYOGAMANDAL P.O., ERNAKULAM	1	<ul style="list-style-type: none"> Duration in Months for which service is required : 12

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

4. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

ESIC HQ Fund Account No 1
payable at
Kalamassery

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

8. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

ESIC Fund Account No 1
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The

Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस नियिदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



ക.സ.ബി.സി.
E.S.I.C.

എംപ്ലോയീസ് സ്റ്റേറ്റ് ഇൻഷുറൻസ് കോർപ്പറേഷൻ
(തൊഴിൽ മന്ത്രാലയം, ഭാരത സർക്കാർ)
കർമ്മചാരി രാജ്യ ബീമാ നിഗമ
(ശ്രീ എം രോജ്‌ഗാർ മന്ത്രാലയ, ഭാരത സർക്കാർ)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



ഇ. എസ്. എസി. സി. ആര്യോപതി ഉദ്യോഗമണ്ഡൽ,
E.S.I.C. Hospital Udyogmandal, Ernakulam - 683501
ഉദ്യോഗമണ്ഡൽ പി.ഓ., എറണാകുളം - 683501
ഉദ്യോഗമണ്ഡൽ പി.ഓ., എറണാകുളം, കേരള - 683501
Phone: 0484-2545632, 2545114, 2545194
E-mail: ms-udyogmandal.ke@esic.nic.in

No.543-D/27/11/2018-Genl

Dated: 13.01.26

E-TENDER FOR SUPPLY OF PASSENGER CAR WITH TAXI PERMIT.

1. Estimate bid value: Rs. 5,76,000/- (Rupees Five Lakhs Seventy Six Thousand Only)
2. A Passenger Vehicle (**sedan or prime sedan car** for use as a staff car) is being sought through the GeM portal by bidding, from reputed agencies/individuals. The vehicle must be **white in colour**.
3. **Period of contract:** The contract shall initially be valid for a **period of one year** and may be extended further for a period of two more years one year at a time subject to satisfactory performance and discretion of Medical Superintendent, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the period of contract. ESIC, however, reserves the right to terminate the contract at any time without assigning any reasons thereof by serving one month's notice or without any notice solely at the discretion of the Medical Superintendent.
4. **EMD :** The Earnest Money Deposit (EMD) to be submitted shall be **3%** of the aforesaid estimated bid value. In cases where exemption from submission of EMD is applicable, the bidder must furnish valid documentary proof of such exemption along with the bid.

SCOPE OF WORK

The Contractor shall provide an **air conditioned passenger vehicle** (to be used as a staff car) with **commercial permit** & with driver on monthly rental basis to this office. The vehicle should be a **sedan or prime sedan type**. The vehicle should posses all certificates like RC, Insurance, Pollution, Road Tax, Taxi License etc. required by Road Transport Authority or any other applicable authority. The Contractor has to ensure that the staff deployed by them is well-dressed in neat uniform and is punctual in his work and has a mobile phone. The staff deputed for work should not have any kind of criminal or adverse record and they should be well-behaved. ESIC Hospital, Udyogmandal reserves its rights to monitor, make surprise checks & verification on all aspects of the work and the service provider shall co-operate with the officials so authorized by ESIC Hospital, Udyogmandal and submit all records and materials for inspection without fail. The Contractor should arrange for proper cleanliness and hygiene of the passenger vehicle including inter alia the provision of car perfume, tissue paper, hand towels etc. in the passenger vehicle engaged

[Signature] 13/1/26

[Signature]

on monthly basis. The model of the vehicle provided **shall not be older than 2023** (i.e. Year of Manufacture). Type of vehicle must be a Sedan or above category vehicle. This segment includes passenger cars with mid size design in a three-box configuration, and usually a length between 3990 to 4500mm .

