

भारतीय प्रौद्योगिकी संस्थान मुंबई
INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

सामग्री प्रबंधन प्रभाग
MATERIALS MANAGEMENT DIVISION



आईआईटी मुंबई अस्पताल में एम्बुलेंस सेवाओं के लिए
निविदा

TENDER FOR AMBULANCE SERVICES AT IIT
BOMBAY HOSPITAL

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SECTION 1 – INVITATION FOR BIDS

IIT Bombay invites sealed tenders for providing Ambulance services at IIT Bombay Hospital for a period of one year and extendable for further period of two years subject to satisfactory performance.

निविदा संख्या / Tender No.	MMD/AMBULANCE/SC/2026-29
निविदा तारीख / Tender Date	6 th March 2026
वस्तुविवरण / Item Description	TENDER FOR AMBULANCE SERVICES AT IIT BOMBAY HOSPITAL
निविदा का प्रकार / Tender Type	Open Tender
बोली-पूर्व बैठक की तारीख और समय / Pre- Bid Meeting Date & Time	12 th March 2026 at 11:00 a.m.
बोली-पूर्व बैठक स्थल / Pre-Bid Meeting Place	Materials Management Division, Ground floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai - 400076
बोली जमा करने की अंतिम तिथि और समय / Last date & time of submission of Bid	27 th March 2026 up to 1:00 p.m.
बोली जमा करने का स्थान / Place of Submission of Bid	Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai - 400076
बोली जमा करना / Submission of Bids	Two Bid System: The two-bid system will be followed for this tender. In this system, bidders must submit their offer in separate sealed envelopes: Technical Bid and Commercial Bid. Both the Technical Bid and the Commercial Bid envelopes should be clearly marked as "Envelope No.1-Technical Bid "and "Envelope No. 2 - Commercial Bid", respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender No., Due Date and Category(s) quoted, and to be submitted to the concerned department/ section mentioned in the Tender document.

बोली खुलने की तारीख और समय / Bid Opening Date & Time	27 th March 2026 at 4:00 p.m.
बोली खोलने का स्थान / Bid Opening Place	Conference Room, Materials Management Division, Ground Floor, Nandan Nilekani Building, Indian Institute of Technology Bombay, Powai, Mumbai 400076
अग्रिम धन राशि / Earnest Money Deposit	In lieu of EMD, bidders have to submit an Undertaking/ Bid Security Declaration as per the Annexure VII
अन्य स्पष्टीकरण / Any Clarification	Name: Asst. Registrar (MM) Dept: Materials Management Division, IIT Bombay Email: purchase.mmd@iitb.ac.in Contact No.: 022-2576 5009
हस्ताक्षर प्राधिकारी/ Signing Authority	Asst. Registrar (MM)

SECTION 2 – ELIGIBILITY CRITERIA

The bidder should fulfil the following criteria to become eligible to participate in the tender and should satisfy themselves on the following eligibility criteria before participating in the tender.

1. The bidder (Sole Proprietor / Partnership Firm / LLP / Corporate Entity) should be based at Mumbai or having its office in Mumbai for at least five (5) years. The term Mumbai for its purpose includes the suburban area of Mumbai, Thane and Navi Mumbai. To establish compliance with this criterion, bidders are required to submit relevant documentary evidence along with their bid. Acceptable documents may include, but are not limited to, Incorporation/Shop Establishment License, lease agreements, or any other official proof demonstrating the existence of the bidder's office in the specified region.
2. The bidder must have a minimum of three (3) years of experience during the preceding 5 years, as on the date of publication of this tender, in providing ambulance services to Government Organizations, Educational Institutions, Public Sector Undertakings (PSUs), or other reputed private organizations. The bidder shall submit previous work orders covering a minimum period of three (3) years during the preceding 5 years as evidence of services rendered.
3. The bidder should have valid statutory licenses/ sanctions / registrations / permits required to run the business of providing ambulance services. Necessary proof to establish the same needs to be enclosed with bid documents.
4. The bidder should have a minimum annual turnover of Rs. 25 lakhs and above in each of the last three financial years i.e. 2022-2023, 2023-2024 & 2024-2025, specifically from the business of providing ambulance services on a hire basis. The bidder must submit a Chartered Accountant (CA) certified declaration/ Audited Annual Accounts confirming the annual turnover figures for the specified financial years.
5. The bidder must possess a minimum of five (5) ambulances under its ownership. These ambulances should be duly registered with the appropriate Regional Transport Authority (RTA) or any other competent authority, in accordance with prevailing laws and regulations. The bidder shall submit the details as per the Annexure II and submit copies of valid registration certificates (RCs), fitness certificates and insurance documents.

