

1 Section - I - NOTICE INVITING TENDER ("NIT")

National Highways Authority of India Notice Inviting e-Tender NIT No. NHAI/HO/IM/Phase-II/Zone-4/2021

(International / National Competitive Bidding through e-Tendering mode only)

Introduction / Request for Proposal

1. National Highways Authority of India (hereinafter called "the **Employer**" or "**NHAI**" or "**Authority**") hereby invites **Bids through e-tendering for Supply, Operation & Maintenance of Ambulances for National Highways in the Zone-4**. All interested firms / companies / agencies, excluding those who have been declared as non-performing by NHAI or those who are blacklisted/ debarred for specified period by NHAI and against whom action is under process by NHAI, can apply.

Cost of Bid documents (non-refundable) : Rs 10,000/-

2. The scope of work includes mainly **Supply, Operation & Maintenance of Ambulances for National Highways in the Zone-4**. The scope includes:

Providing, operating& maintaining Rescue Ambulances on highway stretches, to meet the desired Service Levels defined in the Terms of Reference.

The provision of these components should be as per Appendices and the specifications & standards mentioned in the Terms of Reference. Detailed information regarding scope of work may be seen in the Bid Document.

*Disclaimer: Any complaints arising out of the service provided to any patient during transportation from incident site to nearby medical care facility shall solely be the responsibility of the Ambulance Contractor and nowhere shall NHAI be made a party in such complaints.

3. Online payment and Bid submission facility

To participate in the submission of the bid against the RFP, it is mandatory for the Applicants to get themselves registered with the NHAI's e-tender portal (<http://etenders.gov.in>) and to have user ID & password. For bidders participating in NHAI tenders:

- (a) Registration is free of cost
- (b) No tender processing fee
- (c) Bidders have to use CLASS III DSC with Signature and encryption component

Following may be noted-

- (a) Bids can be submitted only during the validity of registration with the NHAI's e-tender portal.
- (b) The amendments/clarifications to the RFP, if any, will be hosted on the NHAI's website as well as e-tender portal.
- (c) If the applicant is already registered with e-tendering portal of NHAI and validity of registration has not expired, the applicant is not required to register afresh.
- (d) For Help, please contact e-tendering Cell and Help Desk Support. Support staff at E-Tendering Help desk shall be available on all week days (Monday to Friday) from 09:30 AM to 6:00 PM except on Gazetted Holidays. Details may be seen on the NHAI website.
- (e) Procedure under E-tendering shall be as per NHAI e-tendering guidelines
- (f) The Bidders shall also make online payment towards cost of tender document for Rs. 10,000/- (Rupees ten thousand only) transmitted through SFMS Gateway to NHAI.

4. Website/e-Tendering portal

The detailed tender documents can be viewed and downloaded from the website <http://etenders.gov.in> or www.nhai.org from 01.12.2021 to 15:00 hrs., 13.01.2022.

The complete bid document for the package can be downloaded with effect 01.12.2021 to 15:00 hrs., 13.01.2022 from the NHAI e-Tendering portal free of cost. To participate for bidding, bidders have to pay non-refundable document fee through demand draft/online mode only favouring "National Highways Authority of India". The amendments/ clarifications to the bid document if any will be hosted on the above website only.

5. Bid Due Date

All bidders are hereby invited to submit their bids comprising Technical & Financial Bids through e-tendering mode only latest by 15:00 hrs., 13.01.2022 (the bid due date) in the prescribed pro-forma. No other mode of submission is acceptable. The Bids would be opened on 15:00 hrs, 14.01.2022 online at NHAI, G - 5 & 6, Sector-10, Dwarka, New Delhi-110075. Representatives of the bidders (maximum two) who choose to attend may attend the online opening of the bids on the date & time as mentioned above. However, such representatives shall be allowed to attend the opening of the bids only if they produce letter of authority on the letterhead of the bidder, at the time of opening of bids as mentioned above.

6. Term / Contract period:

The period of engagement shall initially be five years and four months and mode of service delivery shall be a service level model. A maximum of initial four months shall be for implementation phase and the remaining five years shall be the operation and maintenance phase.

7. Clarifications:

For any **clarification**, the bidder may send their questions on kamalarora@nhai.org. All queries shall be addressed during the pre-bid meeting. Clarifications to bidder's queries along with Amendments / Corrigendum, if any, will be hosted on the NHAI website and e-tender portal of NHAI only. For any clarification, the following office may be contacted:

General Manager (HO)
National Highways Authority of India,
G 5&6, Sector-10
Dwarka, New Delhi 110 075
India
kamalarora@nhai.org

8. Conditional bids would be rejected.

9. Right to accept or reject any or all bids

NHAI reserves the right to accept/reject any or all the bids and may assign the reasons thereof.

10. Schedule for submission of Bids

The following schedule is to be followed for submission of the Bid for this RFP:

S. No.	Event description	Date	Time
i)	Deadline for downloading of bid:	13.01.2022	15:00 hrs
ii)	Last date for submission of queries:	23.12.2021	12:00 hrs
iii)	Pre-bid meeting at NHAI, HQ	23.12.2021	15:00 hrs
iv)	Deadline for Online Submission of bids:	13.01.2022	15:00 hrs
v)	Bid opening	14.01.2022	15:00 hrs

Only the scanned copies of following documents are required to be uploaded during submission of e-bid on the e-tendering portal of NHAI, as per Clause 15.1 of ITB. The submission of bid in **physical form is not allowed**.

11. Communications:

All communications, including the envelopes, should contain the following information to be marked at the top in bold letters:

RFP No. NHAI/HO/IM/Phase-II/Zone-4/2021

Dated: 01.12.2021

General Manager (HO)

National Highways Authority of India,
G 5&6, Sector-10
Dwarka, New Delhi 110 075
India
e-mail: kamalarora@nhai.org