



**ZIQITZA HEALTHCARE LTD**

**Tender for Stickers and Branding of Ambulances**

Ziqitza Health Care Limited  
23<sup>rd</sup> Floor, Sunshine Tower,  
Senapati Bapat Marg,  
Dadar West, Mumbai- 400013

[www.zhl.org.in](http://www.zhl.org.in)

Email id: [contactus@zhl.in](mailto:contactus@zhl.in)

## **DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicant(s), whether verbally or in documentary form by or on behalf of Ziqitza Health Care Limited (ZHL), or any of their employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the ZHL or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for ZHL, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. ZHL, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ZHL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

## ZHL – Tender Document – 005- August 14, 2019

---

### SECTION 1- NOTICE INVITING TENDER

Sealed Tenders are invited by Ziqitza Health Care Limited (ZHL) on behalf of Department of Health and Family Welfare, Government of Odisha, for Branding work/ Stickers work of ambulances in Odisha as per detailed specifications enclosed. The tender will be for 420 ambulances.

Tender No and Date	ZHL RFP 005- dated 14 <sup>th</sup> August 2019
Items to be procured	<b>Stickers and Branding of Ambulances</b>
Date and time of Pre-bid meeting	20 <sup>th</sup> August 2019, 11:00 AM
Last date of sale of tender paper	24 <sup>th</sup> August 2019, 5:00 PM
Date and Time for Submission of Tender Documents	5 <sup>th</sup> September 2019, 5:00 PM
Date and Time of Opening of Technical Bid	6 <sup>th</sup> September 2019, 11:00 AM
Date and Time of Technical Presentation	6 <sup>th</sup> September 2019, 11:00 AM
Date of opening of Financial Bid	6 <sup>th</sup> September 2019, 11:00 AM
Venue for Submission of Tender Documents	Ziqitza Health Care Limited, Plot No 288, Satya Nagar, Bhubaneswar, Khurdha, Odisha-751007

The RFP document can be downloaded from [www.zhl.org.in](http://www.zhl.org.in) up to 24<sup>th</sup> August 17:00hrs of 2019.

## SECTION 2- ELIGIBILITY CRITERIA

- a. The bidder must have at least three years of experience of similar jobs. Bidders should have experience of branding on at least 150 vehicles in India over the last three completed financial years.
- b. Bidder should be specialist in vehicle branding and should be in same business for at least last five years.
- c. Vendors having experience in stickering and branding of vehicles are eligible to participate in this tender.
- d. The bidder must attach audited accounts or certificate duly certified by chartered accountant for last three financial years as supporting documents.
- e. The bidder should not have been black listed by any State or central Govt. institutions or disqualified by any of its clients on account of non-fulfilment of contract for supply/ maintenance, malpractices, cheating any related issues.
- f. The bidder should have work force of minimum 10 people to be deployed in the project.
- g. The bidder should have registration with GST sales authorities.

## SECTION 3 INSTRUCTIONS TO BIDDERS

### 1. Technical Bid, i.e Cover 'A'

#### Prequalification Cover:

The Bidder shall furnish, along with the bid, the following in a separate cover, hereinafter called Cover 'A'

- a. Earnest Money deposit of Rs. 5 Lacs (Rupees Five Lacs), in the form of Demand Draft/ Bankers cheque/ Bank Guarantee in favour of Ziqitza Health Care Limited payable at Bhubaneswar. EMD submitted in any other form or bids without EMD shall not be accepted. The EMD of the successful bidder shall be retained till completion of the tender period but shall not carry any interest. If the successful bidder fails to execute the agreement and/ or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. If any Company is specifically exempted from furnishing EMD under any statute/guideline/notification, the copy of the same should be provided along with the bid documents. Please note that NSIC certificates will be accepted also.
- b. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the tender.
- c. Duly filled in formats as per section 7. All formats should be signed by the authorized signatory with name, designation and stamp of the company.
- d. Details of supplies made during the last three years with summary of Purchase orders and performance certificates issued by clients in the specified format.
- e. Items supplied to Govt. institutions etc. if any for the last three years with copies of Purchase order and Performance certificates are to be separately highlighted.
- f. Authorization like Power of Attorney or Resolution of the board for the office of the company who have signed the tender document and the bid.
- g. Undertaking in the form attached confirming acceptance of all terms and conditions of the tender including special conditions.
- h. Catalogue, literature and schematic diagrams (wherever applicable) of the items quoted.