ELIGIBILITY CRITERIA

1. The bidder should have a valid PAN /TAN No. and GST Registration (if applicable).
2. The year of manufacture of the vehicle **should not be older than 2023**.
3. The passenger vehicle to be provided should posses all the certificates like Licence, Insurance, Pollution, RC, Road Tax, Taxi permit etc. required by Road Transport Authority or any other applicable authority.
4. Drivers provided to the passenger vehicle should possess a **valid driving licence for driving a commercial vehicle**.
5. The bidder should not have been blacklisted by any institution of Central or State Government and should not have been convicted for any criminal offence. (Affidavit as per Annexure III).
6. The bidding process is through e-bidding through GeM portal and no physical copy of bid documents need to be submitted.
7. The bidder must have a minimum of **two (2) years of experience** in providing vehicles to Government institutions and shall submit **satisfactory performance reports** from the concerned institutions for the said period, duly attesting to the quality of service provided.
8. The vehicle should be **white** in colour.

TENDER PROCESS

A. MANDATORY DOCUMENTS TO BE UPLOADED WITH TECHNICAL BID

1. Certificate of Incorporation/ Registration of Firm / Certificate/ Memorandum and article of Association/ Partnership Deed / Declaration of proprietorship etc (if applicable).
2. Copy of PAN card.
3. GST Registration Certificate (if applicable).
4. Copy of all pages of tender notice excluding annexures with signature and seal of the tenderer in all pages.
5. Copy of duly filled profile of the contractor (Annexure I).
6. Copy of declaration (Annexure II).
7. Copy of signed undertaking (Annexure III).
8. Copy of details of existing/executed contracts (Annexure IV).
9. Documents related to passenger vehicle (manufacturing date of vehicle should not be before 2023).

- RC book copies of the vehicle
- Road Tax Clearance
- Pollution Control Certificate (if applicable)
- Comprehensive Insurance certificate
- Fitness certificate

Note: All permits and license will have to be kept in active condition and be renewed timely at own cost and will be the sole responsibility of contractor during contract period.

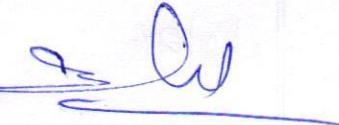
10. Copy of valid driving licence of the driver (s).
11. Copy of Aadhar Card of the driver (s).

B. EVALUATION OF TECHNICAL AND FINANCIAL BID

1. While uploading, each attached document should be signed and stamped by bidder or his authorized representative.
2. Tender incomplete in any form, will be rejected out rightly. **Conditional tender** will be rejected out rightly.
3. The financial bid of the bidders, whose technical bid is found to be qualified as per the eligibility and other tender conditions, will be opened on the scheduled date and time.
4. The **maximum ceiling limit** that may be quoted shall be **₹48,000/-**. (Rupees Forty Eight Thousand only) per month, inclusive of drivers salary, fuel charges or any other charges etc. The rates quoted will be final and claim for any other charges/fees will not be entertained.
5. A successful tenderer who declines the contract offer for whatever reason(s) will be punished appropriately, including "Blacklisting" in the GeM portal.
6. Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
7. Any attempt to negotiate directly on the part of the tender with authority competent to finally accept the tender, or influence the acceptance of the tender by any means will result his tender debarred from consideration.
8. A formal contract shall be entered in to with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
9. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part without assigning any reason thereof.
10. No tenderer will be allowed to withdraw after submission of the tender within the bid validity period.



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C. PERFORMANCE SECURITY DEPOSIT

The selected tenderer should deposit an amount equal to **5 % of quoted value** as security deposit within **7 days** from the date of receipt of intimation of acceptance of his tender. There is a **14-month** grace period for the return of the security deposit. That means, the amount will be refunded after 2 months, after the successful completion of the tender without any interest.

The security deposit should be paid **within one week** from the date of receipt of intimation of acceptance of his tender failing which ESIC Hospital, Udyogmandal reserves the right to cancel the acceptance of the tender.

D. DISPUTE SETTLEMENT

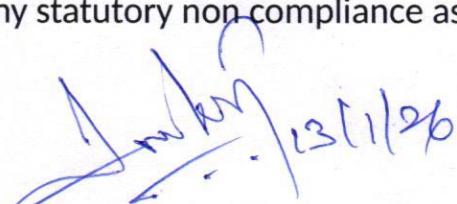
It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations, and if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Medical Superintendent, ESIC Hospital, Udyogmandal, whose decision shall be final and binding on both the parties.

