Government of Chhattisgarh

REQUEST FOR PROPOSAL
Selection of Agency for Operationalization of Hearses Vans (शव वाहन) in State of Chhattisgarh for Directorate of Health Services (DHS), Chhattisgarh

Ref. No.:277/CGMSCL/ **Hearses Vans (शव वाहन)**/ 2026-27/ Date 02-11-2026

Date of Issue: 03-11-2026

Tender End Date: 23-11-2026

e-proc No.:203345

Issued by:
CHHATTISGARH MEDICAL SERVICES CORPORATION LTD
(A Government of Chhattisgarh Undertaking)
1st and 2nd Floor, Sardar Vallabhbhai Patel Bhawan, Sector 24, Kayabandha, Atal Nagar,
New Raipur- 492018,
Email: medicine.cgmsc@gov.in
Website: https://cgmsc.gov.in

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Chhattisgarh Medical Services Corporation Limited

Sardar Vallabh Bhai Patel Bhavan, 2nd Floor, Kayabandha,
Sector-24, Atal Nagar, Nava Raipur (C.G.) – 492018

Tender Notice No./6839/CGMSCL/Tech/2026-27

Online Tender are invited from 1099 (Hearses Vans) for Chhattisgarh Medical Services Corporation Limited.

The details of tender documents can be downloaded from the Chhattisgarh Medical Services Corporation Limited website- **https://www.cgmsc.gov.in** and **https://www.eproc.cgstate.gov.in** between **03/11/2026 to 31/12/2026** and visit above websites for various amendments on tenders issued time to time.

(Approved by MD, CGMSCL)

Sd/-
GM(T)
CGMSC Limited,
Atal Nagar Nava Raipur
(C.G.)

छत्तीसगढ मेडिकल सर्विसेस कार्पोरेशन

सरदार वल्लभ भाई पटेल भवन, द्वितीय तल, कायाबांधा, सेक्टर-24,
अटल नगर, नवा रायपुर (छ.ग.) 492018

निविदा सूचना क्र./6839/सी.लिमि.सी.एस.एम.जी./तकनीकी/2026-27

छत्तीसगढ़ मेडिकल सर्विसेस कार्पोरेशन लिमिटेड के द्वारा 1099 (शव वाहन) हेतु निविदा आमंत्रित की जा रही है।

निविदा दस्तावेज और नियम इत्यादि का विवरण दिनांक **03/11/2026 से 31/12/2026** तक छत्तीसगढ़ मेडिकल सर्विसेस कार्पोरेशन लिमिटेड की वेबसाइट **https://www.cgmsc.gov.in** तथा **https://www.eproc.cgstate.gov.in** से डाउनलोड किया जा सकता है एवं उक्त निविदाओं में समयानुसार किये जाने वाले संशोधनों की जानकारी उपरोक्त वेबसाइटो से प्राप्त किया जा सकेगा ।

(प्रबंध संचालक महोदय द्वारा अनुमोदित)

वास्ते/-
महाप्रबंधक (तकनीकी)
सी.जी.एम.एस.सी.लिमिटेड
अटल नगर, नवा रायपुर
(छ.ग.)

Bid Schedule

Sr. No.	Parameter	Detail
1	Name of work	Selection of Agency for Operationalization of 242 Shav Vahini / Hearse Van Services in the State of Chhattisgarh
2	Bid Start Date	03-11-2026
3	Bid End Date/time	23-11-2026 Time 05:00 PM
4	Pre-bid meeting address/portal	CGMSCL office & Virtual as per link provided **10-11-2026** Chhattisgarh Medical Services Corporation Limited, 1st and 2nd Floor, Sardar Vallabhbhai Patel Bhawan, Sector 24, Kayabandha, Atal Nagar, New Raipur-492018
5	Authority	DHS / CGMSCL Managing Director, Chhattisgarh Medical Services Corporation Limited, 1st and 2nd Floor, Sardar Vallabhbhai Patel Bhawan, Sector 24, Kayabandha, Atal Nagar, New Raipur-492018,
6	Fleet size	242 (all vehicles will be new)
7	Service coverage	33 districts
8	Model	**OPEX**
9	Pricing basis	**Monthly Rate per Deployed Vehicle**
10	Contract period	5 years (Scope of further extension by 2 years (1+1) based on performance)
11	Bid validity	180 days
12	EMD	**₹ 70,00,000/- (Seventy lakh rupee only)**
13	TPF (**Tender Processing Fee**)	Tender processing fees (non-refundable) **Rs.5900/-** shall have to be deposited by the bidder through RTGS to CGMSC Ltd. Account Name: CGMSC Ltd Drugs Procurement Tender Account No: 540901010050665 Bank Name: UNION BANK OF INDIA, SECTOR NAYA RAIPUR CG IFSC/RTGS code: UBIN0577316
14	Performance security:	**5% of the Estimated Project Cost.**
15	Bank Account details for EMD and Performance Security	**70,00,000/- (Seventy lakh rupee only)** in the form of Bank Guarantee/RTGS in favor MD,CGMSC. Account Name: CGMSC Ltd Drugs Procurement Tender Account No: 540901010050665, CG IFSC/RTGS code: UBIN0577316, the receipt of the bank guarantee shall be uploaded in the website.
16	Methodology	QCBS (Technical 70: Financial 30)
17	Minimum technical score to be eligible for financial evaluation	70/100
18	Financial evaluation	Monthly Rate per Deployed Vehicle for the fleet of 242 vehicles under the QCBS methodology.
19	Website for downloading RFP	https://cgmsc.gov.in & https://www.eproc.cgstate.gov.in

	document/Corrigendum/Addendum	

"1099 Service" shall mean the dedicated helpline-based call centre service for request registration, dispatch coordination, tracking and operational management of mobile Hearse Van services under this Project. As part of the evaluation, a Bidder must fulfill the pre-qualification criteria. In case a Bidder does not fulfill the pre-qualification criteria, the Proposal of such a Bidder will not be evaluated further.

A. Pre-Qualification Criteria

The pre-qualification criteria ("**Pre-Qualification Criteria**") for a Bidder to qualify for opening of Financial Proposal are listed below:

S. No	Basic Requirement	Specific Requirements	Documents Required
1	**Legal Entity**	The Bidder should be a. Limited Liability Partnership ("**LLP**") registered under the LLP Act, 2008; OR An Indian Company ("**Company**") registered under the Companies Act, 1956 / 2013; OR A society registered under the Societies Act, 1860 or any state act; OR A Trust registered under Indian Trust Act	Registration documents of the Bidder as a duly registered legal entity in India along with: 1. Registration document showing incorporation/registration of the Bidder; 2. Charter documents include MOA and AOA, in case of the Company, 3. Copy of the Registration Deed and byelaws, in case of Society 4. Details of Board of Director/ Managing Director/ CEO/ Partners /Members; 5. PAN Card of the Bidder Entity 6. GST certificate of the Bidder 7. Self-attested copy of MSE registration, if applicable; 8. Any other supporting document, as required.
2	**Existence Clause**	The Bidder shall be a legally registered entity in India and shall have been in continuous existence for provision of similar services (National Ambulance Services / Mobile Medical Units under PPP / Government Projects) at least three years immediately preceding the Bid Due Date.	Registration document showing incorporation of the firm. An undertaking on the letterhead of the Bidder stating that the Bidder has been in operation for a minimum of last 03 (Three) Financial Years including current financial year (i.e. 2022-23, 2023-24, 2024-25) in the field of healthcare services.
3.	**Work Experience**	The Bidder must have successfully operated and managed Hearse Vans, Mortuary Vans, Dead Body Transport Vehicles, National Ambulance Services (NAS), Mobile Medical Units	Contract/ Agreement/ Work Orders/ Letter of invitation from client(s) that clearly states the details of the scope of work, date of commencement and all other essential details of the

S. No	Basic Requirement	Specific Requirements	Documents Required
		(MMUs*), or Patient Transport Service fleets for a cumulative period of at least three (03) years during the seven (07) financial years immediately preceding the Bid Due Date. Further, the Bidder must have operated and managed a fleet of not less than one hundred (100) vehicles under a single eligible contract/project. Fleet aggregation is permitted only for technical scoring and not for minimum eligibility.	contract. The Bidder shall provide documentary evidence by way of Client Certificate / Statutory Auditor's/ Chartered Accountant's certificate (having valid registration) with respect to the project with required details.
4.	**Net Worth**	The Bidder should have a minimum Net Worth of **INR 5 (Five) Crore** in the immediately preceding financial year, as evidenced by audited financial statements available as on the Bid Due Date	Certificate from statutory auditor/chartered accountant (as per **Annexure II**) and Audited Financial Statements shall be submitted by the Bidder for the stated financial years.
5.	**Average Annual Turnover**	The Bidder shall have an average annual financial turnover of at least **INR 15 (Fifteen) Crore** during the last three (03) completed financial years subject to availability of audited financial statements. Audited financial statements shall be submitted for the said years. In case audited financial statements for the immediately preceding financial year are not available as on the Bid Due Date, CA-certified provisional financial statements may be accepted for such year, subject to verification and acceptance by CGMSCL/DHS.	Certificate issued by a statutory auditor/chartered accountant (as per **Annexure II**) along with Audited Financial Statements confirming the Average Annual Turnover of the Bidder during the stated Financial Years must be submitted.
6.	**Blacklisting**	The Bidder(s) shall not have been debarred / blacklisted by any Central Govt. /State Govt. / Public Sector Undertaking / any other local Body or body established under or in the control of the Central or state Government for participating in any project as on Proposal Due Date.	Undertaking to be submitted on letterhead upload through eproc as per **Annexure III.**

S. No	Basic Requirement	Specific Requirements	Documents Required
7.	**Pending Petitions**	The Bidder(s) shall inform CGMSCL/DHS of any pending suits/ enquiry/ investigation against the Bidder in any court of law, legal authority, or any other authority which may hamper the execution of works under this RFP.	Undertaking to be submitted as letterhead upload on eproc portal as per **Annexure IX**

** For the purpose of this tender, MMU shall include Mobile Health Teams (MHT), Mobile Health Clinics (MHC), Mobile Medical Vans (MMV) and Mobile Clinics, Veterinary Mobile Units will not be considered.*

- Where experience is claimed from multiple contracts, overlapping periods shall not be double counted for determining duration, but the actual number of vehicles operated during the relevant period may be aggregated, subject to documentary verification.
- For the purpose of eligibility and technical evaluation, "Bid Due Date" shall mean the last date and time prescribed for submission of bids on the eproc portal, including any extension thereof.
- Unless otherwise specifically stated, relevant experience shall be considered for the period preceding the Bid Due Date. Experience submitted for meeting minimum eligibility shall be considered only if supported by documentary evidence such as work orders, agreements, client certificates, completion/continuation certificates, invoices, GST records, CA/statutory auditor certificates, or any other document considered acceptable by CGMSCL/DHS.

(i) **Experience Counting Methodology:**

a) For eligibility and technical evaluation, experience shall be counted only for contracts executed in the Bidder's own name. Bid must be submitted by single legal entity.

b) Consortium/JV bids shall not be permitted. However, historical experience acquired through a completed Consortium/JV arrangement may be considered where the bidder demonstrates that it was the Lead Member with not less than 51% participation and was responsible for overall project execution.

c) CGMSCL reserves the right to seek confirmation from the client organization, if required.

d) Experience of franchisees, subcontractors, fleet aggregators, group companies, affiliates, or parent/subsidiary entities shall not be considered.

e) Extensions, renewals, repeat orders, or continuation under the same contract shall be treated as part of the same project and shall not be counted as separate projects. However, the actual period of operation under such extension or renewal may be considered for duration-based experience, subject to documentary evidence.

All bids, documents, invoices, and communications shall be submitted electronically through the e-proc portal only. No offline submissions are permitted.

Note:

(ii) The Selected Bidder shall execute the entire scope of work under the Contract on its own and shall not subcontract, outsource, assign, transfer, or delegate any part of the work or obligations under the Contract to any third party, agency, firm, individual, or entity. No subcontracting, back-to-back arrangement, franchise arrangement, fleet aggregation arrangement, or operational outsourcing of any nature shall be permitted under this tender. The Bidder shall remain solely responsible for deployment of vehicles, manpower, call centre operations, software/dashboard management, GPS monitoring, billing,

maintenance, and all other obligations under the Contract. Any violation of this clause shall constitute a material breach of Contract and may result in termination of Contract, forfeiture of Performance Security, blacklisting/debarment, and any other action as deemed fit under e-proc GTC, ATC conditions, and applicable law.