A team of IIT Bombay officials shall visit the garage for inspection of the ambulances. The team may also visit the clients of the eligible bidders to obtain on-the-spot information regarding the quality of services provided, etc.

SECTION 3 - TENDER REQUIREMENTS

(This compliance sheet has to be enclosed with the Technical bid)

Sr No	Item Description	Detailed technical Specification	Technical compliance Yes/No	Additional Information
CATEGORY I				
1	One (1) Big Ambulance (Round the clock basis)			
1.1	Storage cabinet	should be of sufficient size and all equipments should be accessible to attendant all the times		
1.2	Stretcher	Single Folded stretcher cum trolley with guards and safety bills having supporting legs to lock in place when under- carriage is folded		
1.3	Roof	Height up to 6 ft.		
1.4	Floor	for easy and entry exit with fixed stepper for patient climbing & Anit Skid		
1.5	Space	Should accomodate 8 persons including 1 doctor and patient sitting (Attendant Seat 5 no)		
1.6	Bench Seats for Paramedics	Should be with Safety Belt and Soft cushion handle		
1.7	Special Doctor Seat (1 no)	Should be with Safety Belt and Soft cushion handle		
1.8	I/V Bottle	holding hooks (2 no)		
1.9	First Aid Box			
1.10	Electric Plug Point	1 no		
1.11	Overhead Revolving beacon			
1.12	Wide 180 Opening Rear Door & Light			
1.13	Fan	for Patient		
1.14	Cabin Lights	2 no		
1.15	Wash Basin	Small 1 no		
1.16	Storage Box with 2 drawers			

1.17	Partition	between driver and patient with a communication window		
1.18	Best Quality Shock Absorbers			
1.19	Stretcher	Single folded stretcher with oxygen cylinder slot		
1.20	Portable Suction Apparatus			
1.21	Oxygen Cylinder with Slot			
1.22	Design	furnished with all the required modifications and attachments, as may be necessary		
1.23	Configuration of patient compartment	Basic Life Support (BLS) shall be provided in the patient compartment. All litters should be loaded to position the patient's head forward in the vehicle. The area should be capable of accommodating three seated patients. It is preferable that the primary patient cot be positioned on the left side or centered in the ambulance.		
1.24	Shock Absorbers	double acting type, heaviest duty available from chassis manufacturer for the model offered shall be furnished on the front and rear axles		
1.25	Spare Tyres Storage	Storage shall be positioned such that the tyre can be removed without disturbing the patient		
1.26	Interior Lighting	1. Driver Compartment: There must be shielding of the driver's area from the light in the patient's compartment. 2. Patient's Compartment Illumination must be adequate throughout the compartment and provide an intensity of 40 foot candles at the level of the patient for adequate observation of vital signs, such as skin color and pupillary reflexes and for care in transit		
1.27	Separation from Patient areas	is essential to afford privacy for radio communication and to protect the driver from unruly patient provision for both visual and verbal communication driver and attendant shall be provided by a sliding shatterproof glass partition at the upper portion of the partition.		
1.28	Safety factors for Patient Compartment	1. Litter Fasteners: Crash stabil fasteners must be provided to secure a primary and secondary litter. 2. Litter Restraint: If the litter is floor supported on its own support wheels, a means shall be provided to secure it in position under all conditions. 3. Patient Restraint: A restraint straightening device shall be provided to prevent longitudinal or transverse.		

		Dislodgement of the patient during transit, all to restraint an unruly patient to prevent further injuries or aggravation to the existing injury. 4. Safety Belts for drivers and attendants		
1.29	Insulation	The entire body, side, ends roof, floor, and patient apartment compartment doors shall be insulated to minimise conduction of heat, cold or external noise entering the vehicle.		
1.30	Dimensions:	Wheelbase 3350mm		
		Length 5615 mm		
		Width 1900 mm		
		Height 2550 mm		
		Ground Clearance 200 mm		
2	One (1) Big Ambulance <i>(As & when required basis)</i>	Same specification as the above big ambulance.		
CATEGORY II				
3	One (1) Small Ambulance <i>(Round the clock basis)</i>			
3.1	Storage cabinet	Should be of sufficient size and all equipments should be accessible to attendant all the times		
3.2	Stretcher	Single Folded stretcher cum trolley with guards and safety bills having supporting legs to lock in place when under- carriage is folded (Non-Removable)		
3.3	Floor	for easy and entry exit with fixed stepper for patient climbing & Anti Skid		
3.4	Bench Seats for Paramedics	Should be with Safety Belt and Soft cushion handle		
3.5	Special Doctor/Attendant Seat (1 no)	Should be with Safety Belt and Soft cushion handle		
3.6	I/V Bottle	holding hooks (2 no)		
3.7	Electric Plug Point	1 no		
3.8	Overhead Revolving			