E. TERMINATION CLAUSE

During the period of agreement if it is found that the contractor is not providing proper services or charging by fraudulent manner or otherwise, the security deposit of **10 %** of total tender cost deposited with ESIC or part thereof shall be forfeited in favour of ESIC and agreement will be terminated after giving **30 days** notice, however the Medical Superintendent reserves the right to terminate the same with immediate effect in case he is not satisfied with the services, without any notice period.

F. PAYMENT PROCEDURE:

The Contractor shall submit bill in Duplicate by the **5th** day of each month for the work executed up to the end of previous month in a prescribed format as approved by ESIC. Driver's Log Book is to be maintained and a photo copy of the same for the concerned month is to be submitted along with the bill. Bill must be raised based on the rate quoted in the tender. If the contractor employs a driver (s), the payment to the driver (s) to be settled on a monthly basis by the contractor and ESIC Hospital, Udyogmandal shall not be responsible for any such claim arises from the Driver (s) regarding non payment of salary/ wages. All the statutory responsibilities lies with the contractor and ESIC is not responsible for any statutory non-compliance as per labour law.



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G. SERVICE DETAILS AND STANDARDS

1. All vehicles provided shall have all the necessary permits/licenses/clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance, road permit, registration certificate, as per the Motor Vehicles Act, RTO and other applicable laws and statutory bodies, for providing commercial vehicles for this service.
2. All vehicles provided shall be air conditioned and shall be equipped with an emergency medical first aid kit.
3. All vehicles should be in excellent working condition (both internally and externally) at all times. The service provider shall ensure that the vehicles deployed by him are cleaned thoroughly both internally and externally, boot kept clear of dust, rubbish, oil, bad odor and any personal belongings of the driver.
4. All vehicles deployed shall arrive at designated location on time and with full or sufficient fuel in tank.
5. The vehicle deployed shall be parked at the Buyer's/ User's premises after the duty hours if desired so by the Buyer/ User and cannot be taken-out without written permission from the Buyer/ User.
6. The drivers of the vehicles must possess a valid driver license and must have a **minimum 5 years of driving experience**.
7. The drivers of the vehicles must have a working mobile number for easy contact by the passenger. It must also have an active internet connection at all times where google maps can be accessed, to navigate the shortest and/or fastest route possible avoiding traffic jams. The driver shall be reachable at all times during duty hours.
8. The drivers of the vehicles deployed should maintain polite & courteous behavior towards the buyer/passenger. "Misbehavior" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft shall attract penalties as per provisions of the contract.
9. The selected bidder shall ensure that a temporary board stating "ON GOVERNMENT DUTY" is displayed inside the windshield, strictly only during official movement with the officer.

TERMS AND CONDITIONS

1. The rate quoted must be for a period of 1 year. The contract is extendable for another two years, 1 year at a time under the same terms and conditions subject to satisfaction and discretion of the Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam, Kerala - 683 501.

[Signature] 13/11/26

[Signature]

2. The contract can be terminated by the contractor on giving **three months** notice, however the Medical Superintendent reserves the right to terminate the contract with immediate effect, without any notice period.
3. The rate must inclusive of all type of charges like fuel cost, driver salary etc. and no separate payment be claimed other than quoted rate. The rate quoted must be based on the monthly Retention rent service inclusive of driver's remuneration, Fuel Cost, or any other costs etc. for 1800 KMs running of passenger vehicle during retention period.
4. The rate applicable per kilometre beyond 1800 KM shall be calculated in accordance with the provisions specified under the GeM Service Level Agreement (SLA) and associated Packages.
5. **Retention period** per day shall be from **8.30 AM to 4.30 PM** excluding Sundays. Mileage charges during retention period including 1800 KM journey per month to be quoted. However, if required, the services shall have to be provided other than these specified hours i.e, before and after the office hours by the contractor and also during Sundays and Holidays without any extra charges. No additional charges will be paid for such services and it should be included in the monthly bill as that for normal usage, within the limit.
6. The passenger vehicle should have a valid taxi permit. The year of manufacture of the vehicle should not be older than **2023**. **Preferred vehicle is a "C" segment car** (ie, Sedan or prime sedan).
7. The passenger vehicle should be kept ready from 8.30 am to 4.30 pm without any kind of break and accordingly **the contractor would arrange for replacement of vehicle in case of normal wear and tear/temporary out of service**.
8. In case the passenger vehicle is not available due to any reason, the contractor must provide another passenger vehicle with similar model & facility and any low facility arrangement will not be acceptable.
9. In case of non-availability of such vehicle, the Hospital may arrange its own conveyance and the expenditure incurred in this way / proportionate amount would be recovered from the monthly bill of the tenderer / bidder.
10. The driver **will wear neat and tidy white uniform**.
11. The tenderer / bidder would provide a mobile phone to its Driver and the number would be intimated to the office of this hospital. The driver should be available on phone round the clock. Refusal / non-attendance of call beyond the retention period may tantamount to termination of contract.
12. The driver should be co-operative and amicable in nature and should not have any past history of criminal records or alcoholism or drug addiction. The driver shall not hesitate to use the air condition during official trips.
13. **The driver shall not deny any trips whenever ordered by the hospital administration for any personal/undue reasons alternate arrangements shall be provided by the contractor if a trip cannot be undertaken by the contractor.**