(iii) **MSME/Startup Exemption:** EMD exemption shall be applicable only to those bidders who are eligible under the prevailing Government of Chhattisgarh procurement policy and the corresponding eproc bid configuration. Bidders claiming such exemption shall upload all supporting documents, including valid MSME registration and any competency certificate or other document prescribed by the Department of Commerce & Industries, Government of Chhattisgarh. Failure to furnish the prescribed documents or valid exemption proof shall render the bid liable for rejection. All other exemptions relating to turnover, experience, or other eligibility conditions shall be governed by applicable State Store Purchase Rule as and when updated provisions and Government orders in force on the Bid Due Date.

(iv) If required, DHS may seek specific clarifications from any or all Bidder(s) at this stage.

(v) A Proposal will be rejected at this stage if it does not respond to Pre-Qualification Criteria as determined under this RFP document.

1. **EMD:** The bidder shall submit an EMD of **₹ 70,00,000/- (Seventy lakh rupee only)**
2. EMD amount, mode of submission, exemption, refund and forfeiture shall be governed strictly by eproc RFP and applicable Government orders. Bidders claiming EMD exemption shall upload valid supporting documents on the eproc portal. No offline EMD shall be insisted upon unless specifically permitted through eproc functionality. Non-submission of EMD in the prescribed manner, unless valid exemption is claimed and supported by documents, shall render the bid liable for rejection.

B. Technical Evaluation

1. The evaluation committee ("**Evaluation Committee**") appointed by the CGMSCL/DHS will carry out the evaluation of Proposals on the basis of the following evaluation criteria and points system. If required, the CGMSCL/DHS may seek specific clarifications from any or all Bidder (s) at this stage.

2. Technical evaluation of only those Bidder(s) shall be carried out who are meeting all the defined minimum pre-qualification criteria. After the technical evaluation each Proposal will be given a technical score (TS) as detailed below. The maximum points/ marks to be given under each of the evaluation criteria are:

Sl. No.	Particulars	Details	Max Marks	Allocation of Marks
1	Technical Presentation	Approach & Methodology including • Statewide hearse van deployment • Route planning • Dispatch mechanism • SOPs, and • IT-enabled monitoring (GPS, dashboards, MIS, Paperless operations).	25	• State-wide deployment and district/base-location planning – 5 marks • Dispatch mechanism and contingency handling – 5 marks • SOPs for call centre, hospital coordination, trip execution and escalation – 5 marks • GPS-enabled tracking, dashboard, MIS, Paperless

Sl. No.	Particulars	Details	Max Marks	Allocation of Marks
				operations and invoice validation work flow – 5 marks • Risk management, remote-area strategy and implementation readiness – 5 marks
2	Technical Experience	Experience in operation and management in Central/State Government for Hearse Vans, Mortuary Vans, Dead Body Transport Vehicles, Ambulance Services, Mobile Medical Units (MMUs) and Patient Transport Services Fleet during the period preceding the Bid Due Date. *Only experience beyond the minimum eligibility requirement of three (03) years shall be considered for award of marks.*	15	• Less than 5 years- 10 marks • 5 years or more: 15 marks
3	Specific Public Service Experience	Experience in executing eligible public sector project in Hearse Vans, Mortuary Vans, Dead Body Transport Vehicles, Ambulance Services, Mobile Medical Units (MMUs) and Patient Transport Services Fleet with Central/State Government Departments. For the purpose of scoring under this criterion, only projects satisfying the definition of "Project" under this RFP/ATC shall be considered. For the purpose of determining the aggregate fleet strength, only those contracts involving deployment and management of not less than 50 vehicles shall be considered.	10	• 1 eligible project of value ₹15 crore or above: 5 marks • 2 or more eligible projects of value ₹15 crore or above each: 10 marks
4	Fleet & Technology Capability	Experience in GPS-enabled fleet operations for fleet operations for Hearse Vans, Mortuary Vans, Dead Body Transport Vehicles, Ambulance Services, Mobile Medical Units (MMUs) and Patient Transport Services Fleet. For the purpose of determining the	20	• 100 to 149 vehicles: 5 marks • 150 to 199 vehicles:10 marks • 200 to 249 vehicles :15 marks • ≥250 vehicles: 20 marks

Sl. No.	Particulars	Details	Max Marks	Allocation of Marks
		aggregate fleet strength, only those contracts involving deployment and management of not less than 50 vehicles shall be considered. Fleet strength shall be considered on the basis of the maximum number of GPS-enabled vehicles actually deployed and operated by the Bidder under eligible contracts during the relevant experience period, supported by client certificates, work orders, GPS deployment records, invoices, CA/statutory auditor certificates, or other documents acceptable to CGMSCL/DHS. For technical scoring only, contracts involving not less than 50 vehicles shall be considered. The minimum eligibility requirement of 100 vehicles under a single contract shall continue to apply independently.		
5	IT & System Maturity	Certification in MIS/GPS/IT system development and management.	10	• CMMI Level 3 or above:10 • ISO/IEC 15504:7 • ISO 9001:5 • None:0
6	Human Resources	Availability of trained manpower, including drivers, call centre staff, supervisors, fleet coordinators, support staff, and other operational manpower deployed in similar services. Manpower strength shall be supported by documentary evidence such as payroll records, PF/ESI records, HR deployment certificates, client certificates, statutory auditor/CA certificate, or other documents acceptable to CGMSCL/DHS.	10	• 100 to less than 250: 3 marks • 250 to less than 400: 6 marks • 400 and above: 10 marks
7	Average Annual Turnover	*Average annual turnover shall be considered for the last three (03) completed financial years immediately preceding the Bid Due	10	• ≥₹15 crore to ₹20 crore: 5 Marks • ≥₹20 crore and above: 10 Marks

Sl. No.	Particulars	Details	Max Marks	Allocation of Marks
		Date.		

**Note: If audited financial statements for the immediately preceding financial year are not available, CA-certified provisional financial statements may be accepted, subject to submission of audited statements before award/signing of contract, if required by CGMSCL/DHS.*
"Project" shall mean a separate contract / work order / agreement / GeM contract awarded to the bidder involving operation and management of Hearse Vans, Mortuary Vans, Dead Body Transport Vehicles, Ambulance Services, Mobile Medical Units (MMUs) and Patient Transport Services Fleet operations with deployment of ***at least 100 vehicles*** *under that contract. Extensions, renewals, or repeat orders under the same contract shall be treated as one project. Only projects executed in the bidder's own name shall be considered.*

The Technical Committee shall evaluate the presentation based on the specified sub-criteria in above table. The Evaluation Committee shall record criterion-wise marks with brief justification for award of marks under Technical Presentation. The decision of the Technical Committee shall be final and binding. The bidder shall ensure that the presentation uploaded on eproc and the presentation made before the Technical Committee are consistent.

The **Technical Presentation shall be delivered by the qualified Bidders only**. The date and time of Technical presentation shall be intimated at later stage to only those bidders who shall meet all the pre-qualification criteria. There will be no relaxation provided with respect to timelines for Technical Presentation. Technical presentations shall preferably be conducted through virtual mode.

Additional Instruction: The bidders must submit as many projects experience as they can as it will be counted for the purpose of scoring.

C. **Technical Presentation**:

Presentation of concept of Application/Dashboard/Software to be done during the technical presentation. Every qualified Bidder during Technical Presentation must present the 'Application/Dashboard/Software' to be deployed under the Project in terms of details of the features, functioning, dashboard etc. and other technical aspects of the proposal.

Note for Technical Evaluation:
(a) Technical evaluation shall be carried out only for those Bidders who meet all Pre-Qualification Criteria.
(b) For the purpose of technical scoring, only eligible projects executed in the Bidder's own name shall be considered.
(c) Extensions, renewals, repeat orders, or continuation of the same contract shall be treated as one project and shall not be counted as separate projects. However, the actual operational duration under such extension/renewal may be considered for experience duration, subject to documentary evidence.
(d) The same project may be considered under more than one technical criterion only if it independently satisfies the requirements of each such criterion and is supported by documentary evidence.
(e) The Evaluation Committee may seek clarifications or additional supporting documents from the Bidder; however, no new project or credential shall be allowed to be introduced after the bid submission deadline, except as clarification of documents already submitted.

D. Financial Evaluation and QCBS Methodology

Quality and Cost Based Selection (QCBS) methodology shall be followed for selection of the Successful

Bidder. Only those Bidders **who obtain a minimum Technical Score of 70 (Seventy) marks out of 100 (One Hundred)** in Technical Evaluation shall be declared technically qualified and shall be eligible for opening of Financial Bids. The Financial Proposal of only technically qualified Bidders shall be opened on the date notified by DHS/CGMSCL. Accordingly, the financial score (F) for each of these shortlisted/qualified bidders will be calculated. The lowest bidder would be awarded a financial score of 100. The Cumulative score (C) will be evaluated based on the following ratio 70 (Technical): 30 (Financial).

- Financial score (F): (Lowest price quote/Price quote of the bidder) *100
- Cumulative score (C): {70 *(T) + 30* (F)}/100.

The bidder getting highest Cumulative score (C) based on technical and financial evaluation will be awarded the contract. For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the payment to the Agency including overhead expenses will be made.

More details of the score calculation The combined score of the technical and financial evaluation of the technically qualified Proposers as per the eligibility criteria, shall be calculated as per the formula:
Score (S) = (T/T High X 70) + (C Low/C X 30)
where: T = Technical evaluation score of the Proposer
T High = Highest Technical score amongst the Proposers
C Low = Lowest quote of financial Proposal amongst the Proposers
C = Quote of financial Proposal by the Proposer.

For Illustration:
Three Proposer(s) A, B and C, have applied for a particular assignment. Technical score shall be arrived at by treating the marks of the Proposer scoring the highest marks (assuming Proposer A) in the technical evaluation as 100. The technical score of other Proposers (B,C etc.) shall be computed using the formula:

Technical Score = Marks of B/ Marks of the Highest Scorer (Assumed Proposer A) X 100.
Similarly, financial score of the Proposers, shall be arrived at taking the cost quoted by the L1 (Lowest Proposal quoted) Proposer i.e., let the lowest quoted Proposer be C, as 100. Marks of the other Proposers shall be calculated using the formula:

Financial Score = Cost of L1 Proposer /Cost quoted by Proposer X 100.
A "combined score" shall be arrived at, considering both technical and financial scores of each Proposer with a weightage of 70% for technical score and 30% for financial score. The successful Proposer shall be the one who has the highest combined score.

QCBS ILLUSTRATION

1. TECHNICAL BIDS EVALUATION

Bidder Details	**Technical Marks Obtained**
Bidder 1	92
Bidder 2	85
Bidder 3	55

Bidder 4	75

1.1 QCBS Grading System

Grade	Range Marks	Technical Score
Outstanding	91-100	100
Excellent	81-90	90
Very Good	71-80	80
Good	61-70	70
Very Fair	51-60	60
Fair	41-50	50
Average	31-40	40
Below Average	21-30	30
Poor	11-20	20
Very Poor	1-10	10
Zero	0	0

1.2 Conversion of Technical Marks to Technical Score

Bidder Details	Technical Score based on Grading System
Bidder 1	100
Bidder 2	90
Bidder 3	Rejected*
Bidder 4	80

* Since the eligible technical score should be **70 and above**, Bidder 3 is rejected.

1.3 Financial Bid Evaluation

Bidder Details	Financial Bid Amount (₹)
Bidder 1	1,30,000
Bidder 2	1,20,000
Bidder 4	1,00,000

1.4 Conversion of Financial Bid Amount to Score

Bidder Details	Financial Bid Amount (₹)	Financial Score (LFB/F × 100)

Bidder 1	1,30,000	100000/130000 × 100 = **76.92**
Bidder 2	1,20,000	100000/120000 × 100 = **83.33**
Bidder 4	1,00,000	**100.00**

LFB = Lowest Financial Bid
F = Quoted Amount

1.5 Consolidated Technical & Financial Score

Bidder Details	Technical Score	Financial Score
Bidder 1	100	76.92
Bidder 2	90	83.33
Bidder 4	80	100.00

1.6 Combined Technical and Financial Score (CTFS) With Weightage 70:30

Bidder Details	Applying Weights for the Technical Score & Financial Score	CTFS	Rank of the Bidder
Bidder 1	100 × (70/100) + 76.92 × (30/100)	**93.08 (70.00 + 23.08)**	**H1**
Bidder 2	90 × (70/100) + 83.33 × (30/100)	**88.00 (63.00 + 25.00)**	**H2**
Bidder 4	80 × (70/100) + 100 × (30/100)	**86.00 (56.00 + 30.00)**	**H3**

Result

Hence, Bidder 1, with the highest score of 93.08, becomes the Successful Proposer under the QCBS methodology with a Technical-Financial Weightage of 70:30.