#### Comprehensive Annual Maintenance Contract (CMC):

The supplier shall quote the rate for the comprehensive Annual Maintenance of the Stickers and branding work separately, upto 2.5 years.

- i. The bidders will have to attach a presentation with the technical presentation and cover the following topics:
  1. Brief Company profile, local presence, associates, major clients & projects etc.
  2. Experience and capabilities of conducting similar assignments
  3. Understanding of assignment along with methodology indicating broad scope of work and road lamp.

#### 4. Proposed Key Personnel along with Team Leader and Manpower commitment.

The commercial bids of bidders who are successful in Technical Evaluation only would be considered.

#### 2. Commercial Bid i.e Cover 'B'

Bid shall be type written and correction, if any, in the bid shall invariably be attested with full signature by the bidder with date, failing which the bid shall be considered ineligible for evaluation. Corrections done with correction fluid shall also be duly attested.

The rate quoted per unit shall be the landed cost at destination, inclusive of pasting, forwarding, GST, Freight, Insurance, Installation/ Commissioning/All other taxes if any and Standard Warranty. The Comprehensive maintenance for the balance period (should total to five years), should be given clearly giving the breakup of the cost. The landed price per unit including standard warranty and all taxes and duties shall be the criteria for determining the L1 rate.

However the order will be placed only for the cost of the stickering and pasting. For CMC of two years after standard warranty, the rates will be frozen and the bidders will enter into CMC separately with the Service Provider before the expiry of standard warranty.

Each page of the price bid shall be duly signed by the bidder with official seal.

The Cover 'A' and Cover 'B' shall be separately sealed and both these covers shall be put in another sealed cover super scribed as "TENDER FOR STICKERING & BRANDING WORK" (TENDER NO. \_\_\_\_\_) DUE AT \_\_\_\_\_ HRS ON \_\_\_\_\_ & ADDRESSED TO

Chief Executive Officer  
Ziqitza Health Care Limited, Bhubaneswar

Cover 'A' i.e. Technical Bids shall be opened at Bhubaneswar or other place intimated, on the date and time specified in presence of the intending bidders or their authorized representatives.

Cover 'B' i.e. the Price Bids of the bidders who meet the eligibility criteria, evaluated based on the details furnished in Cover 'A' shall be opened on the date and time mentioned in the NIT.

**Bid documents that do not provide complete information and / or that are submitted after the above specified time shall be rejected.**

Bidder should quote their prices in the scheduled format supplied in this tender form giving the breakup of prices. Tenders received in any other form will not be entertained.

Bidder should sign the certificate provided in the tender form “that they have read and understood, all the Terms and Conditions stipulated for in the Tender and are willing to abide by these tender terms and conditions”, before submitting the tender document. Tenders submitted without the Signed declaration certificate will be considered incomplete and will not be considered.

### **3. Validity of the Tender:**

The bid prices quoted shall remain valid for a period of one year from the date of award.

### **4. Performance Security Deposit:**

The successful bidder, within 7 days of receipt of Purchase Order, shall be required to submit Performance Security Deposit of 10 % of the order value in the form of Bank Guarantee in favor of the Service Provider. Earnest Money Deposit of the successful bidder shall be returned after furnishing the Performance Security. The Performance Security shall be returned to the suppliers on successful completion of contract after the expiry of the period covered under comprehensive onsite warranty and submission of performance security in the name of the Service Provider for an amount equal to 5 % of the Bid Amount for Comprehensive Maintenance contract.