	beacon			
3.9	Wide 180 Opening Rear Door & Light			
3.10	Fan	for Patient		
3.11	Cabin Lights	2 no		
3.12	Storage Box with 2 drawers containing First Aid Box			
3.13	Best Quality Shock Absorbers			
3.14	Attendant Seat	5 no		
3.15	Small Portable Tub			
3.16	Single Oxygen Cylinder Cage			
3.17	Oxygen Cylinder with Slot			
3.18	Design	furnished with all the required modifications and attachments, as may be necessary		
3.19	Configuration of patient compartment	Basic Life Support (BLS) shall be provided in the patient compartment. All litters should be loaded to position the patient's head forward in the vehicle. The area should be capable of accommodating three seated patients. It is preferable that the primary patient cot be positioned on the left side or centered in the ambulance.		
3.20	Shock Absorbers	double acting type, heaviest duty available from chasis manufacturer for the model offered shall be furnished on the front and rear axles		
3.21	Spare Tyres Storage	Storage shall be positioned such that the tyre can be removed without disturbing the patient		
3.22	Interior Lighting	1. Driver Compartment: There must be shielding of the driver's area from the light in the patient's compartment. 2. Patient's Compartment Illumination must be adequate throughout the compartment and provide an intensity of 40 foot candles at the level of the patient for adequate observation of vital science, such as skin color and papillary reflects and for care in transit		
3.23	Separation from	is essential to afford privacy for radio		

	Patient areas	communication and to protect the driver from unruly patient provision for both visual and verbal communication driver and attendant shall be provided by a sliding shatterproof glass partition at the upper portion of the partition.		
3.24	Safety factors for Patient Compartment	1. Litter Fasteners: Crash stabel fasteners must be provided to secure a primary and secondary litter. 2. Litter Restraint: If the litter is floor supported on its own support wheels, a means shall be provided to secure it in position under all conditions. 3. Patient Restraint: A restraint straightening device shall be provided to prevent longitudinal or transverse. Dislodgement of the patient during transit, all to restraint an unruly patient to prevent further injuries or aggravation to the existing injury. 4. Safety Belts for drivers and attendants		
3.25	Insulation	The entire body, side, ends roof, floor, and patient apartment compartment doors shall be insulated to minimise conduction of heat, cold or external noise entering the vehicle.		
3.26	Dimensions:	Wheelbase 3200mm		
		Length 4940 mm		
		Width 1950 mm		
		Height 2670mm		
		Ground Clearance 185mm		
4	One (1) Small Ambulance (for OPD)	Specifications same as the above small ambulance. It is exclusively for OPD. Timings on working days: 8 AM to 6 PM Timings on Saturday/ Sunday and Institute Holidays: 9 AM to 2 PM		
5	One (1) Small Ambulance (As & when required basis)	Specifications same as the above small ambulance.		
CATEGORY III				
6	One (1) Hearse (As & when required basis)			
6.1	Stretcher	Single Folded stretcher cum trolley with guards and safety bills having suppoting legs to lock in place when under- carriage is folded		

6.2	Roof	Height up to 6 ft.		
6.3	Floor	for easy and entry exit with fixed stepper for climbing & Anit Skid		
6.4	Space	3 Seater for Relatives		
6.5	First Aid Box			
6.6	Electric Plug Point	1 no		
6.7	Overhead Revolving beacon			
6.8	Wide 180 Opening Rear Door & Light			
6.9	Fan			
6.10	Cabin Lights	2 no		
6.11	Wash Basin	Small 1 no		
6.12	Storage Box with 2 drawers			
6.13	Partition	between driver and body compartment with a communication window		
6.14	Best Quality Shock Absorbers			
6.15	Dimensions:			
		Wheelbase	3350 mm	
		Length	5615 mm	
		Width	1900 mm	
		Height	2550 mm	
		Ground Clearance	200 mm	
7	Registration	All the above Ambulances/Hearse should be registered on or after 1st January 2022.		

SECTION 4 – INSTRUCTIONS TO BIDDERS

1. SUBMISSION OF OFFER

- a. The quotation must be enclosed in a sealed cover, superscribing the tender number, due date and category(s) quoted, and should reach the undersigned on or before the due date mentioned in the tender notice. If the quotation cover is not sealed, it will be rejected.
- b. The tender should be dropped in the tender box kept in the office of the concerned department. No tender should be handed over to our staff personally unless otherwise specified. All communications should be addressed to the undersigned only.
- c. The bid can be submitted in person or through post/courier. IIT Bombay shall not be responsible for any postal delays or any other reason for not submitting the bid within the specified time, resulting in the disqualification or rejection of any bid. Bids must reach on or before the due date and time.