Final Ranking and Award

a. The Bidder achieving the highest Combined QCBS Score (C_s) shall be ranked H1 and shall be recommended for award of contract.

b. In the event of a tie in the Combined QCBS Score, the Bidder with the higher Technical Score shall be ranked higher.

c. The evaluation process shall be carried out strictly in accordance the Chhattisgarh Stores Purchase Rules, 2002 (as amended in 2025 and from time to time).

E. Grant of Work Order

After selection, a work order ("Work Order") will be issued, in duplicate, by CGMSCL to the Selected Bidder(s). The Work Order will be handed to the Selected Bidder or emailed or posted to the Selected Bidder's address as given in the Proposal and such handing or emailing or posting shall be deemed good service of such a notice. The Selected Bidder (s) shall, within (Seven) working days of the receipt of the Work Order, sign and return the duplicate copy of the Work Order in acknowledgement thereof. Thereafter, the Selected Bidder will enter a Contract with CGMSCL ("Selected Agency") and shall work in accordance with the Scope of work mentioned in the RFP.

The issue of the Work Order accepting the Selected Bidder's Proposal by CGMSCL and the acceptance of the Work Order by the Selected Bidder shall create binding obligations upon the Selected Bidder to fulfil the conditions as specified in this RFP and the Work Order, including the execution of the Contract within the prescribed time, all to the satisfaction of CGMSCL.

In the event the duplicate copy of the Work Order duly signed by the Selected Bidder (s) is not received by the stipulated date, CGMSCL may, unless it consents to extension of time for submission thereof, appropriate the Earnest Money Deposit of such Selected Bidder(s) as mutually agreed genuine pre-estimated loss and damage suffered by CGMSCL on account of failure of the Selected Bidder(s) to acknowledge the Work Order.

Additionally, non-acceptance of the Work order by the Selected Bidder within the time prescribed therein shall lead to forfeiture of the Earnest Money Deposit of such Selected Bidder and thereafter, CGMSCL shall be free to award the Project to the next Bidder in sequence, or to proceed in the manner as considered in the best interest of CGMSCL, at the sole discretion of CGMSCL.

E.1 Agreement Period

The agreement will be executed for a Period of 5 Years from the date of signing of Contract with the selected bidder. Which may be further extended for a period of another term of 2 Years, subject to the concurrence of both the parties. The agreement will be executed between CGMSCL and the successful bidder. The contract shall be deemed to be executed upon generation of the System-Generated Contract on the eproc portal. This RFP, including all annexures, shall be read in conjunction with the eproc Bid, BOQ, Letter of Demand (LoD), and eproc RFP for Services. In case of any conflict, eproc terms shall prevail.

E.2 Performance Bank Guarantee/ Performance Security

5% of total project cost in the form of irreversible Bank Guarantee and to be valid for five years six months and the performance security may be renewed after successful completion of 5 years for another term of 2 years. If the agency fails to provide performance security at the time of agreement, the contract will be terminated and the EMD will be forfeited. After completion of five years or completion of the period of agreement the existing service provider shall have to provide validated performance security until the transit phase.

E.3 Acknowledgement by Applicant

It shall be deemed that by submitting the Proposal, the Applicant has: -

Made a complete and careful examination of the RFP.

Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of Department or relating to any of the matters stated in the RFP Document.

CGMSCL shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by CGMSCL.

F. Payment Mechanism:

F.1 The CMHO of the district concerned will verify the work done by 1099 Hearses Vans. Service provider will submit invoices to the DHS/CGMSCL duly verified by CMHO on monthly basis. The Ninety(90) Percent payment to the Service Provider of 1099 Hearses Vans will be released within 30 working days by

Director Health Services on a monthly basis against bills submitted for the services offered, Penalty shall also be imposed as per Penalty clause.

Along with work, following verified documents need to be submitted with invoice-

C.G. medical Council registration number of doctors.

Previous months' payment slips of doctors.

Payment of the balance Ten (10) Percent of the amount shall be made on the basis of verification by the State level committee. A committee shall be formed by state Government/ DHS in this regard within 90 days from the date of signing of agreement. Penalty as per the penalty clause will be deducted from the 15% amount due for payment.

F.2 Escalation/ Increment in the project.

After the successful completion of first year (12 months) of the project the increment of 3% annually shall be given. For the purpose of annual escalation, the first contract year shall commence from the Commercial Operations Date notified by DHS/CGMSCL after deployment and approval of the required Hearse Van fleet.

The vendor has to ensure compliance with the minimum wages as per the act for the human resources employed in the project.

G. SCOPE OF WORK

G1. Background

- The Directorate of Health Services (DHS) in the state of Chhattisgarh is committed to providing accessible, affordable and quality assured healthcare services to all citizens of the state. As part of its efforts to improve healthcare infrastructure and facilities, DHS Chhattisgarh recognizes the need for efficient transportation services, particularly for deceased individuals and their families.
- Transportation of deceased individuals, particularly in rural and semi-urban areas, poses significant challenges due to limited access to vehicles suitable for carrying bodies. Recognizing this need, DHS Chhattisgarh intends to operationalize Hearse Van service to ensure dignified and timely transportation of deceased individuals from government healthcare facilities to the residence of the deceased or to morgue/mortuaries, funeral homes, burial grounds/ cremation ground/cemeteries.
- The hearse van service will play a crucial role in facilitating the last rites and funeral ceremonies while providing comfort and support to grieving families. It will also contribute to public health efforts by ensuring the safe and hygienic transportation of deceased individuals, thus preventing the spread of diseases and maintaining community well-being.
- The operationalization of the hearse van service aligns with DHS Chhattisgarh's broader objectives of strengthening healthcare infrastructure, improving access to healthcare services, and promoting public health initiatives across the state.
- Through this Request for Proposal (RFP), DHS Chhattisgarh seeks to engage qualified service providers to manage and operate the hearse van service in collaboration with local health authorities and healthcare institutions.
- DHS Chhattisgarh invites proposals from experienced and reputable organizations capable of delivering high-quality hearse van services while adhering to all relevant regulations, guidelines, and standards. The selected vendor will be responsible for procuring, maintaining, and operating the hearse van fleet, as well as coordinating with relevant stakeholders to ensure seamless service delivery across the state.
- By partnering with qualified vendors through this RFP, DHS Chhattisgarh aims to enhance the accessibility, efficiency, and dignity of end-of-life care services for all citizens, thereby advancing

the overarching goals of the National Health Mission and contributing to the well-being of communities in the state of Chhattisgarh.

G2. Scope of Work

(a) Deployment of 242 GPS enabled Hearse Van (Shav Vahan) (including 20 Refrigerated shav vahini vans for medical colleges) round the clock (24*7) equipped with trained Human Resource, equipment, logistic and supplies, consumables and related items to provide the desired services envisioned under DHS Chhattisgarh.

(b) Development of Hearse Van application / software with feature of real time tracking of vehicle, development of dashboard, repository of data/information etc. The Hearse Van application should have different modules for capturing essential beneficiary details, periodical report generation, automated invoice generation etc. The Agency shall provide access to dashboard/ software to the district health officials/ DHS officials. The dashboard/ software should be able to integrate with the existing DHS portal through API.

(c) Management of a centralized Call Center for coordination with the health institutions, officials, service providers (fleets), assignment of trips, follow-up, monitoring of the said services.

(d) The Selected Agency shall have to provide scalability i.e., in case more Hearse Vans are required to be included in the Project during the Contract Period or any extension thereof. The Selected Agency shall establish the same at the same rate as quoted in submitted Financial Proposal.

(e) The quoted rate shall be deemed to include the cost of operating both non-refrigerated and refrigerated Hearse Vans, and no separate rate or differential payment shall be admissible for refrigerated vans.

G3. Detailed Scope of Work

a) Services Components:

i. Providing dignified and timely transportation services for deceased individuals from all health institutions to the residence of the deceased or nearest burial/cremation ground.
ii. Deployment and Operation of fully equipped 242 vans for 33 districts across all districts of Chhattisgarh as per the list provided in **Annexure-VIII** The services will be available round the clock and throughout the year (24 * 7 * 365 days).
iii. Development of Hearse Van application with feature of real time tracking of vehicle, development of dashboard for end user, repository of data/information etc. The Hearse Van application should have different modules for capturing essential beneficiary details, periodical programmatic report generation (including the turnaround time of each fleet, district specific utilization patterns and trend, vehicle trip completion and failure rates, maintenance logs, daily/weekly/monthly as well as time-specific reports), bio metric attendance of staff, automated invoice generation and validation of same at institute level (Health Facilities) and at district level.
iv. Services to be provided only after issuance of 'Declaration of Death' by respective government healthcare facilities/health institutions only for carriage of dead bodies within State.
v. Service response time shall be calculated from call centre assignment to arrival/pickup at health facility. The services shall commence immediately upon assignment of the van to the respective case. Response time KPIs shall be relaxed in notified difficult/remote/geographical areas as defined by DHS.
vi. Where a single event results in vehicle non-availability, payment shall first be reduced on a pro-rata

basis for the period of non-availability. Any additional KPI damages for the same event shall be imposed only where expressly prescribed in the SLA. No duplicate damages shall be imposed under multiple heads for the same default, except where the event constitutes separate and independently verifiable breaches.

b) Process for dispatch of vehicle

i. The dedicated phone number of call center shall be made available to the hospital authorities of District Hospitals and Medical College and District magistrate office.

ii. After issuance of declaration of death, the hearse van services can be availed by the beneficiaries by calling to the call center. The call to the center can be called by any of the hospital staff / deceased relatives /friends / van driver etc.

iii. On receiving the call at centralized call center, the call center staff will collect the necessary information like demographic details, desired location of transportation, death certificate number (if available) etc. The call centre staff will verify the death declaration document either through hospital officials or Van driver, After successful verification, the call centre will generate a unique ID and will allot the van for reasonable practical route to the desired location. In case of unavailability of van at particular health facility, the call center staff can allot the nearest van available in the district or from adjoining districts.

iv. After allotment of the Hearse Van, the driver will update the death declaration details and other necessary information in the Hearse Van Application. On receipt of the same, the centralized call center staff will be able to coordinate, follow up, monitor and track location through GPS.

v. Vehicle will be preferably stationed inside the premises of District Hospital or Medical College, however, District Magistrate (District Collector)/Chief Medical & Health Officer/ any Officer as authorized by the District Magistrate will decide the designated location for stationing of the vehicles.

vi. The phone numbers of the selected Service providers, call centers operator shall be provided to the Authorities at Health Institutions, Office of District Magistrate etc. The name of the designated authority or officer of the concerned health institution and his telephone number must also be displayed in the hospital premises who shall be contacted in case of difficulties in availing such services.

c) Vehicle and Equipment:

i. Deployment of new 242 Four-Wheeler and its necessary modification for Hearse Van. The specification of vehicle is as in **Annexure IV**.

ii. The vehicle should be in compliance with the provisions of all the rules and regulations stated under the Motor Vehicles Act, 1988, the Central Motor Vehicles Rules, 1989 and the state motor vehicles guidelines, as amended from time to time.

iii. The vehicle must be in Road Worthy condition and must have valid Registration Certificate, Insurance Certificate, Fitness Certificate, valid Contract Carriage Permit, Pollution Certificate and proof of up-to-date tax payment etc. which are mandatory for plying of the vehicle.

iv. The primary obligation of the Selected Bidder shall be to procure, equip and operate the 242 Hearse Van to provide transportations services from health facility to either house of the deceased or to the burial/cremation ground/cemetery.

v. The vehicle should be manned by adequate manpower resources as per the requirement enumerated in below for Human Resources;

vi. The Hearse Van are to be provided with necessary fuel and other necessities for carrying on operations on regular basis.

vii. Maintenance and upkeep of vehicles, including GPS tagging and ICT equipment for online vehicle tracking.

viii. The Hearse Van to be provided by the Service Provider must have provision of a stretcher arrangement in the rear seating area.

ix. All vehicles to display the standard logo provided by the authority of Department of Health and Family Welfare (HFW). In case of wear and tear to the logo it shall be replaced with new logo immediately.

x. While transporting the dead bodies, two (2) to four (4) Attenders/ relatives may be allowed in the van along with the body.

xi. In case of the breakdown of the vehicle in middle of the journey alternative vehicle should be arranged within one hour by the service provider (Bidder).