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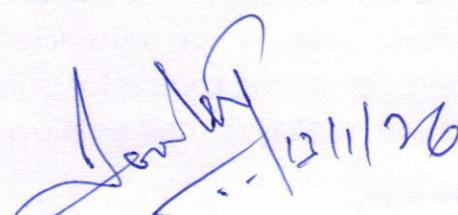
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Penalties as deemed fit (not less than a day's contract value) shall be deducted for non-compliance with the same.

14. The tenderer/bidder would ensure that drivers/passenger vehicle are not frequently changed without prior approval of Medical Superintendent.
15. Drivers provided to the passenger vehicle should possess valid driving licence for commercial vehicle and also should possess all certificates like RC, Insurance, Pollution, Road Tax, Taxi License etc required by Road Transport Authority or any other applicable authority. This should be at the cost of contractor and no claim in default of this will be entertained by ESIC.
16. In case of break down or non supply of passenger vehicle, the actual loss whatever incurred by the hospital will be recovered from the contractor.
17. Monthly retention payment shall be made monthly by NEFT/CBS only.
18. **Statutory dues** will be deducted from the bills as per rules.
19. The passenger vehicle offered for hire should be free from any type of litigation like ownership/ bank/ accident etc is concerned and should possess no tainted history as rash driving, negligence of traffic rule, accident etc. If anything found in this regard will be the sole responsibility of contractor and no liability will be on ESIC.
20. Payments of all applicable statutory obligations have to be borne by the contractor such as minimum wages Labour laws, tax laws, Road Tax Authority etc. Rules are to be observed by the Tenderer & hence all statutory liability viz. ESI/EPF etc would be solely born by the tenderer/bidder and no extra payment would be made on these accounts.
21. Any expenditure towards wear and tear, repairing would be borne by the tenderer/bidder. Hospital shall not be liable for any damage to the passenger vehicle during the course of use.
22. The legal liability arising out of accident (whether on duty or off duty) if any, during the period of engagement would be managed and borne by the tenderer/bidder.
23. Any loss of property or any other claim caused by the driver is liable to be paid by him/ tenderer and it may be recovered from the monthly bill of the tenderer/bidder. No liability will be borne by ESIC Hospital, Udyogmandal for any loss of property/ damage caused by the driver.
24. No increase in rate shall be permitted during the period of contract on any account whatsoever. The tenderer/bidder should keep this in consideration while quoting the rate. The tenderer/bidder will however be entitled for reimbursement of toll fee, parking fee etc on actual basis on submission of payment receipt at the end of the month. The Medical Superintendent reserves the right to accept or reject any such aforesaid fees/charges, depending upon the case.
25. The staff provided by the tenderer/bidder shall not be entitled to get any amount from this hospital as allowances, wages, bonus, gratuity or retrenchment compensation etc. Such persons shall purely be engaged by the contractor only and the hospital shall not undertake any responsibility with regard to their employment, welfare, payment of wages etc.