2. COST OF BIDDING:

The service provider should bear all costs associated with the preparation and submission of its Bid and the Purchaser shall not be responsible or liable for those costs.

3. VALIDITY OF THE BID:

180 Days from the date of submission of the bid.

4. AMENDMENT OF BIDDING DOCUMENTS:

- a. At any time prior to the deadline for submission of bids, IIT Bombay may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective service provider may modify the bid document.
- b. All prospective service providers who have downloaded the bidding document may visit the IIT Bombay website for amendments / modifications which will be binding on them.

5. DEADLINE FOR SUBMISSION OF BIDS:

Bids must be received by IIT Bombay before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared as a holiday for IIT Bombay, the bid-closing deadline will stand extended to the next working day up to the same time.

6. BID OPENING PROCESS:

- a. The technical bid will be opened in the first instance in the presence of the department, Technical Evaluation Committee (TEC), MMD, representatives of the service providers at IIT Bombay.
- b. Commercial bids of only those service providers will be opened, whose bids are found technically qualified.
- c. Commercial Bids will be opened in the presence of the Technical Evaluation Committee (TEC), MMD, and representatives of the service providers. Date and Time of commercial bid opening shall be intimated to technically qualified service providers only.

d. One authorized representative of each of the service providers would be permitted to be present at the time of opening of the bids.

e. The authorized representative of service providers, present at the time of opening of the bids shall be required to sign an attendance register as proof of having attended the Technical/Commercial bid opening session.

7. LATE BIDS:

IIT Bombay will not be responsible:

- a. For delayed / late quotations submitted/sent by post courier etc.
- b. For submission/delivery of quotations at the wrong places other than those mentioned in the tender.
- c. Any bid inadvertently received by IIT Bombay after the deadline i.e. due date & time for submission of bids, will not be accepted and returned.

8. SUPPLEMENTARY OFFER/ MODIFICATION OF ORIGINAL BID:

a. Tender submitted against the above-mentioned tender shall not be returned in case the tender opening date is extended/ postponed. Service providers desirous of modifying their offer/terms may submit their revised / supplementary offer (s) within the extended Tender Opening Date (TOD) by clearly stating the extent of updating done to the original bid. The purchaser reserves the right to open the original offer along with the revised bid.

b. In case any service provider is silent on any clause mentioned in this tender document, IIT Bombay shall construe that the service provider has accepted the clauses as per the invitation to tender. No further claim will be entertained.

c. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.

9. CONFIDENTIALITY:

- a. Information relating to the evaluation of Bids, and recommendation of Contract award, shall not be disclosed to service providers or any other person not officially concerned with such process until information on Contract award is communicated to all service providers.
- b. Any attempt by a service provider to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.
- c. Notwithstanding, from the time of Bid opening to the time of Contract award, if any service provider wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.

10. DEVIATION, RESERVATIONS AND OMISSIONS:

During the evaluation of bids, the following definitions apply:

- a. "Deviation" is a departure from the requirements specified in the Bidding Documents;
- b. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents;
- c. "Omission" is the failure to submit part or all of the information or documentation

required in the Bidding Documents.

11. CORRECTION OF ARITHMETICAL ERRORS:

Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:

- a. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected.
- b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
- d. Service providers shall be requested to accept the correction of arithmetical errors. Failure to accept the correction in accordance with the same shall result in the rejection of the Bid.

13. COMMERCIAL BID:

- a. The price quoted should be in Indian Rupees.
- b. COMMERCIAL BID must be submitted in the Commercial Bid Format.
- c. If the price is not quoted in the Commercial Bid Format, IIT Bombay reserves the right to reject the bid.
- d. The price quoted must be inclusive of all charges.
- e. The service provider shall pay and bear all other liabilities, taxes, and duties not specifically agreed by the Institute in the contract.

14. SELECTION PROCEDURE:

The successful bidders will be selected, based on the lowest rate of charges offered (L1) under each category as mentioned in Section 6 - Commercial Bid.

15. CORRUPT & FRAUDULENT PRACTICES:

IIT Bombay requires that service providers, suppliers, vendors, and consultants observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,

The terms set forth below are defined as follows:

- a. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the procurement process or in contract execution;
- b. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

- c. "Collusive practice" means a scheme of arrangement between two or more service providers, designed to establish bid prices at artificial, non-competitive levels; and
- d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- e. IIT Bombay will reject a proposal for an award if it determines that the service provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

16. TRANSFER AND SUBLETTING:

The contracting agency/firm/company shall not transfer, assign, pledge or sub-contract its responsibilities, rights and liabilities with the acceptance of the tender or any part thereof, either directly or indirectly, without the prior written permission of the Purchaser.