xii. The quoted price shall encompass all the costs associated including cost of vehicle, Vehicle Insurance, Modification/Customization, HR Salary, HR Insurance, equipment, fabrication & branding of vehicles, fuel and any other work carried out as mentioned in the Scope of Work section. The Vehicle driver should obtain satisfactory certificate from the relatives /Attenders of the deceased.

xiii. The duty slip shall be maintained by the driver of each Hearse Van and the duty slip must contain Information regarding registration number of the death certificate number and date, name of the beneficiary, name of the deceased, name of the driver, name of the destination, date & time, total K.M.s covered as at **Annexure V**. KM details shall be maintained for operational monitoring and audit purposes only and shall not constitute the basis of payment. The information w.r.t KMs covered will be validated from the GPS information obtained from the Hearse Van Software.

xiv. The Selected Agency shall be paid the accepted monthly rate per deployed vehicle, subject to verification of deployment, availability, uptime and compliance with contractual requirements. The Service provider agrees that the vehicles will not be used to advertise any product or organization including the Service provider's own'.

xv. Service provider should comply to all the Centre and state government acts including labour law. Any kind of deviation from rules and regulation will be sole responsibility of bidder/service provider.

d) Vehicle Deployment:

- The service to be initiated with 242 vehicles in health facilities/ institutions to cover the entire state in one go as per direction of DHS.
- The authority reserves the right to adjust the number of vehicles based on requirements during the contract period.

e) Requisition and Operations:

i. After issuance of death declaration document, the hearse van services can be availed by the beneficiaries by calling to the call center. The call to the center can be called by any of the hospital staff / deceased relatives /friends / van driver etc.

ii. Dead bodies to be transported with dignity and respect, respecting cultural beliefs, and minimizing financial hardships for next of kin.

iii. No cost shall be borne for off-route transportation and breakdown of Hearse Van vehicles.

iv. DHS / CMHO shall notify a district-wise and route-wise list of difficult / remote / geographically constrained areas within 15 days of contract commencement, along with applicable response time benchmarks for such areas. In the absence of such notification, the standard response time shall apply.

f) Driver and Staff Requirements:

i. Each Hearse Van shall be operated with a minimum staffing pattern of two (02) trained drivers per vehicle, including one reliever, to ensure uninterrupted 24x7 operations. At all times, at least one

licensed and fit driver shall be available with each deployed vehicle during the applicable duty roster. The Selected Agency shall maintain an adequate standby manpower pool to ensure continuity of services in case of absence, leave, illness or emergency.

ii. Driver and support staff should be covered under appropriate insurance.

iii. Periodic training to be done for drivers and management staff.

iv. The Service provider agrees that a record of qualifications shall be maintained by the provider and available for inspection.

v. The drivers engaged should have valid driving license and should be co-operative and amiable in nature and should be physically fit to perform duties.

vi. The drivers provided should not have any past history of criminal records or Alcoholism or Drug Addiction.

vii. The service provider would manage shift timings of drivers in such a manner that the 24 hours service should not be interrupted.

viii. The drivers employed by the service provider shall always be ready for duty during duty hours.

ix. The driver(s) employed by the service provider shall have proper and valid driving licenses and physical fitness certificate for driving as required by law and shall have mental fitness and satisfy all conditions as required by Transport Authority and should also have experience of driving four wheelers.

x. The drivers should always wear uniform while on duty.

xi. The persons provided by the service provider shall be the employee of the service provider only and there is no Master and Servant or Employer and Employee relationship between the persons provided by the service provider and DHS Chhattisgarh and further the said persons of the service provider shall not claim any employment, engagement or absorption in the DHS Chhattisgarh, in future.

xii. The persons provided by the service provider shall not claim any benefit/ compensation /absorption/ regularization of service from/ in the DHS Chhattisgarh under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the persons to this effect shall be required to be submitted by the service provider to this DHS Chhattisgarh.

g) Call Center Management:

- The successful bidder shall establish and manage a separate and independent call center for coordination with the authority and fleet, monitoring of the services etc. There will be no merging of another call center existing under DHS.
- Call centre operations include allotment and handling of service requests from the caller.
- Employing and maintaining a competent and well-trained team of call center agents to handle incoming calls efficiently.
- Ensuring prompt and courteous responses to all incoming calls related to Hearse Van services.
- Properly routing calls to the relevant authorities or service personnel for efficient and timely handling of dead body transportation.
- Ensuring that calls are answered promptly to enhance customer satisfaction and minimize waiting time.
- Maintaining detailed and accurate call logs containing essential information related to each call.
- Implementing systems to ensure that no call goes unattended during operational hours for 24 hours a day, 365 days in a year.
- Setting up a call back mechanism to address any missed calls and provide appropriate solutions promptly. The call back for any missed calls to be made promptly within 5 minutes of the Missed call.

- The call centre shall be operational 24 hours a day, 365 days in a year, ensuring continuous and uninterrupted service availability.
- Call centre will be equipped with dashboard detailing the live locations of van, van wise utilization reports, and the generation of reports as required by the authority.
- **Valid Call** shall mean any call received at the designated helpline relating to request, dispatch, follow-up, complaint, escalation or information regarding Shav Vahini / Hearse Van services. Duplicate calls for the same case may be tagged under the same Request ID but shall be counted for call centre performance metrics, unless classified as spam/test/irrelevant call through system logs.
- **Power Backup for Call Centre Services:** The Selected Agency shall ensure uninterrupted 24x7x365 operation of the call centre/helpdesk through adequate power backup arrangement, including UPS/inverter/generator or equivalent backup system. The power backup shall be sufficient to support all critical call centre operations, including telephony, internet connectivity, servers/systems, workstations, dashboard, GPS monitoring and dispatch coordination during power failure. Power outage shall not be accepted as a valid reason for missed/unanswered calls, system downtime, delay in vehicle dispatch, non-updation of dashboard/MIS, or disruption of services. The Agency shall maintain proper records of power backup availability and downtime, if any, and shall produce the same to DHS/CGMSCL as and when required. Any disruption in call centre services due to inadequate power backup or failure to maintain backup arrangements shall be treated as service deficiency and shall attract applicable deductions/damages as per the KPI/SLA provisions of the Contract.

h) Human Resources for Hearse Van

Sr. No.	Name of Post, Minimum Qualification and Experience	Responsibility	Required Number
1	Manager: MBA with Three Years Experience	• Manage and coordinate overall functioning of Hearse Van Services. • The Manager will be the point of contact with DHS for managing day-day operations, report submission and other activities.	*01 Only to be placed at State Level *CV should be submitted on eproc portal
2	Divisional Coordinator: • Graduate in any discipline (preferred: Management, Social Work, Healthcare Administration, Public Administration). • Minimum 3–5 years of experience in operations, logistics, emergency response, healthcare services, transport management, or call-center coordination.	• Coordinate for timely vehicle dispatch and case closure. • Ensure availability and optimal utilization of Shav Vahini vehicles. • Monitor fleet operations, GPS tracking, and vehicle uptime. • Coordinate with hospitals, police, and district authorities. • Supervise drivers and field staff within the division. • Resolve operational issues, delays, and escalations. • Ensure adherence to response-time and service-quality	5 (Five) to be placed at divisional HQ *CV should be submitted on eproc portal

		standards. • Handle beneficiary complaints and ensure prompt resolution. • Maintain operational MIS and performance reports. • Conduct field monitoring and support continuous service improvement.	
3	Call Center Executive:	• Manage and Coordinate Calls received in dedicated Helpline Number. • Allotment of hearse vans • Maintain comprehensive records of all conversations in the call center database.	15 call centre executive per Shift (45 executives for 3 shifts) **Call centre capacity shall be scaled proportionately to fleet size (minimum 1 executive per 14–16 vehicles per shift)*
4	Driver • Higher secondary (10+2) exam passed from a recognized board • Valid licence for applicable vehicle category	• Operate the Hearse Van vehicle safely and responsibly, adhering to all traffic regulations and ensuring the safety of the deceased and accompanying personnel during transportation. • Demonstrate empathy and sensitivity when interacting with the family or caregivers of the deceased, maintaining a respectful and supportive demeanor throughout the process. • Assist in loading the deceased onto the Hearse Van vehicle and securing them appropriately for transportation. Ensure a smooth and respectful unloading process at the destination. • Familiar with the designated routes and destinations to ensure efficient and timely transportation, considering traffic conditions and other factors that may impact travel time. • Perform regular checks on the Hearse Van vehicle, including fuel, oil, and tire inspections. Report any mechanical issues promptly to the relevant authorities for timely resolution. • Maintain effective	Minimum 2 drivers per vehicle (including reliever) shall be deployed for 24×7 operations.

		communication with the Call Center and relevant authorities to coordinate transportation arrangements and updates on the transportation process. • Maintain accurate records of each transportation trip, including departure and arrival times, destination, and any relevant notes about the transportation process and constantly reporting to the designated authorized person. • Ensure that the Hearse Van vehicle is kept clean and hygienic at all times, especially after each transportation trip. • Reporting to CMHO for day to day and monthly activities	

i) Human Resources Requirement

i. The Agency should ensure availability of minimum 01 driver per vehicle available all the time. In addition to these drivers, Agency Shall recruit additional manpower which will work as reliever to ensure continuity of services in case the driver is not available in any of the vehicle.

ii. All drivers shall undergo Police Verification and shall be covered under applicable labour laws (PF/ESI)

iii. Call Center Executives: Provision of a dedicated call center of 15 (Fifteen) Seats to be operated in three shifts of 8 hr each for all day (minimum 15 executives per shift, total 45 executives for 3 shifts; adequate supervisor/backup as required). The services will be available 24 * 7 * 365 days.

iv. Manager: 01 Manager to be placed at State Level to Plan and Coordinate the whole functioning of Hearse Van Services.

v. Divisional Coordinator: Five Divisional Coordinators shall be deployed at the divisional level to provide operational support across the linked districts, promptly address and resolve implementation issues, and assist the Manager in ensuring seamless and efficient service delivery.

j) Adequate Human Resources Pool

i. The Agency shall ensure to maintain adequate number of manpower and arrange a pool of stand by workers / supervisors.

ii. In case any worker /supervisor is absent from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of staff. The cost for such additional manpower shall be borne out of the management fee only and DHS Chhattisgarh shall not be responsible for the same.

i. Project Duration

i. Initially the duration of the project will be for Five (5) Years from the date of signing of Contract and may be extended for a further period of Two (2) years (5 years +1 Year + 1 Year) subject to satisfactory performance with the approval of DHS Chhattisgarh.

ii. Commencement: The Agency shall commence the work from the date notified by CGMSCL/DHS Chhattisgarh.

ii. Responsibilities of Service Provider: -

1. Operation & Management of Hearse Van Vehicles in identified healthcare institutions in all districts of Chhattisgarh.
2. Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices
3. The Agency must submit the SOP and take necessary approval from designated authority of DHS Chhattisgarh before executing the Project.
4. Observance of sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the DHS and shall all times support and safeguard the DHS's legitimate interests in any dealing with the contracts.
5. Shall not accept for his own benefit any commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement and shall use his best efforts to ensure that his personnel and agents, either of them similarly, shall not receive any such additional remuneration.
6. Recruit, train and position qualified and suitable personnel for implementation of the project at various levels. The staff so engaged/recruited/ appointed shall be exclusively on the payrolls of the bidder and shall under no circumstances, the staff will ever have any claim, whatsoever, for appointment with the Government.
7. The bidder shall be fully responsible for adhering to the provisions of various laws applicable to them including Labour laws and Minimum Wages Act. In case the bidder fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the DHS, Government of Chhattisgarh by Court orders or otherwise, the bidder shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of applicable laws on the occurrence of such situations.
8. Strive for continuous improvement in management of essential response services and ensure proper and timely monitoring of the services.
9. Strict adherence to the stipulated time schedules for various activities.
10. Operation and Maintenance of all Hearse Van vehicle as per the vehicle manufacturers maintenance schedules throughout the life of the agreement to prevent any structural or functional deterioration.
11. Ensuring proper and timely monitoring of the services.
12. DHS/CGMSCL may require additional deployment of up to 25% over the initial fleet size during the Contract Period based on operational or public health requirements. The Selected Agency shall make reasonable efforts to augment fleet operations within mutually agreed timelines and at the rates and terms determined under the Contract.
13. **Digital Platform and Paperless Operations:** The selected agency shall deploy and maintain a centralized web- and mobile-based Integrated Fleet Management System for end-to-end management of 242 Shav Vahini services. The system shall support digital booking, dispatch, GPS-based vehicle tracking, beneficiary data management, trip validation, MIS reporting, automated invoice generation, and role-based dashboards. Manual registers, paper-based forms, and offline beneficiary databases shall not be used except during approved contingency

situations. The platform shall be API-enabled for integration with DHS/CGMSCL systems, and all project data shall be accessible to DHS/CGMSCL throughout the Contract Period. The bidder shall demonstrate the proposed digital platform during the Technical Presentation. Evaluation shall be based on system functionality, end-to-end paperless workflow, GPS tracking, dashboard/MIS capabilities, beneficiary database management, and integration readiness.