26. The passenger vehicle should not be used for **any non ESIC purpose** during the retention period ie, from 8.30 AM to 4.30 PM. Work will be allotted to the driver from Hospital's Administration and the driver will not leave the hospital premises **without orders** of Hospital Administration, during the retention period.
27. The drivers 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.
28. The driver shall **maintain a logbook** keeping records of the movement and such records will be certified by an officer as nominated by the Medical Superintendent. In addition, every movement of the vehicle should be approved by the driver prior to commencement of journey from the Office Superintendent, who will **maintain a movement register**. The contractor/driver will not be entitled to claim for payment other than those approved movements from the Office Superintendent.
29. The driver(s) should mark their attendance through biometric attendance system as well as in a physical register kept in this hospital. Reporting late/ leaving early/ absent from duty place etc. are not accepted and if found, appropriate deductions will be made from monthly bills and / or any other action deemed fit will be taken by the Medical Superintendent.
30. **Applicable GST shall be claimed by the contractor in addition to the quoted amount. Proof of GST paid challan of the previous month needed to be submitted along with the next much bill to claim the same.** This hospital will not be responsible for nonpayment/delayed payment of GST to the Govt. GST Number of ESIC hospital, Udyogmandal is **32CHNO00600F1DS**. (This is applicable only if the supplier does have GST Registration, as per the rules and regulations). GST under RCM (Reverse Charge Mechanism), as the case may be, shall be paid by the contractor.
31. All disputes arising out of or in any way connected with this tender document shall be deemed to have arisen at Udyogmandal, Ernakulam, Kerala and only courts in Ernakulam district shall have jurisdiction to determine the same.
32. Any corrigendum/addendum/extension pertaining to this tender will be published in the ESIC Websites www.esic.nic.in.

The Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam reserves the right to accept or reject any or all the tender without assigning any reason thereof at any stage. The Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam reserves the right to amend/add /delete/relax any condition of without any notice at any stage.



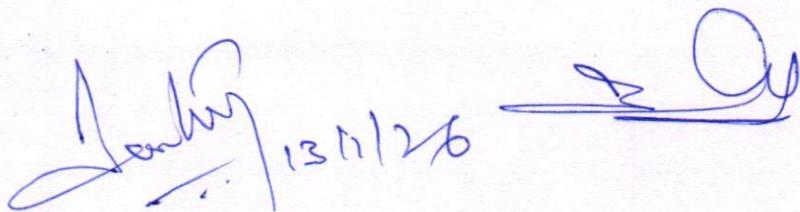
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Selected bidder should sign an agreement in a stamp paper of worth ` 200/- with the Medical Superintendent specifying all the terms and conditions of contract before commencement of the contract.

sd/-

Medical Superintendent



A handwritten signature in blue ink, followed by the date '13/11/26' and a handwritten mark or signature to the right.

ANNEXURE - I

(To be uploaded as Technical BID Document, duly signed by the tenderer)

PROFILE OF THE CONTRACTOR / TENDERER

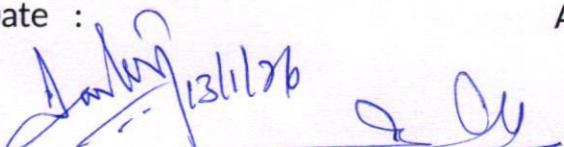
1	Name of Tenderer/Contractor/Agency		
2	Name of Owner/Partner/Director		
3	(a)	Full Postal Address with Pin code	
	(b)	Telephone / Mobile No.	
	(c)	E-mail Address	
	(d)	Aadhar Card Number	
4	Full Particulars of the Bankers of Tenderer / Contractor /Agency		
	(a)	Name of Bank	
	(b)	Branch Name with Code	
	(c)	Account No. & Type of account	
(d)	IFS Code & MICR Code		
5	PAN / TAN No.		
6	GST No. (if applicable)		
7	Details of Earnest Money Deposit		
	(a)	Amount (`)	
	(b)	D.D. No. & Date	
	(c)	Drawn on Bank	
	(d)	Valid upto	
8	Whether the agency is black listed by a central/state govt. dept./organization(Yes/No)		
9	Registration details of passenger vehicle		
	Type (Make and Model)		
	Year of Manufacture		
	Vehicle Colour		
	Vehicle Registration No		
Kilometers Covered			

The above format may be used to provide requisite details and enclosed in the envelope meant for technical bid.