17. CANCELLATION OF TENDER:

1. Notwithstanding anything specified in this tender document, Purchaser/IIT Bombay, at its sole discretion, unconditionally and without assigning any reasons, reserves the right to:
 - a. Accept or reject the lowest tender, any other tender, or all the tenders.
 - b. Accept any tender in full or in part.
 - c. Reject the tender offer that does not conform to the tender's terms.
 - d. Give purchase preference to Public Sector undertakings when applicable, as per Govt. Policy/Guidelines.
 - e. Reject the bid if the prices received are abnormally low or unreasonably high.
2. Offers that deviate from the vital conditions (as illustrated below) of the tender shall be rejected:
 - a. Non-submission of complete offers.
 - b. Receipt of offers after the due date and time, and/or by email/fax (unless specified otherwise).
3. Receipt of offers in open conditions:
 - a. Conditional tenders and unsigned tenders will be rejected.
 - b. If the quality of the product and service provided is not found satisfactory, IIT Bombay reserves the right to cancel or amend the contract.

SECTION 5: TERMS AND CONDITIONS OF CONTRACT

1. AWARD OF CONTRACT:

1. IIT Bombay shall award the contract to the technically qualified service providers whose bid has been determined as the lowest evaluated commercial bid in the respective category.
2. The successful service provider will be awarded the contract for a period of one year and may be extended further for a period of two years, on yearly basis, subject to satisfactory performance, at the discretion of the competent authority of IIT Bombay on the same price, terms and conditions.
3. If more than one service provider happens to quote the same lowest price, IIT Bombay reserves the right to award the contract to more than one service provider or any service provider.
4. IIT Bombay may enter into a parallel rate contract with more than one contracting agency/firm/company for providing the service.
5. IIT Bombay reserves the right to accept or reject the whole or any part of the Bid.
6. The qualified service provider will abide by all the Terms & Conditions of the Tender Document.
7. During the contract period, no increase in rate will be permissible. However, rates may be reviewed in case of major change in Government Levies and fuel price and revision, if any, and will be proportional to such revision in rates, as determined by the IIT Bombay.
8. IIT Bombay reserves the right to add or remove any firm from the panel based on performance review and the feedback from the concerned authority.
9. The qualified service provider will abide by all the Terms & Conditions of the Tender Document.

2. TERMS OF PAYMENT:

1. No advance bill payment will be made under any circumstances.
2. The contracting agency / firm / company shall submit the bills to the IIT Bombay Hospital as per the agreed rates on monthly basis. No interest will be payable on the non-payment due to delayed submission of bill.
3. Toll charges, parking charges, etc. may as per reimbursed at actuals (Original receipts must be enclosed). The Institute reserves the right to verify the authenticity of claims pertaining to parking slips and if the same is not found genuine, no payment shall be made / if already made, the same will be recovered.

3. PERFORMANCE BANK GUARANTEE:

1. The successful service provider has to submit a Performance Guarantee as per the format furnished under Annexure VIII within 15 days from the date of receipt of the contract, failing which the award will be cancelled.
2. The PBG shall be kept valid during the period of the contract and shall remain valid for a period of 60 days beyond the period of contractual obligations. If the contract is further extended beyond the initial period, then the service provider shall initiate extensions to PBG one month before the expiry of PBG.
3. Successful tenderer/ service provider should submit a performance guarantee as prescribed above to be sent to the Deputy Registrar, Materials Management Division, IIT Bombay along with the order acknowledgment. The PBG is to be furnished in the form of a bank guarantee as per Annexure VIII for an amount of Rs. 2,00,000/- (Rs. Two Lakhs only).
4. The Performance Guarantee should be established in favor of "The Registrar, IIT Bombay". PBG is to be established through any of the National/ Scheduled Commercial Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai.
5. Performance Guarantee Bond shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and the purchaser under the terms & conditions of acceptance to the tender.
6. The successful tenderer is entirely responsible for the due performance of the contract in letter and spirit and all other documents referred to in the acceptance of tenders.
7. If the successful service provider fails to submit the Performance Guarantee Bond along with Order Acknowledgement then the purchase order/contract will be cancelled.
8. No interest shall be payable by the buyer to the service provider on PBG.

4. EARNEST MONEY DEPOSIT:

In lieu of EMD, the bidder has to submit an Undertaking/ Bid Security Declaration as per the Annexure VII.