14. **Data Security and Privacy**
    1. The Selected Agency shall maintain the confidentiality, integrity, and security of all data collected, generated, or accessed under the Project, including beneficiary details, call records, GPS records, trip records, reports, and operational data. The Agency shall use such data solely for performance of the Contract and shall not disclose, transfer, sell, or share the same with any third party without prior written approval of DHS, except as required by law.
    2. The Agency shall implement appropriate access controls and security measures to prevent unauthorized access, loss, alteration, or misuse of data. Any data breach, security incident, or unauthorized disclosure of Project Data shall be reported to DHS within twenty-four (24) hours of becoming aware of such incident.
    3. All Project Data shall remain the property of DHS. Upon expiry or termination of the Contract, the Agency shall hand over all Project Data, records, logs, reports, and related information to DHS and shall not retain or use such data except where required under applicable law.
    4. Any breach of this clause shall be treated as a material breach of Contract and DHS shall be entitled to take appropriate action, including recovery of losses, termination of Contract, and invocation of contractual remedies as permissible under applicable law.

iii. Responsibilities of DHS

DHS will be the nodal department having overall responsibility for the project with following responsibilities:

i. Selection of Agency for project implementation through this RFP/ATC and formulation of any requisite committees if required.
ii. Signing of Contract with the selected Agency, communicating with the Agency for providing necessary support, access etc.
iii. Approve the Standard Operating Procedures (SOP) and protocols formulated by the selected Agency and suggest changes, if any.
iv. Provide Indent to the selected agency to provide Hearse Van Vehicles and its equipment to various healthcare facilities.
v. Assign, supervise and monitor the work of the selected Agency on a regular basis.
vi. Carry out regular inspection, testing and quality control of the Hearse Van Vehicle and Toll free / call centre services through designated officials and submit the inspection report and provide feedback of the inspection to the selected Agency and to the authority at DHS.
vii. The CMHO will verify the Invoice submitted by the Agency for their respective districts.
viii. Attend quarterly and yearly review meetings, as and when required, with the concerned authority at districts and service provider for overall assessment of the performance of the Agency.
ix. Ensure the proper implementation of Information, Education, and Communication (IEC) strategies to raise awareness about the Hearse Van among the public and healthcare facilities.
x. Monitoring and ensuring the toll-free number is operational 24/7, and there is a team in place to attend to calls promptly and provide necessary assistance.
xi. Ensuring that the dedicated helpline number is given to relevant Officials.

xii. Monitor the service provider's performance regularly, gather feedback from stakeholders, and suggest improvements as needed.

xiii. Keep the public informed about any updates, changes, or improvements to the Hearse Van service through various communication channels.

xiv. Address any concerns or queries from the public regarding the service and provide satisfactory resolutions.

xv. Strive for continuous improvement of the Hearse Van service by identifying areas for enhancement and implementing necessary changes based on feedback and performance evaluations.

iv. Monitoring and Evaluation

i. The selected Agency shall submit the progress report on monthly basis in the desired format as per given schedule to the office of the CMHO of respective district and DHS. This monthly progress report shall be verified and submitted by the CMHO to DHS on monthly basis.

ii. Yearly review (at least one per year) shall be conducted by a team nominated by DHS to assess the services provided and the compliance of the selected Agency to the Scope of Work.

iii. Officer, authorized by DHS shall undertake an 'Inspection' for evaluation of the Service quality and to submit the report to DHS.

H. Project Timelines

Commencement of services:

- The selected Agency shall commence services only after completion of onboarding formalities and approval of the Authority. Within 30 (Thirty) days from the date of issuance of Letter of Award/Work Order, the Agency shall complete development and deployment of the software/application, operational dashboard, GPS tracking interface, call centre/helpdesk, reporting formats, manpower recruitment and training, vehicle procurement/arrangement, vehicle branding, statutory compliances, and district-wise deployment plan.
- The Agency shall submit the proposed reporting formats, dashboard design, call centre workflow, escalation matrix, branding design, manpower details, and vehicle deployment schedule for approval of the Authority. Commercial operation of the Hearse Van services shall commence in the districts/locations communicated by the Authority only after such approval.
- Failure to operationalize the services within the stipulated period shall be treated as delay in commencement and shall attract applicable penalties and/or action under the Contract, unless an extension is granted in writing by the Authority.

I. Exit Management Period

(1) The Selected Agency shall provide DHS with an exit management plan ("**Exit Management Plan**") as a deliverable in writing in relation to the Contract as a whole and in relation to Project management, operation and compliance to KPI etc. within 30 (thirty) days from the effective date of agreement signed between DHS and Selected Agency and receive approval upon the same from DHS.

(2) The exit management period shall start,

(i) in case of expiry of agreement, 60 (sixty) days before the Contract end date; or

(ii) in case of termination of Contract, on the date when notice of termination of Contract is sent by either of the parties.

(3) The exit management period shall end on either of these dates, whichever is earlier,

(i) on any date agreed upon by the DHS and the Selected Agency; or,

(ii) 30 (thirty) days after the Contract end date; or,

(iii) 60 (sixty) days from the date of notice of termination of Contract.

(4) Notwithstanding anything contained elsewhere in the Agreement, during the extension period, DHS reserves the right to terminate the services, in whole or in part, at its sole discretion, by providing a written notice of thirty (30) days to the Service Provider, without assigning any reason. The Service Provider shall continue to perform its obligations during the notice period and shall ensure an orderly transition and handover of services as directed by DHS.

(5) The Exit Management Plan shall cover the following aspects of exit management, including but not limited to:

(a) A detailed transfer process that could be used in conjunction with the next agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

(b) Plans for the communication with such of the new agency staff, suppliers and any related third party as are necessary to avoid any material detrimental impact on the Project operations as a result of undertaking the transfer.

(c) As per Government directions, and if required by DHS, the Agency shall facilitate the transfer of project personnel (HR), records, and other relevant operational information to the succeeding agency within the timelines prescribed by DHS. Failure to provide the required information, documents, records, or support in a complete, accurate, and timely manner shall result in withholding of up to three (3) months' retained 10% invoice amount, without prejudice to any other rights, recoveries, or actions available to DHS under the Contract.

(d) Plans for provision of handholding support to DHS and next agency to be on-boarded for a reasonable period after transfer.

(6) The Selected Agency shall comply with all other requirements as may be prescribed under Applicable Laws to complete the assignment of all the rights, title and interest of the Selected Agency free from all encumbrances absolutely and free of any charge or tax to DHS.

(7) The responsibility shall vest with the Selected Agency for the smooth transition of services during the exit management period. The responsibility of the Selected Agency shall only cease upon the satisfaction of DHS.

(8) The outgoing Selected Agency shall only withdraw such assets, which bears the ownership/ authorship of the Selected Agency and was developed by the Selected Agency for the purpose of providing services under this RFP for the Contract Period. No asset or data shall be taken away by the outgoing Selected Agency that is under the ownership of DHS. If the Selected Agency wrongfully removes, retains, transfers, damages, or takes possession of any asset or property belonging to DHS, DHS shall be entitled to recover the resulting loss or replacement cost from pending payments, Retention Money (if applicable), and/or Performance Security, without prejudice to its right to initiate debarment, blacklisting, civil, or criminal proceedings under applicable law.

(9) The Selected Agency shall promptly on the commencement of the exit management period, supply to DHS the following:

(a) The Selected Agency shall in consultation with DHS deliver the entire database, logs, process documents, policies, relevant records, manuals, reports and other documents operation and maintenance records and manuals (training manuals, SOPs) pertaining to the Project;

(b) All the information relating to the current services being rendered; data on performance of the services; Project's Intellectual Property Rights; any Project specific documentation; any other data and confidential information related to the Project; current and updated Project data as is reasonably required in a readily available format for transitioning of the services;

(c) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable transition of the services to DHS or to the next agency to carry out due diligence in order, as the case may be.

(10) Based on the approved exit management plan, the Selected Agency would work towards handover of the operations to the next agency. As mentioned above, only selective hardware/ software etc. would be taken by the Selected Agency. However, all the relevant information regarding the Project in terms of data, documents, files, SOPs/ guidelines, database, process documents etc. would have to be handed over to DHS and/or to the next agency.

(11) During the transition to new agency, the current agency would handhold at least for a month the onboarded HR however the cost of the HR may be born by the new selected agency.

(12) The exit management period would continue for 30 (thirty) days subsequent to Contract end date with the Selected Agency. Only during this period subsequent to Contract end date, the Selected Agency would not be entitled to receive any payments from DHS.

(13) In case the knowledge transfer and requisite information/ data/ documents/ SOPs etc. are not transferred or shared by the Selected Agency with DHS and/or the next agency within the defined timelines, DHS will be entitled to forfeit the Performance Security in addition to taking any other recourse available under the law, including blacklisting the Selected Agency.

J. Miscellaneous provisions

1. The contract shall be governed by RFP and Master Service Agreement, applicable STC/SLA and RFP.
2. All documents, declarations, invoices, clarifications and communications shall be submitted electronically through eproc portal / approved online system only. No physical submission shall be mandatory at the bid stage. DHS may seek original documents from the successful bidder after award for verification, if required.
3. **Standard Operating Procedures:** The Selected Agency shall develop Standard Operating Procedures ("**SOPs**") detailing the services to be provided, timelines etc. The SOPs should be shared in writing with DHS for approval within 30 (thirty) days from the date of contract signing. The SOPs shall be inclusive of but not limited to the following areas:
    I. Project management plan to keep track of the progress of the Project.
    II. Role and responsibility of manpower deployed.
    III. Any other processes to be followed for effective delivery of services
4. The Selected Agency is obliged to protect the confidentiality of data provided by DHS during all stages of the process and with regard to all aspects of the information related to the deceased and beneficiary. Necessary training must be imparted to the staff involved in ensuring the confidentiality of the deceased and beneficiary. Any breach in deceased's and beneficiary's data will be dealt appropriately and liable for prosecution by DHS.
5. The Agency shall be solely responsible for all claims, disputes, litigation, penalties, compensation,

and legal proceedings arising out of the Project due to its acts, omissions, negligence, breach of contract, or non-compliance with applicable laws. All related costs, expenses, and liabilities shall be borne by the Agency. The Agency shall indemnify and keep DHS/CGMSCL harmless against any such claims, losses, or damages, and DHS/CGMSCL may recover such amounts from pending payments, retention amounts, or Performance Security.

6. All project data shall be the property of DHS. The agency shall maintain secure access to operational data during the contract period and shall transfer complete data backup to DHS every 30 days. The agency shall not reuse, disclose or commercially exploit the data. At exit, the complete database, logs, reports, manuals and records shall be handed over to DHS.
7. The Selected Agency shall not use or share the data received from DHS (such as login/ password, Program/ Function related information, policy documents, minutes of meeting etc.) or the data generated (such as analyses, reports, charts, presentations etc.) during the Contract or pursuant to termination or expiry of the Contract Period, with any third-party person or organization except with the explicit permission of DHS in writing. Further, the Selected Agency shall not use the Project data for any commercial purposes or promotional activities.
8. The Selected Agency shall provide reports as per DHS prescribed format to DHS to monitor daily, weekly, monthly and annual progress of the Project.
9. The Selected Agency will be required to follow and comply to all the laws/ policies/ guidelines related to data privacy and security in force.
10. The Selected Agency shall comply with all the provisions of e- Waste management, occupational and environmental safety. The Selected Agency shall also comply with all other statutory provision including but not limited to compliance of labor laws such as Minimum Wages Act and any other laws applicable on the Project. The Selected Agency will be wholly responsible for ensuring compliance of Labour laws in true spirit.