Signature of authorized person :

Place : Full Name :

Date : Address/Company's Seal :



ANNEXURE - II

(To be uploaded as Technical BID Document, duly signed by the tenderer)

DECLARATION

1. I, _____ Son /Daughter of _____
Shri. _____ Proprietor/Partner/
Director/Authorized Signatory of _____

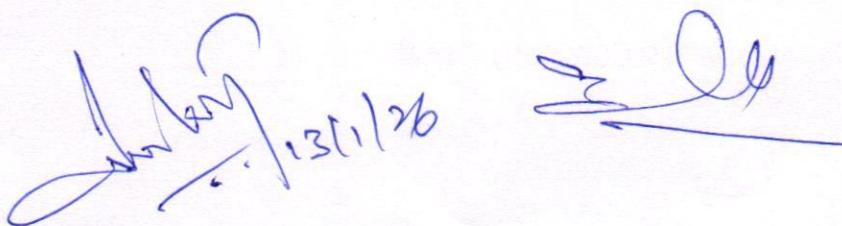
(Name of Firm/Agency) sign this
declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and
hereby convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I/we, am/are well aware of the
fact that furnishing of any false information/fabricated document would lead to
rejection of my tender at any stage besides liabilities towards prosecution under
appropriate law.

Signature of authorized person :

Place : Full Name :

Date : Address/Company's Seal :

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the
company, should be enclosed with Technical Bid.


A handwritten signature in blue ink, appearing to be a stylized 'S' or 'S' with a 'D' and 'B' attached. Below the signature, the date '13/1/26' is written in blue ink.

ANNEXURE - III

(To be uploaded as Technical BID Document, duly signed by the tenderer)

UNDERTAKING

1. I, the undersigned hereby declare and affirm that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with all terms and conditions.
2. That the rates quoted by me are valid and binding upon me for the entire period of contract.
3. That the earnest money of `(Rupees.....
.....only) deposited by me vide Demand Draft / Banker Cheque No. Dt..... drawn on..... (Name of the Bank & Branch) is attached herewith.
4. That I/ We authorize Medical Superintendent to forfeit the security money deposited by me/us if any delay or failure to supply the passenger vehicle to the satisfaction of the hospital authority, within the stipulated time or the items of desired quality.
5. That I will be in the position to provide contract as per the work explained to me to the satisfaction of the Hospital authority.
6. That there is no vigilance/ CBI case or court case pending against me/ my firm debarring me/ my firm to undertake contract work/ supply of items quoted.
7. I am/my firm is not blacklisted by any Central/State Govt. Institution.
8. I have been informed that The Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam, Kerala has the right to accept or reject any or all the tenders without assigning any reason thereof.
9. I am ready to sign the agreement with the ESIC.
10. I do/do not have a valid GSTN Registration Number in terms with the existing rules and regulations (Please tick the applicable).

Signature of authorized person :

Place : _____ Full Name _____

Date : Address/Company's Seal :

ANNEXURE IV

(To be uploaded as Technical BID Document, duly signed by the tenderer)

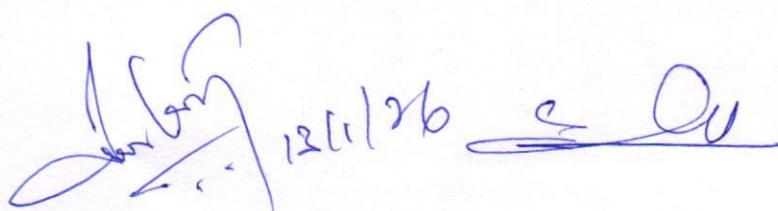
(Proof of experience)

Sl. No	Name and Address of Govt. Departments/PSU/ Private Institute	Contract value (in Rs.)	Duration of Contract		
			From Date	To Date	No. of Years & months
1					
2					
3					
4					
5					

(Additional sheet may be added if necessary)

Note: - Certificates of experience/Work orders issued by concerned organization/department along with satisfactory performance report must be uploaded. Information without supporting evidence/documentary proof shall not be considered during evaluation of the technical bids.

Signature of the Bidder with Stamp



A handwritten signature in blue ink, followed by the date '12/1/26' and a handwritten signature.