5. FORCE MAJEURE:

Force Majeure will be accepted on adequate proof thereof.

6. LEGAL MATTER:

In the event of any dispute over this contract, IIT Bombay's decision shall be final and binding. The decision of the Institute in regard to interpretation of the terms and conditions shall be final and binding on the agency/ firm/ company. Jurisdiction of Mumbai Courts only.

7. TERMINATION OF CONTRACT

The Contract will commence from the date of Award of Contract for a period of one year and shall remain in force unless terminated earlier. IIT Bombay reserves the right to terminate the Contract at any time, and without assigning any reasons thereof by giving ONE MONTH notice of their intention to do so in writing, and the service provider shall not be entitled to demand compensation because of such termination.

8. SERVICE LEVEL AGREEMENT

1. The Contract is for a period of one year extendable for further period of two years subject to satisfactory performance.
2. The successful Bidder will have to make an agreement with IIT Bombay broadly covering scope of work, requirements, terms and conditions of the services to be provided to the IIT Bombay and is required to pay required stamp duty. The cost of which shall be borne by the successful bidder.
3. During the contract period of one year, no increase in rates will be permissible.
4. The distance and time will be calculated from the actual reporting point to the desired destination, not from garage to garage.
5. Under the "As and When Required" mode, the ambulance shall reach IIT Bombay Hospital within 20 minutes of the request.
6. The ambulance, in perfect running condition with sufficient fuel and necessary documents required by RTO authorities, shall be parked with the driver at the premises of the Institute Hospital.
7. The ambulance should be equipped with standard accessories such as stretcher, oxygen cylinder stand, water tank with wash basin, hook for saline bottle, first aid box, small table like fixtures to keep glass of water, medicines etc.
8. Drivers should be allotted duties of 8 hours each (1 driver for each shift). In any circumstances, not more than 12 hrs. duty should be done by the drivers. The drivers should be medically fit.
9. PPE for the drivers should be provided by the owner/ contractor of the Ambulance.
10. One mobile phone shall be made available by the Agency with the ambulance without extra cost.
11. The movement of the ambulance will be done as per instructions given by the Hospital Authorities viz. Incharge Hospital, CMO (SAG), IIT Hospital or the person authorized by them. The movements of the vehicle have to be recorded in the log-book, which will be provided by the Institute and the signature of the user/authorized hospital staff should be obtained after each journey.
12. The agency may withdraw the ambulance for servicing/repair if necessary for

one day in a month from 08:00 am to 06:00 pm. However, the Agency will provide another Ambulance for the duration till regular ambulance is serviced.

13. An ambulance shall be provided in case of any breakdown of the regular ambulance. If the time taken for repairs on the spot exceeds two hours. In case the substitute vehicle is not made available to us within two hours from the time of the intimation over the phone the Institute will deduct the necessary charges from the monthly bill submitted by you as per the following:
Rs. 5000/- for 24 hours default.
Rs. 2500/- for more than 12 hours default.
Rs. 1000/- for less than 12 hours default.
14. If ambulance breaks down while taking any patient from Institute Hospital to City Hospital or vice versa the patient will have to be transported to the destination by another suitable mode, the actual expenditure incurred on hiring of the alternate will be recovered from monthly charges payable to you.
15. The ambulance will be inspected by the authorized representative two / three times in a month without giving any advance notice. Whatever defects are pointed out by him will have to be rectified at your cost at the earliest.
16. The successful bidder shall also be liable for depositing all taxes, levies, cess, etc. on account of services rendered by it to IIT Bombay to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
17. The successful bidder shall abide by the rules and regulations of RTO, Govt. of Maharashtra / India particularly applicable to the business.
18. The log book shall be maintained by the vendor and will be verified and certified by the IIT Bombay Hospital Authorities at the end of every month for processing the bills.
19. The successful bidder shall submit the bill along with the Log-Book for payment immediately after the completion of the month to the Incharge Hospital, CMO (SAG), IIT Hospital for certification and onward transmission to the Transport Section. The payment will be made by cheque/ NEFT/ RTGS after necessary adjustments, if any.
20. In case either of the parties decides to terminate the contract except for the reasons mentioned above, a minimum one month notice in writing shall be given.
21. Payment will be settled within 30 days from the date of receipt of the bills.
22. All cases of eventualities like accident, RTO inspection etc., should be dealt by the successful bidder. Institute shall not be liable for any fine/compensation etc. in such cases.
23. Institute shall have no liabilities whatsoever for the vehicles / manpower provided by the successful bidder.
24. The institute may enter into a parallel rate contract with more than one agency.