11. Vehicle Maintenance and Upkeep

a. The Selected Agency shall be solely responsible, at its own cost, for regular repair, servicing, preventive maintenance, breakdown maintenance, replacement of parts, tyres, batteries, lubricants, consumables, insurance-related repair, fabrication upkeep, GPS device maintenance, AC maintenance, refrigeration unit maintenance wherever applicable, and overall roadworthiness of all Shav Vahini / Hearse Vans deployed under the Contract.

b. All vehicles shall be maintained in clean, hygienic, roadworthy and fully operational condition at all times, with valid RC, permit, insurance, fitness certificate, PUC, tax payment and other statutory documents as applicable. The Agency shall maintain vehicle-wise maintenance logs, service records, repair records and inspection reports and shall produce the same before DHS/CGMSCL/CMHO or any authorized officer whenever required.

c. No separate payment shall be made by DHS/CGMSCL for maintenance, repair, replacement, servicing, breakdown, towing, fuel, lubricants, spare parts, tyres, batteries, equipment upkeep, AC/GPS/refrigeration repair or any incidental expenditure required for maintaining the vehicles. All such costs shall be deemed to be included in the quoted rate per vehicle per month.

d. In case any vehicle becomes non-operational due to breakdown, accident, repair, maintenance, non-availability of driver, expired documents, GPS failure, AC/refrigeration failure or any other reason attributable to the Agency, the Agency shall arrange a compliant substitute vehicle within the timeline prescribed in the RFP/ATC, without any additional cost to DHS/CGMSCL. Failure to do so shall be treated as vehicle off-road/non-availability and shall attract applicable deductions/damages as per the KPI/SLA provisions of the Contract.

12. The Selected Agency shall ensure that there is appropriate internal communication system for efficient transfer of information related to the Project between DHS and the Selected Agency.
13. All applicable guidelines, SOPs and standards issued by Government of India and its agencies

should be followed in delivering of service. The Selected Agency shall adhere to standard safety procedures, standard emergency operating procedures, as per industry standards and Good Industry Practice. The Selected Agency should comply with established standards wherever applicable in the solution, approach and methodology while delivering services.

14. The Selected Agency is obliged to protect the confidentiality of the beneficiary and deceased information during all stages of the process and with regard to all aspects of the information provided by the beneficiary/hospital staff, including information relating to their personal and domestic lives. The only exception to this mandate of confidentiality is if the law requires the revelation of certain information, or if there is a serious and identifiable risk to a specific person and / or community of a notifiable disease. As per Information Technology Act, 2000 and the Aadhaar Act, 2016, no report will be prepared with patients' demographic details i.e., phone number and Aadhaar ID.
15. The Selected Agency shall have to comply with all the provisions of Bio Medical Waste management, Bio Safety and Occupational and Environmental safety as per the prevailing law. The Selected Agency shall have to arrange for the disposal of any bio-medical waste during transportation. The Selected Agency shall also comply with all other statutory provision including but not limited to compliance of labor laws such as Minimum Wages Act and any other laws applicable on the Project.
16. The Selected Agency shall have to maintain and adhere to highest level of integrity while delivering services during the Contract Period.
17. The HR appointed under the project should be sensitized about the cultural aspects of working with Hearse Van.
18. **Conflict of Interest:** The Bidder shall not have any conflict of interest that may affect the fairness, transparency, competitiveness, or performance of the Contract. The Bidder shall be deemed to have a conflict of interest if:
    (i) the Bidder directly or indirectly controls, is controlled by, or is under common control with another Bidder participating in the same tender;
    (ii) the Bidder has received or provided consulting services related to preparation of the bid documents/specifications for this Project;
    (iii) the Bidder has any business, financial, legal, or family relationship with any official of CGMSCL/DHS directly involved in the bidding process or contract management;
    (iv) the Bidder submits more than one bid either individually or through related entities; or
    (v) any situation arises which may materially impair the Bidder's ability to act in the best interest of CGMSCL/DHS under the Contract.

    The Bidder shall immediately disclose to CGMSCL/DHS any actual, potential, or perceived conflict of interest during the bid process or Contract period. In the event of any conflict of interest detected at any stage, CGMSCL/DHS reserves the right to reject the bid, terminate the Contract, forfeit EMD/Performance Security, and take any other action as deemed appropriate under eproc and applicable law.
19. **Termination of Convenience:** CGMSCL/DHS reserves the right to terminate the Contract, in whole or in part, at any time for convenience, without assigning any reason, by giving a written notice of not less than 60 (sixty) days to the Selected Agency. Upon receipt of such notice, the Selected Agency shall:
    (i) discontinue the services in an orderly manner as directed by CGMSCL/DHS;
    (ii) minimize further expenditure and operational commitments;
    (iii) hand over all records, reports, dashboards, software data, GPS records, documents, and other Project-related materials up to the effective date of termination; and
    (iv) cooperate in smooth transition of services.

In such event, DHS/CGMSCL shall make payment for satisfactorily performed and verified services up to the effective date of termination. The Selected Agency shall not be entitled to claim any compensation towards loss of profit, anticipated revenue, unexecuted work, idle manpower, or consequential damages on account of such termination. Termination under this clause shall be without prejudice to any other rights available to CGMSCL/DHS under the Contract or applicable law.

20. **Arbitration and Jurisdiction:**
    a) Any dispute, controversy, difference, or claim arising out of or in connection with this Contract, including its interpretation, implementation, breach, termination, or validity, shall first be attempted to be resolved amicably through mutual discussions between the parties within fifteen (15) days from the date on which either party notifies the dispute in writing.
    b) If the dispute remains unresolved, either party may, within fifteen (15) days thereafter, refer the matter to the Secretary, Department of Health & Family Welfare, Government of Chhattisgarh, whose office shall endeavour to facilitate resolution of the dispute within thirty (30) days from the date of such reference.
    c) In the event the dispute is not resolved within the aforesaid period of thirty (30) days, either party may refer the dispute to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time.
    d) The Sole Arbitrator shall be appointed mutually by the parties, failing which appointment shall be made in accordance with the Arbitration and Conciliation Act, 1996.
    e) The seat and venue of arbitration shall be Raipur, Chhattisgarh. The proceedings shall be conducted in English language.
    f) The award passed by the Arbitrator shall be final and binding on both parties. Subject to the above arbitration provisions, the courts at Raipur, Chhattisgarh shall have exclusive jurisdiction in all matters arising out of or relating to this Contract.

21. **Force Majeure:** Neither Party shall be liable for any failure or delay in performance of its obligations under the Contract to the extent such failure or delay is caused by a Force Majeure Event, including but not limited to natural calamities, floods, earthquakes, cyclones, epidemics, pandemics, war, civil unrest, acts of Government, strikes not limited to the Agency, or any other event beyond the reasonable control of the affected Party. The affected Party shall notify the other Party in writing within seven (07) days of occurrence of the Force Majeure Event and shall take all reasonable steps to mitigate its impact and resume performance at the earliest.During the continuance of a Force Majeure Event, the obligations of the affected Party shall stand suspended to the extent affected by such event. If the Force Majeure Event continues for a period exceeding ninety (90) days, either Party may terminate the Contract by giving thirty (30) days' written notice to the other Party without any liability except for payment of services satisfactorily performed up to the date of termination.

22. **Audit Clause:**
    1. The Selected Agency shall maintain complete and accurate books, records, accounts, logs, registers, invoices, GPS records, trip sheets, manpower records, software/database records, call centre logs, statutory compliance records, and all other documents related to the Project during the Contract Period and for a period of at least seven (07) years after expiry or termination of the Contract.
    2. DHS/CGMSCL, Government authorities, statutory auditors, internal auditors, Accountant General, CAG, or any agency/person authorized by CGMSCL/DHS shall have the right to inspect, verify, audit, copy, and examine such records and Project-related documents at any reasonable time during the Contract Period and thereafter during the record retention period.

TIA may also seek additional information about the existing record which is not included in above list.

3. The Selected Agency shall provide full cooperation, access, clarification, and assistance during such audit/inspection and shall furnish all required information/documents within the timelines specified by CGMSCL/DHS or the auditing authority.
4. Any deficiency, overpayment, misrepresentation, ineligible claim, non-compliance, suppression of facts, or irregularity detected during audit shall be recoverable from the Selected Agency along with applicable penalties, damages, or other action as permissible under the Contract and applicable law.

23. **Mass Casualty / Emergency Support:** In case of any mass casualty, natural calamity, disaster, man-made disaster, epidemic, pandemic, Act of God, or any emergency situation as notified/directed by DHS/CGMSCL or competent authority, the Selected Agency shall provide uninterrupted Shav Vahini services as per Contract obligations. Such services shall be provided at the approved contractual rate only, and no additional charge, surge fee, mobilization cost or separate claim shall be admissible unless specifically approved in writing by DHS/CGMSCL.
24. The Selected Agency shall not be entitled to seek revision of rates, compensation, damages, additional payment, or contract renegotiation on grounds of non-achievement of expected utilization or projected revenue during the Contract Period, except as specifically provided under the Contract. The Agency shall maintain sufficient operational capacity, manpower, and vehicle availability throughout the Contract Period irrespective of actual utilization levels.

K. Payment Terms

i. Invoicing and Payment

a) No advance payment shall be made by DHS/CGMSCL at the time of execution of the Contract.

b) The Bidder shall quote and be paid a **fixed monthly rate per deployed vehicle**. A vehicle shall be considered eligible for full monthly payment only if it remains deployed and available for service for the entire billing month, subject to permitted downtime and applicable deductions. Monthly payment shall be admissible only for vehicles deployed and made available for service in accordance with the Contract. The Agency shall submit a monthly invoice supported by vehicle-wise deployment records, GPS/system-generated reports, uptime reports, and certification from the designated local authority/CMHO or authorized officer regarding satisfactory availability and operation of the vehicle during the billing period. CMHO shall verify and certify deployment records within 15 days of submission.

c) DHS/CGMSCL shall release **90% of the verified monthly invoice amount** for eligible vehicles. The remaining **10% shall be retained as Retention Money/Security Deposit** and shall be released upon satisfactory completion of the Contract and fulfilment of all contractual obligations by the Agency.

d) Monthly payment shall remain subject to applicable deductions, penalties, liquidated damages, and pro-rata reductions for vehicle downtime, non-availability, service deficiencies, KPI violations, or any other contractual non-compliance as specified in the Contract.

e) DHS/CGMSCL shall have the right to recover, adjust, or deduct from the Retention Money/Security Deposit any penalties, damages, losses, claims, statutory liabilities, or other dues arising out of non-performance, deficiency in service, contractual breach, or failure to comply with the provisions of the Contract. The balance amount, if any, shall be released only after issuance of a satisfactory completion certificate and completion of all exit-management obligations, including handover of records, data, reports, assets (if any), and resolution of pending claims or complaints.

a) **Escalation Clause:** The contract price shall remain firm during the first year of the Contract. From

the second year onwards, the monthly service charges may be revised annually by up to 3% (Three Percent), subject to satisfactory performance of the Agency and approval of DHS/CGMSCL. No retrospective escalation shall be permitted. Any Government of India, Government of Chhattisgarh, or CGMSCL guideline governing price escalation issued during the Contract Period shall apply, to the extent applicable, on a uniform basis to all similarly placed contracts.

b) GPS Devices should be AIS 140 compliant. GPS reports should be submitted by the Agency along with monthly Invoice to validate the Invoice.

c) The Invoice to be submitted to CMHO must be system generated (Auto generation of Invoices with applicable damages from Hearse Van Application / software).

d) The Agency must provide additional/ supplementary documents for verification of the invoices to DHS, if required from time to time.

e) Invoices and supporting documents shall be submitted through e-proc / approved online system. Physical copies may be sought during contract execution only for record/verification if required by DHS/CMHO.

f) Post CMHO verification, one consolidated invoice for all Hearse Van will be generated by the Agency and shall be submitted by 10th (tenth) day of the next month to DHS for payment for each month. The CMHO verified invoices will form a base for final invoice generation, thereafter, such verified invoices will be submitted to DHS for payment process. Payment will be processed on the bases of verified invoices only. DHS will independently verify the invoices before making any payment. Documents/ proofs to be submitted by the Selected Agency shall include:

   (i) inspection/ certification report of the (designated officer), DHS regarding the availability of manpower, commencement of services etc.

   (ii) Other reports/ documents

g) Payment of invoice will be made within a period of 30 (Thirsty) days after submission of the invoice to DHS and all necessary documents through online submission; physical copies may be sought only for record after award/contract execution. Payment/ reimbursement of the invoice will be based on computerized standardized proforma of invoice approved by Nodal officer (appointed by DHS).

h) Prices (inclusive of all taxes except GST), to be charged by the Selected Agency for provision of services in terms of the Contract shall not vary from the prices agreed upon in the Financial Proposal/ Contract.

i) No separate payments to be made to the Selected Agency for operating Hearse Van other than the financial quote as quoted by the Agency.

j) The Agency shall not be paid any extra charges (or any out-of-pocket expense) against such items which are required for performing proper and efficient working of the Project during Contract Period.

k) The payment will be subject to TDS as per Income Tax Rules/ GST [("**Goods and Service Tax**") if applicable] and other statutory deductions as per Applicable Laws.

l) Quoted rates are exclusive of GST. Applicable GST shall be paid extra as per prevailing rates.

m) All the remittances due to the Agency shall be remitted to the bank account of the Agency, submitted at the time of signing of contract, for all payments relating to monthly reimbursement of the invoices or any other payments related to the Project that shall become due in favour of the Agency.

n) All the payments will be made in Indian Rupees (INR) only in the bank account of the Selected Agency.

ii. **Vehicle Deployment, Availability and Eligibility for Payment**

a) Monthly payment under the Contract shall be based on the deployment, availability and operational readiness of vehicles and shall not be linked to the number of kilometres travelled, number of trips

performed, utilization level, fuel consumption, or revenue generated. The accepted monthly rate per vehicle shall be deemed to include all costs associated with ownership, procurement, financing, operation, maintenance, manpower, fuel, insurance, technology systems, call centre operations and all other obligations under the Contract.

b) A vehicle shall become eligible for payment only from the date on which it is inspected, approved and declared operational by DHS/CGMSCL or its authorized representative. Monthly payment shall be admissible only for vehicles that remain deployed, available and compliant with the requirements of the Contract during the relevant billing period.

c) The Agency shall submit vehicle-wise deployment records, GPS/system-generated uptime reports, availability reports, call centre records and such other supporting documents as may be prescribed by DHS/CGMSCL. The designated CMHO or authorized officer shall verify the deployment and operational status of vehicles for the billing period.

d) In case a vehicle remains unavailable due to breakdown, maintenance, accident, non-availability of driver, expired statutory documents, non-functional GPS, or any other reason attributable to the Agency, payment shall be subject to applicable pro-rata deductions, penalties and other recoveries as specified in the Contract. In case of any discrepancy in records, the determination of DHS/CGMSCL based on verification of available system records and supporting documents shall be final and binding.

iii. Deductions, Invoices and Release of Payment

No payment shall be admissible for the period during which a vehicle remains unavailable due to reasons attributable to the Service Provider, including breakdowns, non-availability of drivers, non-functional GPS devices, expiry of permits, insurance or fitness certificates, failure to comply with statutory requirements, or any other default under the Contract. In such cases, applicable penalties as specified in the Service Level Agreement shall also be imposed.

The Service Provider shall maintain fleet availability of at least 98% at all times. In case any vehicle undergoes scheduled maintenance, breakdown repair or accident repair, a substitute vehicle meeting prescribed specifications shall be provided within 24 hours without additional cost. Failure shall be treated as vehicle off-road for KPI calculation.

o) **Performance Security:** The selected bidder shall submit Performance Security equivalent to 5% of the estimated initial contract value. The Performance Security shall be submitted in the form of an irrevocable Bank Guarantee issued by any Scheduled Commercial Bank regulated by the Reserve Bank of India, within the prescribed timeline and in accordance with the applicable RFP's General Terms and Conditions. The extension period of 1+1 years shall be subject to satisfactory performance and approval of the competent authority; therefore, Performance Security for the extended period, if any, may be extended / renewed proportionately as per RFP, contract conditions and directions of CGMSCL/DHS. PBG may be enhanced proportionately for any fleet expansion beyond 242 vehicles.

p) Failure to submit Performance Security within the stipulated period may result in cancellation of award and further action as per RFP conditions and applicable rules.

q) Payments shall be subject to deductions of any amount for which the Agency is liable as per the Damages clauses set out in the RFP document/Contract.

iv. Disputed Invoice: In case of a dispute on the invoice amount, or any other payment related matter; such matter shall be discussed with DHS. In such cases, the Selected Agency, shall produce requisite supporting documents, communications, acknowledgement of the DHS, etc. to support the disputed Invoice amount, or any other payment related matter; however, the decision of the DHS in

this matter shall be considered as final.

L. KPIs and DAMAGES

The Key Performance Indicators ("**KPIs**") below defines the terms of the Selected Agency's responsibility in ensuring the timely delivery of the SOW, quality of deliverables and other aspects of selection as per the RFP. The KPIs mentioned below are not exhaustive and any addition/ deletion to this list of KPIs shall be with the mutual consent of DHS and the Selected Agency.

i. KPIs and Damages

For KPI calculation, the following formulas shall apply:

1. **Missed or Unanswered Call Rate**= Missed or Unanswered Calls / Total Incoming Calls × 100
2. **Vehicle Off-road Rate** = Off-road Vehicle Days / Total Scheduled Vehicle Days × 100
3. **System Uptime** = Available System Time / Total Scheduled System Time × 100
4. **Response Time** = Time between call centre assignment and arrival / pickup at health facility.

Operational Parameters/ Management of Activity /Damages

S. No	KPI Category as per RFP	Compliance Benchmark	Validation Frequency	(Liquidated Damages)	Calculation Process/ Documents for Verification
1	Commencement of services after grant of Work Order- Delay in commencing of services as per the timelines, the date of signing of Contract	100%	At time of commencement of services	@INR 10,000/- (Ten thousand) per day per Hearse Van till services are not commenced, and to be deducted from payable monthly invoices	Confirmation from DHS designated official
2	Missed or Unanswered Call Rate should be equal to or less than 1%	100%	Monthly	If the parameter exceeds 1% of total calls, 5% of the monthly payment amount of the agency will be deducted. Note: If calls remain unanswered whether received from a unique number or otherwise, the same shall be considered as missed/unanswered calls only.	System Generated Missed or Unanswered calls report Missed / Unanswered rate is the number of calls that are Missed / Unanswered while the customer is waiting for an agent
3	Offroad of vehicles with a permissible limit of 2%	98%	Monthly	@Rs.5,000 per vehicle per day above	System Generated

S. No	KPI Category as per RFP	Compliance Benchmark	Validation Frequency	(Liquidated Damages)	Calculation Process/ Documents for Verification
				permissible limit.	Report
4	Server Downtime per month due to failure of equipment/network/system failure at call center	99%	Monthly	@INR 5,000/- per hour of downtime beyond permissible limits	System Generated Report
5	General cleanness of the vehicle/ staff without uniform	100%	Random onsite verification by DHS designated officials	@ Rs 2,000/ per vehicle 1st time for every shortfall/default and subsequently @ Rs 5,000/ per vehicle for every shortfall/default for same vehicle.	Inspection Visit Report of Authority of DHSS/ CMHO/ District Collector
6	Response Time: Each Vehicle should collect the dead body from health facilities within 1 (one) hr. of assigning the case.* *(Response Time = time from call centre assignment to arrival/pickup at health facility)*	100%	Monthly	For delay beyond the permissible time of 1 hr., below penalties will be applicable. • 1-15 min delay: ₹2000 • 16-30min delay: ₹5000 • >30min delay: ₹10,000	System Generated Report
7	Unresponsiveness: Vehicle not responded to requisition or unwilling to take duty	100%	Monthly	Rs.10,000/- per instance of Unresponsiveness	System Generated Report
8	Unresponsiveness at Nighttime (10 PM to 6 AM): Vehicle not responded to requisition or unwilling to take duty during night time.	100%	Monthly	Rs.15,000/- per instance of Unresponsiveness	System Generated Report

*Damages w.r.t Response Time for vehicle assigned from adjoining districts is not applicable: In exceptional circumstances, if vehicles are not available in any districts and vehicle from adjoining districts are to be assigned. In such a case Response Time for vehicle assigned from adjoining districts is not applicable. Km from the nearest base location/adjoining district will only be applicable.

Note:

- GPS records shall be one of the primary records for verification of deployment, uptime, availability, response time compliance and invoice validation. In the event of GPS failure due to network or technical reasons beyond the control of the Service Provider, payment may be considered based on

reconciled duty slips, call centre logs, trip records and odometer readings approved by the CMHO.

- DHS shall recover liquidated damages at first instance from the amount due to the Selected Agency in the billing month, then the invoices of the subsequent month. Without prejudice to its other rights and remedies hereunder or in law, DHS shall be entitled to encash and appropriate the amounts due and payable as liquidated damages from Performance Security.
- These damages will be monitored and deducted for the entire duration of the Contract on a monthly basis. KPI adherence will be monitored on monthly basis by DHS or authorized officer(s) or representative and/ or any third party.
- The maximum monthly Damages that maybe imposed on the Selected Agency shall be capped at 10% (ten percent) of the total monthly billing amount.
- The Selected Agency shall be required to provide requisite information in the desired format as and when requested by the Authority. This information may be used by the Authority for the purpose of calculating the payment to be made to the Selected Agency.

Annexure I: TENDER ACCEPTANCE FORM
(To be submitted)

To,
MD, CGMSCL
1st and 2nd Floor, Sardar Vallabhbhai Patel Bhawan,
Sector 24, Kayabandha, Atal Nagar, New Raipur- 492018,

Ref. Your BidNo. due for opening on insert date.

We, the undersigned, have examined the above-mentioned Bid document, including amendment/corrigendum (if any), the receipt of which is hereby confirmed. We now offer to **provide and operate 242 Hearse Van services** in conformity with your above-mentioned document for the sum as shown in the Price Schedules attached herewith and made part of this bid. If our bid is accepted, we undertake to provide and operate Hearse Van services and perform the services mentioned in the bid documents, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our bid is accepted, we shall provide you with a performance security of required amount in an acceptable form for due performance of the contract. We agree to keep our bid valid for acceptance as required or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is passed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above- referred Bid. We confirm that we do not stand being deregistered/banned/blacklisted by any Central Govt. Ministries/Departments/Hospitals/Institutes. We also confirm that our e-proc account is
neither under watch listed nor suspended and there is no severe incident pending against us raised by any Department/Centre of CGMSC, Raipur

We confirm that we fully agree to the terms and conditions specified in the above-mentioned document, including amendment/ corrigendum if any. “We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to enforcement of the bid security.
Declaration.”

Name

Business Address

Place: Signature of Tenderer
Date: Seal of the Tenderer

Annexure II: TURNOVER AND NET WORTH DETAILS OF BIDDER

(To be submitted on the letterhead of the Statutory Chartered Accountant of the Bidder)

Average Annual Turnover

S. No.	Financial years	Turnover (INR)	Positive Net worth (*Yes/ No*)
1.	2023-24		
2.	2024-25		
3.	2025-26		
	Average Annual Turnover		

Net Worth as per Audited / Provisional Balance Sheet (INR Crore):
This is to certify that the Net Worth of M/s _____ as per the audited financial statements / CA-certified provisional financial statements, as applicable, for the immediately preceding financial year available as on the Bid Due Date is INR _____ Crore, which is not less than INR 5 Crore as required under the Pre-Qualification Criteria.

It is further certified that the average annual turnover of M/s _____ during the last three (03) completed financial years immediately preceding the Bid Due Date is INR _____ Crore.

Note:
1. Audited financial statements shall be submitted for the last three (03) completed financial years immediately preceding the Bid Due Date.
2. In case audited financial statements for the immediately preceding financial year are not available as on the Bid Due Date, CA-certified provisional financial statements may be submitted for such year, subject to verification and acceptance by CGMSCL/DHS.
3. CGMSCL/DHS may seek audited financial statements at a later stage, before award/signing of contract, if required.

Name, Membership number and
Signature of the Chartered Accountant:
Name and seal of the firm: Location, Date:

Yours sincerely,

Authorized Signature (PoA holder of the Sole Bidder) [In full and initials with Seal]: Name and Title of

Signatory:

Name of Bidder (Firm/ Organization's name): Address:
Telephone: Fax:
Email:
(Name and seal of the Sole Bidder)
[Location, *Date*]
Note: *In case audited financials for the latest FY (2025-26) are not available, CA-certified provisional figures may be submitted, subject to acceptance by CGMSCL*

Annexure III: NON-BLACKLISTING DECLARATION FORM

(Shall submit in Rs. 100/- Non-Judicial Stamp Paper)

We solemnly declare that we (including our affiliates or subsidiaries or constituents):

a. are not insolvent, bankrupt or being wound up, not having our affairs administered by a court or a judicial officer, not having our business activities suspended and are not the subject of legal proceedings for any of these reasons.

b. (including our Contractors for any part of the contract):

   i. Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or debarred by any State Government / Central Government or its Ministry/ Department from participation in its Tender Processes; and/ or

   ii. that there is no vigilance/ CBI case pending against the firm/supplier.

   iii. are not convicted on the date of bid submission or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India / State Government from participation in Tender Processes of all of its entities, for offenses mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.

c. During the validity of the tender / rate contract if the firm/ company is blacklisted by any State Government / Central Government or its Ministry/ Department / convicted by any Court of law in India, it shall be intimated within 7 days to CGMSCL by the corresponding firm/ company.

