

Scope of services:- Hiring of Ambulance Services for PH # 7 Project (24 x 7 HRS)

1. The Scope of Work of the Services shall include providing Air Conditioned Ambulance.
2. The vehicles, its driver, spares, repairs & maintenance and consumables (petrol/diesel oil, lubricants, gear oil, brake oil etc.) required for the performance for the work under this Contract shall be provided by the Contractor at its own cost and risk.
3. All front & rear seat belts, brakes, lights, tyres, mirrors, gauges of the vehicles must be in good working conditions and confirming to the prescribed safety standards. Vehicle should be in good condition and clean (In side & out Side).
4. The Contractor shall ensure that the vehicle will be provided with a spare wheel in good conditions and with all other tools required to attend any breakdowns.

AMBULANCE EQUIPMENT LIST

5. The vehicle shall be equipped with first aid box, oxygen Tank and ox flowmeter Set, Suction Machine Stretcher car perfume, seat cover, Reverse horn and fire extinguisher eats.

SL	Basic features
1	Medical cabinet
2	Attendant Seat
3	Partition between driver and patient compartment
4	Emergency medical technician seat
5	Rear foldable step
6	IV holder
7	Grab handle
8	Rear air-conditioning
9	Oxygen cabinet

SL	Recommended Medical Equipment
1	Main Stretcher
2	Foldable Stretcher
3	First Aid Kit
4	Central Oxygen System
5	Portable Oxygen System
6	Suction Aspiration
7	Defibrillator
8	Bluetooth Transmission
9	Portable Suction Unit

10	Manual Suction Unit
11	Spine Board
12	Head Immobilizer
13	Scoop Stretcher
14	Vacuum mattress
15	Glucometer
16	Portable Ventilator
17	Portable Patient Monitor

6. The Vehicle shall be in very good conditions and shall be inspected by our representative. In the event of breakdown, or if the condition of the vehicle goes below the acceptable standards, a replacement vehicle of similar type or better/later model shall be promptly provided.
7. The driver shall be well mannered and shall carry an authorization letter from the vehicle owner at all times while on duty.
8. The driver shall maintain a Standard log sheet as per format provided by the Company mentioning the start/end point for each trip. The start/end KM reading will be mentioned & Driver shall take the signature of the OHE and Admin person
9. Mobile phones has to be provided to all drivers and the mobile no. should be intimated to the Company.
10. Late arrival for any reason shall not be excused and such incidents shall be dealt as per the Service Level Agreement (SLA) parameters.
11. Toll tax and Parking charges shall be reimbursed at actuals against submission of receipts duly certified by the authorized users.
12. The Contractor shall carry out the order independently and under his own supervision, costs and risks. The contractor will have to follow company's security & safety procedure and comply with the requirement for issue of "permit to enter" for their vehicles/drivers.
13. The Contractor shall provide at its own expenses employee welfare and such other facilities like accommodation, transport, food, medical, conveyance etc. to all its personnel/ employees. All medical care, hospital treatment / expenditure thereon in case of any injury whether or not

leading to death arising out of or during the course of employment shall also be borne by the Contractor for its personnel/ employees.