25. All bidders are required to confirm in writing that the above terms and conditions are acceptable to them and they shall not demand any change in the terms and conditions so agreed upon.
26. IIT Bombay reserves the right to accept or reject any quotation with or without any reason.
27. Each vehicle to be engaged into the services of IITB by the bidder, must have coverage of Comprehensive Insurance Policy.
28. The legal relationship between the successful bidder and IIT Bombay shall be that of independent contractor of each other.

SECTION 6 - COMMERCIAL BID

CATEGORY I: BIG AMBULANCE

a. Round the Clock Basis

Particulars	Details
Minimum Running	850 Kms per Month
Monthly Charges	₹ _____
Rate per Extra Km (Beyond Minimum)	₹ _____ per Km

b. As & When Required Basis

Particulars	Details
Rate for 25 Kms and 4 Hrs	₹ _____
Rate per Extra Km	₹ _____ per Km
Rate per Extra Hr	₹ _____ per Hour

The 'L1' bidder will be finalized based on the following formula:

L1 = Lowest of total of A&B

A. Monthly Charges + (Rate per Extra Km x 200) (round the clock basis)

B. Rate for 25 Kms and 4 Hrs + (Rate per Extra Km x 10) + Rate per Extra Hr (as and when required basis)

CATEGORY II: SMALL AMBULANCE

a. Round the Clock Basis

Particulars	Details
Minimum Running	1500 Kms per Month
Monthly Charges	₹ _____
Rate per Extra Km (Beyond Minimum)	₹ _____ per Km

b. Exclusive for OPD (Working days (8 am - 6 pm), Saturdays & Holidays (9 am to 2 pm))

Particulars	Details
Minimum Running	1000 Kms per Month
Monthly Charges	₹ _____
Rate per Extra Km (Beyond Minimum)	₹ _____ per Km

c. As & When Required Basis

Particulars	Details
Rate for 25 Kms and 4 Hrs	₹ _____
Rate per Extra Km	₹ _____ per Km
Rate per Extra Hr	₹ _____ per Hour

The 'L1' bidder will be finalized based on the following formula:

L1 = Lowest of the total of A, B & C

- A. Monthly Charges + (Rate Per Extra Km x 200) (round the clock basis)**
 - B. Monthly Charges + (Rate Per Extra Km x 200) (exclusive for OPD)**
 - C. Rate for 25 Kms and 4 Hrs + (Rate Per Extra Km x 10) + Rate per Extra Hr (as and when required basis)**
-

CATEGORY III: HEARSE (As & When Required Basis)

Particulars	Details
Rate for 50 Kms and 8 Hrs	₹ _____
Rate per Extra Km	₹ _____ per Km
Rate per Extra Hr	₹ _____ per Hour

The 'L1' bidder will be finalized based on the following formula:

L1 = Lowest of (Rate for 50 Kms and 8 Hrs + (Rate per Extra Km × 50) + Rate per Extra Hr)

Important Notes:

1. Bidders may quote for one or two categories, or all the three categories. However, it is mandatory to quote for all the services under a category.
2. The distance and time will be calculated from the actual reporting point to the desired destination, not from garage to garage.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

SECTION 7 – ANNEXURES

ANNEXURE I - SERVICE PROVIDER'S INFORMATION (On Company / firm's Letterhead)

Sl. No	Particulars	Details
1	Name of the Service Provider	
2	Registered Office/Shop Address of the service provider (along with Mumbai Address)	
3	Address of Garage (Attach proof for the same)	
4	Details of the Incorporation/Shop Establishment License of the Company (As per shops and establishment act.)	Date:
		Registration No.:
5	Legal Status (Proprietor, Partnership firm, limited company, corporation, etc. Attach proof)	
6	Valid GST Registration No.	
7	Permanent Account No. (PAN)	
8	Name & Designation of the Contact person to whom all references shall be made regarding this tender	
9	Address for Communication	
10	Telephone No. (with STD Code)	
11	Email Address of the contact person	
12	Month and Year of commencement of business	

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE II - AMBULANCES/HEARSE DETAILS

(On Company / firm's Letterhead)

(Registration Certificates, Fitness Certificates and Insurance documents are to be attached)

Vehicle no.	Category: (Big Ambulance/ Small Ambulance/ Hearse)	Brand /Make	Model	Year of Manufacturing	Registration No	Fitness validity	Insurance validity
1							
2							
3							
4							
5							

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE III – DECLARATION REGARDING CLEAN TRACK
(On Company / firm's Letterhead)

To,
The Assistant Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076

Date:

Sub: Tender No. MMD/AMBULANCE/SC/2026-29 dated 6th March 2026 for “Tender for Ambulance Services at IIT Bombay Hospital”