Performance security for the maintenance contract for balance 2 years (5 % of the total bid amount) must be submitted to service provider prior to 90 days of expiry of standard warranty period. If performance security for annual maintenance is not submitted prior to 30 days of expiry of standard warranty period, then service provider holds right to revoke the 10% security deposit given at the time of issuing purchase order.

### **Technical Evaluation and Eligibility Criteria**

Technical evaluation and Eligibility Criteria of all bidders who submit the technical and financial within the tender submission time will be done by the Technical Committee constituted by the Service Provider and the Purchaser. All qualified bidders' financial bids will be opened.

The commercial bids of bidders who are successful in Technical Evaluation only would be considered.

## SECTION 4- GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

### 1. Standards

The branding work done under this contract shall conform to the standards/ specifications prescribed in this document.

### 2. Patent Rights

The Supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof.

### 3. Inspection and Test

Pre-delivery inspection of all the ambulances after the branding will be done in Bhubaneswar, Odisha.

### 4. Warranty

The Bidder should provide onsite warranty of at least three years against any defect in the branding.

All complaints regarding the defect in the branding should be attended within 48 hours in city location and 96 Hours in remote locations. Otherwise penalty is applicable as per details given in this document.

If any defect in the stickering and Branding is not remedied by the Supplier within a reasonable time, the Service Provider may proceed to get the defects remedied from other Supplier etc. at the Suppliers risk and expense, but without prejudice to any other defects which the Service Provider may have against the Supplier in respect of such defects.

Re-branding under the warrant clause shall be made by the supplier free of all charges.

### 5. Payment Terms

100% payment shall be made by service provider to the vendor on delivery, inspection, installation and commissioning wherever applicable, of the stores.

Invoice clearly indicating the break of details of composite price i.e Basic price, GST as applicable or any other duties and taxes, freight/Packing charges, Insurance, etc if any.



## 6. Prices

- a. The Supplier should not charge higher than the prices quoted in the bid for the stickering and branding work.
- b. In case of variation in taxes and duties during the scheduled delivery period, the supplier shall revise the prices as per new duties and taxes for the supplies to be made during the remaining delivery period as per terms and conditions of purchase order.
- c. The price offered in the tender should be inclusive of all costs and taxes, including transit insurance, freight and other logistic charges for delivery at Bhubaneswar, Odisha.
- d. There may be a slight variation in the actual quantities, items ordered as compared to the quantities and items mentioned in the RFP and the bid prices will hold good for the increase/decrease in quantity.
- e. No dealer/ wholesaler/ purchaser can sell any items for a price more than MRP.

## 7. Liquidated Damages

If the supplier fails to complete the branding work thereof within the period prescribed and agreed for delivery. The service provider, without prejudice to other remedies available to the service provider shall be entitled to recover Rs. 500 per ambulance per day for every day of default.

In warranty period, all complaints to be attended within 48 hours in city and 96 hours in rural areas from the date of receipt of complaint.

If not attended, the bidder will be liable for a penalty of Rs. 250 per day per vehicle.

## 8. Saving Clause

No suit, prosecution or any legal proceedings shall lie against Tender Inviting Authority or any person for anything that is done in good faith or intended to be done in pursuance of tender.

ZHL reserves the right to procure the material separately, if the price of the particular item is found to be unreasonable and exorbitant.

## 9. Force Majeure

Notwithstanding the provisions of Termination for Default and Penalty clauses, the Supplier shall not be liable for forfeiture of its Security Deposit, penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of force majeure.

Force majeure shall mean and be limited to the following:

- a. War/ hostilities
- b. Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the supplier.

### **10. Termination**

The service provider may terminate the contract for any reason by giving the supplier notice of termination. Upon receipt of the notice of termination, the supplier shall either immediately or upon the date specified in the notice of termination, cease all further work except for such as the Purchaser may specify in the notice of termination. In the event of termination of the contract, the Purchaser shall only to the supplier the Price for the parts executed by the supplier as of the date of termination.

The Service Provider may at any time terminate the contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent.

The Service provider may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part.

If the Supplier fails to deliver any or all of the goods within the time period specified in the contract, or any extension thereof granted by the Service Provider; If the Supplier fails to perform any other obligation(s) under the Contract; and If the Supplier does not remedy his failure within a period of 15 days after receipt of the default notice from the Service Provider.

In the event the supplier fails to supply the store in whole or in part, the contract is to be terminated and the performance security of the supplier to be forfeited. However, the supplier shall continue the performance of the contract for the stores supplied to the extent as if the contract is not terminated.

### **11. Pre-bid Meeting**

- a. A Pre-bid meeting with all the interested parties/firms, for the work will be held on the date and time fixed in this document. Only two representatives per firm / interested parties will be allowed to attend the meeting. The person(s) attending the meeting shall be capable of discussing the technical aspects of the work to be carried out and will carry the authorization letter from their company for this purpose.
- b. All queries on the scope of work, terms and conditions and any other points pertaining to the work order will be clarified by the Purchase Committee of ZHL.

- c. The queries shall be restricted to the scope of tender document, its terms and conditions. Discussions/arguments with co-vendors are strictly prohibited.
- d. All the queries shall be brought forth only during this pre-bid meeting since no queries will be entertained thereafter.
- e. The minutes of the meeting will be recorded and become part of the Tender Evaluation process. Decisions taken at the meeting will supersede the relevant terms and conditions of the tender document subject to concurrence/approval by State Procurement Committee of Govt. of Odisha.

### **12. Resolution of Disputes**

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

- a. Amicable Settlement

Performance of the contract is governed by the terms and conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments etc.

- b. Resolution of disputes

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by the Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in Mumbai and the language of the arbitration proceeding shall be in English and that of all documents and communications between the parties shall be as per directions of Arbitration Tribunal. The decision of the majority of arbitrators shall be final and binding upon both the parties. The expenses of the arbitration as determined by the arbitrators shall be borne by party/parties as per directions of Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

**SECTION 5- TECHNICAL SPECIFICATIONS**

Material to be used should be 3M/ Sunfrix vinyl solvent printing and weather proof Mat finished lamination.

**Material Used in Branding-**

- Eco-solvent print on Vinyl with Mat lamination-**Brand Name- 3M**
- Retro with eco-solvent print-**Brand Name- 3M/Avery**
- Reflective radium of 15 micron with plotter cutting- Use of any brand
- Parrot green colour painting

**Back Side**



108 logo in english & Odia  
**Material--Eco solvent print on Retro**

Odisha govt. & NHM logo  
**Material-Eco solvent print on Vinyl with Matt lamination)**

Free Service in Odia  
**Material-- Reflective radium with plotter cutting**

Ambulance Letter  
**Material-- Vinyl plotter cutting**

Checkers  
**Material--Eco solvant print on Retro**

Red strip  
**Material-- Retro**

## Front Side



- Light Green Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination)
- Ambulance (In side pasting)  
**Material**-Eco solvent print on Vinyl with Matt lamination)
- 108 logo in english & Odia  
**Material**-Eco solvent print on Retro
- NAS Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination)

White Strip  
**Material**-Retro

## Right Side

Deep Green Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination)

Dial and Ambulance  
**Material**- Reflective radium with Plotter cutting

108 Number  
**Material**-Eco solvent print on Retro with plotter cutting

Light Green Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination)



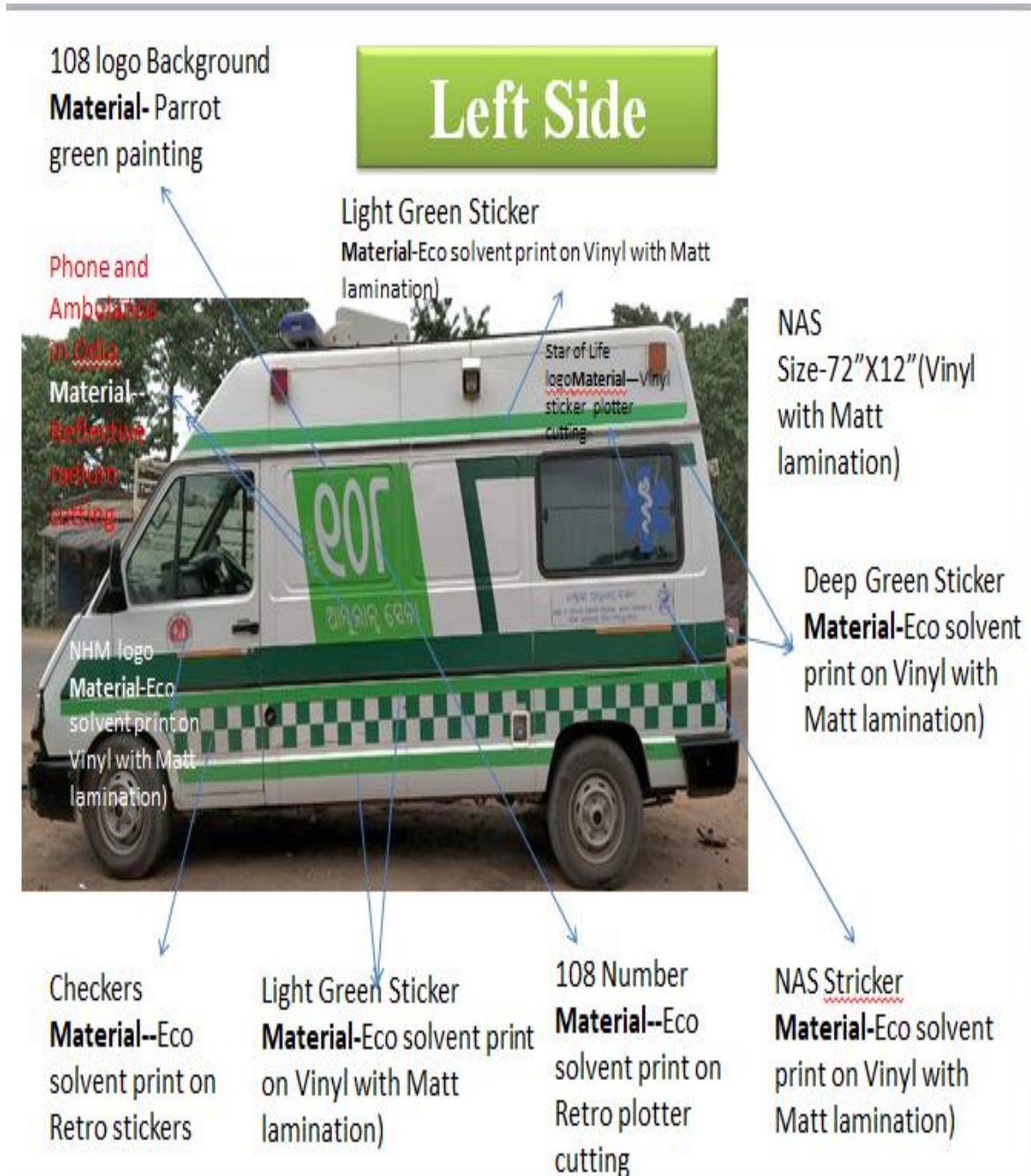
NAS Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination)

NHM logo  
**Material**-Eco solvent print on Vinyl with Matt lamination)

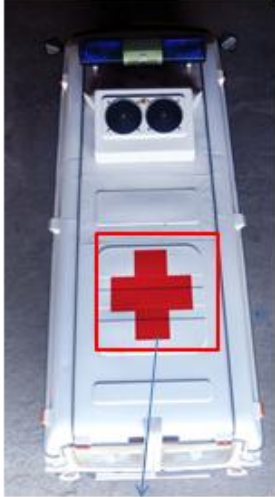
Light Green Sticker  
**Material**-Eco solvent print on Vinyl with Matt lamination

108 logo  
Background  
**Material**- Parrot green painting

Checkers  
**Material**-Eco solvent print on Retro Stickers



**Above of the  
Ambulance**



Cross symbol  
Eco solvent print on Vinyl with matt lamination  
with plotter cutting)

**Inside  
Ambulance  
Sticker**



Inside Sticker  
Eco solvent print on Vinyl with Matt  
lamination)

## SECTION 6- ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL PROPOSAL

- Annexure 1- Delivery schedule
- Annexure 2- Undertaking I
- Annexure 3- Bidder's Information
- Annexure 4- Annual Turnover Statement
- Annexure 5- Financial Bid

### Annexure 1- Delivery Schedule

Sr. no	Item	Qty	Delivery Schedule
1	Branding on all Vehicles	420	Within 60 days of PO



# ZHL – Tender Document – 005- August 14, 2019

---

## ANNEXURE 2- UNDERTAKING 1

I, \_\_\_\_\_ Prop./ Partner/ Director of M/s

\_\_\_\_\_ hereby declare hereby declare that the information given in this form is true and correct to the best of my knowledge & belief.

I/we agree to the tender Inviting Authority forfeiting the Earnest Money Deposit and/or Performance Security Deposit and blacklisting us for a period of 5 years, if any information furnished by us proved to be false at the time of inspection and non-compliance with terms and conditions of the contract.

We have to fully acquainted ourselves with local conditions and factors that would have any effect on performance of the Contract.

I offer to supply the items mentioned in the schedule (enclosed in price bid) at the rates quoted there in. I agree to hold this offer for one year after finalization of rate contract.

Dated:

Signature

Name of Bidder

Address

## ZHL – Tender Document – 005- August 14, 2019

---

### Annexure 3– Bidder’s Information

S.No	Particulars	Details
1	Name of the Project	“Integrated Patient Transport and Health Help Line Service ”
2	Name and address of the Organization responding to RFP: Telephone No with STD Fax Number E-mail address, if any Name and Designation of Contact person	
3	Date of incorporation of the business	
4	Registration no and date	
5	Proposal Addressed to	
6	Reference of Notice inviting for RFP	
7	Authority for signing and submitting the document <i>(Power of Attorney, Resolution of the organization etc.)</i>	
8	Documents enclosed in support of the Request- As per index attached Total no of pages	

Signature and seal of the bidder

## Annexure 4- Annual Turnover Statement

The Annual Turnover of M/s \_\_\_\_\_ for the past three financial years is as given below:

Sr.No	Year	Amount
1	2016-2017	
2	2017-2018	
3	2018-2019	
Total		
Average turnover		

Signature and seal of the bidder

## ZHL – Tender Document – 005- August 14, 2019

---

### Annexure 5- Financial Bid

Sr.No.	Vehicle Model	Qty	Price per Vehicle (NR)	Total Amount
1	Tata Winger			
<b>Total Bid Price on Which L1 will be decided</b>				

CMC would start after the standard warranty period is over. CMC would be applicable in the 4th year and the 5th year.

**\*\* (B) B is the CMC for 4<sup>th</sup> and 5<sup>th</sup> year and to be quoted as total for both years. The CMC would be paid in 2 instalments the first installment in the 4<sup>th</sup> year and second installment in 5<sup>th</sup> year.**

#### Signature and Seal of the Bidder

#### Notes:

1. The rate quoted against each item should be inclusive of all taxes, duties, freight, insurance etc at the point of delivery i.e. Bhubaneswar, Odisha. However, at the time of billing, the basic price, GST should be mentioned separately.
2. The Bidders are advised to study the Scope of Work carefully and quote the price accordingly
3. The Supplier shall be required to maintain the branding for a period of five years from the date of completion of the delivery. The Service Provider shall enter into a separate contract for the Annual Maintenance of the branding at the rate quoted in the bid. Please note that the Annual Maintenance contract shall be applicable only for the period not covered under the Standard Warranty Terms.