14. The Contractor shall ensure that efficient and punctual services are provided, at all times. Over speeding/ rash driving by the drivers shall not be permitted and the monitors/ Contract coordinators instructions, judgment, decision will be final in this regard. In case of any such misconduct by the Driver including manipulation of the meter reading, the vehicle and/ or driver may be discontinued with immediate effect.
15. The vehicle services are exclusively meant for carrying the personnel authorized by the Company. Travelling of any other person or luggage shall not be permitted.
16. The driver entering Company's premises must have Identification Cards issued by Company as per Company's Site Operation and Security Process & shall possess and display at all times while on duty. The Contractor must provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs of the its employees, driver licenses, etc. as are essential for issuing permit/gate pass. The Contractor shall comply with all the statutory requirement of the Motor Vehicle Act 1988 with amendment as applicable / any other applicable law and shall take a Motor Insurance Comprehensive Policy with passenger as well as third party liability covered for an unlimited amount and shall be able to produce on demand.
17. The Contractor shall provide the vehicle which complies with the necessary guidelines issued by RTO Authority and Govt. / statutory bodies from time to time. The Contractor shall strictly adhere to all existing pollution norms in force. No additional payment shall be made in consideration of any modification, changes, alterations, adjustments or replacement due to such legislations or verdict during contract period.
18. It shall be the sole responsibility of the Contractor to promptly inform the Company's Management about any incident, accident, misbehaviors of the Company's employees or the driver. Any detour from the scheduled route, due to any traffic congestion, major road diversions etc should be intimated by the service provider/ driver in advance to an engineer in charge.
19. In case of any problem outside the Company's premises, the driver shall take instructions from the vehicle-in-charge only. The Contractor shall advice name(s) of the Manager/ Contractor's Representative(s), with their contact telephone Numbers for communication. The same should be made available with the driver.
20. Any/all legal/medico-legal cases if any arising out of the performance of the Contract or involving the Contractor's vehicles shall be solely handled by the Contractor at its own risk, cost and risks.
21. The Contractor shall be liable for any accident or injury or loss or damage/ suffering to its personnel on any account, including militant/ terrorist or similar activity that may happen to any of its personnel engaged in connection with performance of this contract, including any consequential damage. The Company shall not be liable in respect of any damage or compensation payable in respect of, or in consequence of any accident or injury to any personnel in the employment of the Contractor and the Contractor shall indemnify and keep

indemnified the Company against all such claims, damages, compensations and such proceedings which may be sought against the Company. The Contractor shall put forth in writing to the Company all the accidents to any of the Contractor personnel and shall make every arrangement to render complete assistance and aid to the victims of the accidents.

22. The vehicle(s) deployed shall be insured for comprehensive all risk policy including riot, fire, earthquakes, floods etc. and all requirements of Government/ statutory bodies shall be met. The Contractor shall, at all times, maintain the said Insurance in force and ensure timely renewal of the same, along with other payments/ compliance, as required. A copy of the Policy and the renewal policies are to be furnished to the Company, from time to time. However, the Company has no liabilities for the Contractor's default, on any account and non-renewal may compel the Company to take suitable action like stopping the bill payments/ paying for renewal for the dues owed to the Contractor, etc.
23. The Contractor may engage vehicles from local community; however it shall be the responsibility of the Contractor to monitor and ensure the performance of these vehicles on the SLA parameters.
24. In case of an accident, the Contractor shall ensure compliance of necessary legal formalities such as FIR, Insurance claim etc. and issue necessary authority letters (Certificate of facts) along with the legal documents as may be required for the purpose of insurance formalities.
25. The Contractor shall ensure that while providing services to the Company, the vehicle and the driver have all necessary documents like valid license/ permits, required under Motor Vehicle Act. 1988, as well as the necessary Government/ respective Municipal Corporations/ RTO clearances, including PUC certificate, as required.
26. Contractor shall employ well-mannered and physically fit drivers to carry out this job. He shall not be above 60 years of age and shall not be addict to alcoholism and drugs. Contractor shall ensure that the drivers for the vehicles / operators for the vehicles deployed for the Contract are fully and adequately trained, carry valid & appropriate licenses & permits for the operation of respective vehicles / equipment and have requisite experience in operations of the vehicle / equipment being handled. Vehicle sent with any driver found intoxicated shall be rejected and treated as non-reporting and accordingly provisions as per SLA will apply.
27. The vehicle shall be offered for inspection prior to being put in serve and shall be put in operation only after being verified as fit by the Company Representative/ Contract Manager.
28. The Contractor shall not employ for the purpose of the Work, any person below the age of 18 years. Company shall have the right to decide whether any person employed by the Contractor is below the age limit, and to refuse to allow any person, whom he considers to be under-aged to be employed by the Contractor.
29. Contractor shall provide at its own cost, safety equipment and Personnel Protection Equipment (PPE) as per the requirement of Job Safety Analysis and minimum PPEs as may be prescribed by the Company for operating within the Site. The Contractor must adhere to all the applicable statutory laws pertaining to safety, health and environment as well as all the environment,

safety & health points as stipulated under the relevant section in the Contract of this bid document. All drivers/ supervisors of Contractor must take safety and environmental induction training and comply with the instructions given therein. The Contractor shall engage its human resources who are proven to be of good conduct and clean antecedents. It shall be the responsibility of the Contractor to comply with all the applicable statutory enactments, regulations, directions, notifications etc. issued by the Central and State Governments or any other Pollution Control Authorities from time to time.

30. The vehicle should have commercial registration and driver should be with valid license.
31. Driver should drive within prescribed speed limits both inside plant premises, as well as on road.
32. Ensure driver should not use mobile phone during drive the cab and should not chew tobacco, smoking or alcoholic.
33. Fire extinguisher and First aid box should be available inside the vehicle.
34. Vehicle Tools Kit and stepny should be in good condition.
35. Brake & Brake shoes, Headlights, brake light, taillight & fog light, Windshield wiper blades & Fluid, Horn & back horn, Seat belts, tyres, Rear & side Mirrors, coolant, brake light, gauges in good working conditions.
36. Vendor has to submit the Company all the valid statutory documents of deployed vehicle (i.e. copy of Registration, insurance, PUC, Tax, permit and driver's license) before engaging at duty and /or upon renewal.
37. In case of breakdown/any uncertainty, vehicle will be replaced within one hour at spot.
38. For damage/loss due to fault of driver, replacement should be covered by Owner.
39. For any misconduct by driver (Behavior, tampering of KM reading, rash driving & violation of safety rules), vehicle and driver will be discontinued with immediate effect.
40. For any replacement of vehicle or Driver, one day prior intimation needs to be provided.
41. Subscription, if any, which may be required to be paid on roads (outside company premises) will not be covered under reimbursement and is the responsibility of the contractor.
42. Chauffeur must collect user's name & his initials before his leaving from vehicle.
43. In all cases log sheet should be completely filled by driver or the guest & signature of OHC person will be collected.
44. Standard log sheet format of Company shall only be used.
45. Vehicles need to report as per instruction and submit attendance at travel desk

46. Wheel replacement of vehicle would be under scope of vendor.
47. Vendors to ensure adherence to PH # 7 OHC and Safety norms including consequence management policy for ensuring travel safety.
48. The vendor/ contractor must be capable of and should guarantee managing local dynamics either by providing priority for deployment of vehicles of existing vendors (subject to meeting quality requirement) or otherwise.
49. This should be a performance based contract with free replacement during breakdown and servicing of vehicle in use. Preference should be given to vehicles owned by existing suppliers subject to these people meeting the tender criteria and price with a guarantee for free replacement during any breakdown and servicing.
50. New Vehicle should be provided with current month registration .
51. Preference will be given to the vehicles that are fitted with safety air-bags.
52. While all existing vehicles will be preferred to be under this winning service providers on the date of awarding order, all vehicles to be deployed by the service providers would be fitted with GPS device by the service provider as per recommended specification of the company enabling the company track & monitor movement of the said vehicle through appropriate software. Cost of such GPS device and its maintenance would be the responsibility of the service provider.
53. Basis requirement of the company, the service provider need to obtain permit for movement of vehicles in West Bengal or the like for which the actual cost can be claimed from the company, basis prior approval of the order manager.
54. The service provider will ensure that the Driver or the Vehicles so deployed are not engaged in any way in any illegal activities of whatsoever type and ensure compliance to all laws of the land.
55. Make 2023 onward .