Dear Sir,

I/we carefully gone through the Terms & Conditions contained in the above referred tender document. 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

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

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

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE IV - DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN
(On Company / firm's Letterhead)

To,
The Assistant Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076

Date:

Sub: Tender No. MMD/AMBULANCE/SC/2026-29 dated 6th March 2026 for “Tender for Ambulance Services at IIT Bombay Hospital”

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. 2022-23	F.Y. 2023-24	F.Y. 2024-25

And,

I/we hereby declare that our firm had filed Income Tax Returns for the last Three years i.e. F. Y. 2022-23, 2023-24 & 2024–25, supported by the copies of the ITR Acknowledgements.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE V - EXPERIENCE IN SIMILAR WORK
(On Company/Firm Letterhead)

To,
The Assistant Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076

Date:

Sub: Tender No. MMD/AMBULANCE/SC/2026-29 dated 6th March 2026 for “Tender for Ambulance Services at IIT Bombay Hospital”

Dear Sir,

Brief particulars of the similar work done in Govt. Organization, Educational Institution, Public Sector Undertaking (PSU) or any other reputed private organization, etc. Please use a separate sheet if required without changing the format . Please attach client certificate / work orders, etc. clearly giving the period of contract along with the Performance certificate.

Sr. no	Name of the organization with complete postal Address	Period for which the contract is/was awarded	Details of contact person (Name, Address, contact no.and email)

Yours faithfully,

(Signature of the service provider)

Printed Name Designation

Seal

Date:

Business Address:

ANNEXURE VI - DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On Company/Firm's Letterhead)

To,
The Assistant Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076

Date:

Sub: Tender No. MMD/AMBULANCE/SC/2026-29 dated 6th March 2026 for “Tender for Ambulance Services at IIT Bombay Hospital”

Dear Sir,

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I/we declare that all the provisions of this tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the service provider)

Seal

Date:

Business Address:

ANNEXURE VII - UNDERTAKING/ BID SECURITY DECLARATION

(On Company/firm's Letterhead)

To,
The Assistant Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076

Date:

Sub: Tender No. MMD/AMBULANCE/SC/2026-29 dated 6th March 2026 for “Tender for Ambulance Services at IIT Bombay Hospital”

Dear Sir,

We, M/s(name of the firm), hereby undertake that:

- 1) We accept all the terms and conditions of the tender document.
- 2) We accept that we will not modify our bid during the bid validity period, submit a Performance guarantee within the stipulated period, and honor the contract after the award of the contract.
- 3) In the event of any modification to our bid or failure on our part to honor the contract after the final award or failure to submit a performance guarantee, our firm may be debarred from participation in any tender/contract notified by the Indian Institute of Technology Bombay for one year.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation

Seal

Date:

Business Address:

ANNEXURE VIII - PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK SITUATED AT MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

LETTER OF GUARANTEE

To,
The Registrar,
Indian Institute of Technology Bombay
Powai, Mumbai – 400 076

WHEREAS Indian Institute of Technology Bombay (Buyer) have invited bids vide Tender No/Purchase Order Dt. for purchase of AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the goods or service in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**The Registrar, Indian Institute of Technology Bombay**” in the form of Bank Guarantee for ₹ 2 lakhs and the said guarantee shall be valid till 60 (sixty) days beyond the contractual obligations of the supplier including warranty obligations from the date of commissioning / installation of goods. In case of services, the guarantee shall be valid till 60 days beyond the duration of service period / contractual obligations.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur ₹ (Rupees).

This Bank further agrees that the decision of Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology Bombay (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed ₹ (Indian Rupees only).
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon us a written claim or demand on or before.....(date).

This Bank further agrees that the claims, if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

SECTION 8 – CHECKLIST

The following items must be checked before the Bid is submitted.

A. Envelope “1”

1. Eligibility Criteria Responses (each page duly sealed and signed by the authorized signatory)
2. Annexure I : Service Provider's Information
3. Annexure II : Ambulances/ Hearse Details
4. Annexure III : Declaration Regarding Clean Track
5. Annexure IV : Declaration of Annual Turnover and Income Tax Return
6. Annexure V : Experience in Similar Work
7. Annexure VI : Declaration for Acceptance of Tender Terms and Conditions
8. Annexure VII : Undertaking/Bid Security Declaration
9. All necessary enclosures supporting the above.

B. Envelope “2”

1. Commercial Bid

Note: Your quotation must be submitted in two envelopes Technical Bid (Envelope 1) and Commercial Bid (Envelope 2) super scribing on both the envelopes the Tender No., due date and category(s) quoted, and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with our Tender No., Due date and Category(s) quoted.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address: