

ADDITIONAL TERMS AND CONDITIONS (ATC) for Bid for Hiring of Ambulance Services at ESIC
Model Hospital, Bapunagar, Ahmedabad

1. Scope of Work (SOW)

1.1 The successful bidder shall provide 03 ambulances to ESIC Model Hospital, Bapunagar as per operational requirements specified in this document.

1.2 Operational Hours:

- 01 Ambulance shall operate for 12 hours daily from 08:00 AM to 08:00 PM.
- 02 Ambulances shall operate round the clock (24x7).

1.3 Each ambulance shall be deployed with one qualified driver and one stretcher bearer compulsorily present during patient transportation.

1.4 All ambulances must be fitted with functional GPRS/GPS tracking systems, which shall remain operational at all times.

1.5 Usage Limit:

- Maximum permissible usage shall be 1500 km per ambulance per month.
- Total pooled usage of all three ambulances shall be 4500 km per month.
- Any running beyond the total monthly limit of 4500 km (all three ambulances combined) shall be paid on pro-rata basis, as per the rates quoted in the bid.

1.6 Odometer Recording:

- Odometer readings shall be mandatorily recorded at the security gate during every entry and exit of the ambulance, along with the location/purpose of visit.

2. Stretcher Bearer Deployment and Duties

2.1 Manpower Requirement:

- One stretcher bearer shall be provided per ambulance in an 8-hour shift, covering 24 hours using 03 stretcher bearers per day.

2.2 Shift Allocation:

- Actual duty shifts of stretcher bearers may be changed by the HOD (Casualty) or CMO on duty as per hospital requirements.

2.3 Wages:

- Payment for stretcher bearers shall be made at Central Labour Commissioner (CLC) rates, as revised from time to time, under Unskilled – Housekeeping category, based on their actual daily attendance in the Emergency Department.

2.4 Skill Requirement:

- All stretcher bearers must possess basic knowledge of First Aid.

2.5 Duties and Responsibilities:

- Stretcher bearers may be assigned any patient-related work, including but not limited to: -
- Loading and unloading of patients in ambulances - Intra-ward and inter-ward patient shifting -
- Accompanying patients in ambulances, if required - Allocation of duties shall be at the sole discretion of the CMO on duty / Casualty Nursing Officer on duty.

3. Supervisor

3.1 The successful bidder shall provide one Supervisor free of cost.

3.2 Duty Hours:

- General shift from 09:00 AM to 06:00 PM.

3.3 Roles and Responsibilities:

- Managing ambulance roster and deployment
- Ensuring adherence to patient shifting protocols
- Driver and stretcher bearer management
- Coordination with hospital authorities

4. Vehicle Requirements and Statutory Compliance

4.1 All vehicles deployed must be registered as ambulances.

4.2 Each ambulance shall possess valid statutory documents, including but not limited to: - Registration Certificate (RC) clearly indicating registration as an Ambulance - Comprehensive Insurance Policy - Valid Pollution Under Control (PUC) Certificate - Any other document required under the Motor Vehicles Act, 1988 and applicable Rules

4.3 Copies of all documents shall be submitted before deployment and renewed copies shall be submitted as and when required.

5. Driver Requirements

5.1 Drivers must hold a valid commercial driving licence suitable for ambulance vehicles.

5.2 Drivers shall have a minimum experience of 2 years of driving commercial vehicles (preferably ambulances), as specified by the hospital.

5.3 Each driver must be provided with a functional mobile phone, which shall remain active at all times to attend emergency calls. No reimbursement of handset or tariff shall be provided by the hospital.

5.4 Drivers shall maintain punctuality, disciplined conduct, courteous behaviour, and follow all hospital rules and instructions. The persons to be deployed by the Contractor must be having Aadhar Card Number. Aadhar Number will be linked with Bio Metric Aadhar Based Attendance system by the Hospital. All Deployed workers will have to mark their attendance in Bio Metric Attendance System installed at this hospital, & Bill claimed on the basis of

Biometric Attendance data only & when Biometric is suspended attendance for that day shall be checked by caretaker or Security supervisor or in night shift by CMO on duty or any person authorized by Medical Superintendent in this regard.

5.5 All Deployed workers will have to mark their attendance in Bio Metric Attendance System installed at this hospital in a punctual manner. 15-minute time is allowed to mark attendance in the Biometric machines. In case of no in or out punching by any staff or delay in punching after 15 minutes or early leaving, half day salary will be deducted from the contractor's bill. In case of no punching entry, full day salary will be deducted from the contractor's bill.

6. Police Verification and Identity

6.1 Police Verification Reports of all drivers and stretcher bearers shall be submitted before deployment.

6.2 Identity cards shall be issued by the agency and worn by personnel at all times while on duty.

7. Breakdown and Replacement

7.1 In case of breakdown, accident, or mechanical failure of any ambulance, the agency shall arrange a replacement ambulance immediately, without any additional cost to the hospital.

7.2 Replacement vehicle must meet all technical and statutory requirements specified in this ATC.

8. Accident, Damage and Liability

8.1 The successful bidder shall be solely responsible for any accident, injury, loss, or damage including but not limited to pecuniary fines for traffic violations caused during operation of the ambulance.

8.2 The hospital shall not be held liable for: - Injury or death of driver, stretcher bearer, or any third party - Damage to the ambulance or any third-party property

8.3 The agency shall indemnify ESIC against all claims, liabilities, or legal proceedings arising out of ambulance operations.

9. Service Level Agreement (SLA)

9.1 Contract Period:

- Contract shall be valid for 01 year, extendable by another one year based on satisfactory performance and hospital requirement.

9.2 Continuous availability of ambulances as per deployment plan is mandatory.

9.3 Any instance of non-availability, delayed response, or manpower shortage shall be treated as deficiency in service.

10. Penalty and Performance

10.1 Suitable penalty clauses mentioned in Service Level Agreement and Packages of GeM at clause no 8 for relevant Ambulance services shall be applicable in cases of default / breaches of contract.

11. General Conditions

11.1 The agency shall comply with all applicable labour laws, statutory obligations, and ESIC guidelines.

11.2 The hospital reserves the right to modify duty patterns, routes, or operational requirements in public interest.

11.3 In case of dispute, the decision of the Medical Superintendent / Competent Authority, ESIC Model Hospital, Bapunagar shall be final and binding, subject to applicable laws.

(This ATC shall form an integral part of the bid and contract agreement.)