Signature and Seal Date:

Annexure IV: Technical specifications of the Vehicle

(To be submitted)

The technical specifications are mentioned below for 222 fleet (non-refrigerated) and 20 (refrigerated) fleet.

The technical specifications of the Hearse Van Vehicle shall be in adherence to the following:

S.N	Parameter	Specification
1.	General	Long high roof vehicle, Hearse van with a valid registration and other documents as per prevailing norms of State / Central Government.
2	Engine	Capacity:≥90 HP Applicable Emission Norms prescribed in latest CMVR confirming to ARAI/SAE Standards
3	Ground Clearance:	≥185 MM
4	Overall Width of the Main Compartment (Passenger/ Body Compartment):	≥1600 MM
5	Overall Length of the Main Compartment (Passenger/ Body Compartment):	≥3150 MM
6	Driver Cabin	01 Driver and 01 Co-Driver Seat. Side door (both the sides-L & R) with Key and Lock.
7	Body Cabin	• Rear Door Only • Adequate Space to accommodate body on one side and seats for 4 passengers on the other side. • Fitted with mounting pads for keeping stretchers with manual lock
8	Stretcher	Auto loader Stretcher Trolley with Floor Mounting Mechanism. The stretcher should be rust proof

Other Customization:

i. The Van should be appropriately branded with Logo as given by DHS. In case of wear and tear to the logo it shall be replaced with new logo immediately. The Selected Agency shall ensure uniform branding of all Shav Vahini / Hearse Vans as per the design, colour scheme, logo, text, identification number, and placement approved by DHS/CGMSCL. The branding shall be displayed prominently on the vehicles and shall include the service name, approved logos, helpline/service details, vehicle identification number, and other details prescribed by the Authority.

ii. No advertisement, commercial branding, political/religious content, third-party logo, or agency publicity material shall be displayed on the vehicles without prior written approval of DHS/CGMSCL. The branding shall be weather-resistant, dignified, clearly visible, and maintained in good condition throughout the Contract Period.

iii. Any damaged, faded, defaced, removed, or non-compliant branding shall be restored or replaced by the Selected Agency at its own cost. Failure to maintain approved branding shall be treated as non-compliance and may attract deductions/damages or other action as per the Contract.

iv. Each Hearse Van shall be provided with a functional air-conditioning (AC) system in both the driver cabin and body/passenger compartment, which shall be maintained in proper working condition at all times during the contract period.

v. Hearse Van shall have Equipped with the following items in appropriate quantities (list not exhaustive);

S. No.	Name of equipment
1	Torch with batteries
2	Metal (Rust Proof) stretcher without mattress
3	Fire Extinguisher - 5kgs with Fixing Stand
4	Luminous Search Light (Rechargeable)
5	Fire/Rescue Blanket
6	Fumigation / disinfection equipment or equivalent sanitization arrangement
7	Motorized cleaning machine with Jet nozzle
8	Seating arrangement on One side
9	Elevated platform for placing the dead body

* The equipment specified shall constitute the minimum mandatory equipment requirement for each deployed vehicle. No separate payment shall be admissible for such equipment. Any additional equipment requirement, if considered necessary by DHS/CGMSCL during the Contract Period, shall be communicated through written instructions and shall be governed by the provisions relating to contract modification/change order, wherever applicable.

Road Worthiness of Hearse Van:

i. The Vehicles should be brand new on the date of starting operation.
ii. The vehicle shall possess all valid registrations, permits, approvals, authorizations, insurance, fitness, pollution and tax documents as may be required under the Motor Vehicles Act, applicable rules, and State transport regulations for lawful operation of the Hearse Van service.
iii. All vehicles shall maintain / carry - (a) RC Book, (b) Valid Insurance, (c) Valid Pollution Clearance Certificate, (d) Valid Fitness Certificate, (e) Operation Manual & Maintenance Manual, (f) Any other requirement as per RTO.
iv. The selected bidder/vendor shall ensure regular checking, maintenance, and repair of all vehicles and equipment as per best industry practice and keep them in good condition.
v. Record of such activities shall be maintained in a logbook and kept in operator's custody, which shall always be available for inspection by Client. In case of deficiency, the Client shall have the right to prohibit deployment of such vehicle/equipment.

SPECIFICATIONS FOR THE REFRIGERATED HEARSE VAN (20 NOS.)

vi. The Vehicle shall be a closed-body mortuary/hearse van with a dedicated refrigerated mortuary chamber capable of maintaining a temperature between 0°C and 8°C for transportation of deceased persons over long distances. The chamber shall be thermally insulated, leak-proof, odour-proof, and provided with rubber-sealed doors/lids. The vehicle shall have backup power to maintain refrigeration during halts and emergencies.
vii. The mortuary compartment shall accommodate at least one adult body in a fully supine position and be fitted with a stainless-steel stretcher platform/roller track with locking arrangement to prevent movement during transit. Rear loading doors with ramp, slide-out tray, or equivalent loading mechanism shall be provided. A permanent partition shall separate the driver cabin from the mortuary compartment.

viii. The vehicle shall have air conditioning in the driver/passenger cabin, seating for a minimum of four accompanying relatives with seat belts, privacy screens/tinted windows for dignity, GPS tracking, fire extinguisher, first-aid kit, and adequate interior lighting. The Service Provider shall ensure availability of PPE (gloves, masks, sanitizer) and absorbent pads and maintain cleaning and disinfection records.

ADDITIONAL DETAILS:

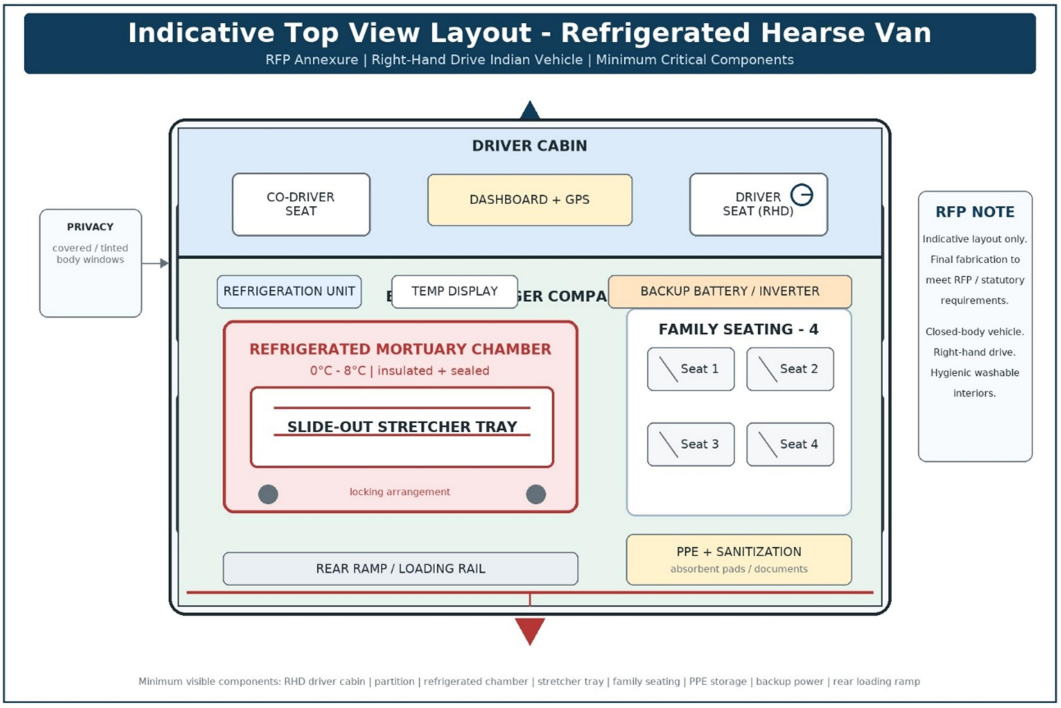
1. Indicative Internal Layout

The Shav Vahini / Hearse Van shall be designed to ensure **dignified, safe, hygienic and secure transportation of the deceased**, with adequate seating for attendants/relatives, proper ventilation/air-conditioning, equipment storage, and easy loading/unloading through the rear door.

The vehicle shall have two distinct compartments:

1. **Driver Cabin**
2. **Body / Passenger Compartment**

2.Indicative Top View Layout



3. Internal Arrangement Requirements

A. Driver Cabin

The driver cabin shall include:

a. One driver seat and one co-driver seat.
b. Functional dashboard with vehicle controls.
c. GPS tracking device / mobile data terminal, as applicable.
d. Communication device / mobile charging point.
e. Fire extinguisher within accessible reach.
f. Functional air-conditioning system.
g. Clear partition or separation from the body/passenger compartment, wherever feasible.

B. Body / Passenger Compartment

The body/passenger compartment shall include:

a. Dedicated stretcher/body placement area on one side of the compartment.

b. Seating arrangement for up to four (04) attendants/relatives on the opposite side.
c. Rear-door access for loading and unloading of the stretcher/body.
d. Anti-skid, washable and disinfectant-resistant flooring.
e. Stainless steel / corrosion-resistant stretcher locking arrangement.
f. Adequate overhead/body compartment lighting.
g. Functional air-conditioning system in the body/passenger compartment.
h. Adequate ventilation, wherever technically feasible.
i. Easy-to-clean internal wall and floor panels.
j. Hand-hold support / grab handles for attendants, wherever required.

4. Stretcher / Body Placement System

The Shav Vahini shall be fitted with a suitable stretcher/body placement system as below:
a. Auto-loader stretcher trolley or equivalent stretcher arrangement.
b. Elevated body placement platform with secure locking mechanism.
c. Stretcher/platform shall be rust-proof and easy to clean.
d. Locking arrangement shall prevent movement of the stretcher/body during transit.
e. The system shall allow smooth rear loading and unloading.
f. Edges and fittings shall be rounded/smooth to avoid injury or damage.

5. Seating Arrangement for Attendants

The seating arrangement shall be provided as follows:
a. Seating for up to four (04) attendants/relatives may be provided in the body/passenger compartment.
b. Seats shall be fixed securely to the vehicle floor/body.
c. Seats shall be washable and easy to clean.
d. Seat orientation shall not obstruct loading/unloading of the stretcher/body.
e. Adequate leg space and safe movement space shall be maintained.

6. Hygiene and Sanitation Features

The internal design shall ensure ease of cleaning, disinfection and hygienic transportation. The following shall be provided:
a. Washable and non-absorbent internal flooring.
b. Disinfectant-resistant wall and floor lining.
c. Fumigation / disinfection equipment or equivalent sanitization arrangement.
d. Provision for storing cleaning supplies and PPE.
e. Sealed joints and corners as far as practicable to avoid accumulation of fluids/dust.
f. Proper drainage or cleaning-friendly design, wherever technically feasible.
g. Provision for waste collection bag/bin for disposable items, if required.

7. Safety Features

The vehicle shall include the following safety provisions:
a. Fire extinguisher with fixing stand.
b. First-aid / emergency support kit, if prescribed by the Authority.
c. Torch with batteries.
d. Rechargeable search light.
e. Fire/rescue blanket.
f. Anti-skid flooring.
g. Secure locking system for stretcher/body platform.
h. Internal lights for night-time operation.
i. Rear door locking arrangement.
j. Reflective marking / visibility support as per applicable norms.

8. Equipment Storage

A designated equipment storage area shall be provided inside the vehicle without obstructing the stretcher area or attendant seating.

The storage area may include provision for:

a. Torch with batteries.
b. Rechargeable search light.
c. Fire extinguisher.
d. Fire/rescue blanket.
e. Sanitization / fumigation equipment.
f. Cleaning material.
g. Disposable gloves / PPE / body handling support items, if prescribed.
h. Trip sheet / duty slip folder.

9. Information Technology / Monitoring Arrangement

The vehicle shall be equipped with:

a. GPS tracking device.
b. Vehicle identification number / fleet ID display.
c. Integration-ready GPS data feed for dashboard/MIS.
d. Mobile charging / communication support for driver.
e. Provision for digital trip logging, if required under the software/application system.

10. Indicative Internal Dimensions

Subject to the final vehicle model and applicable Motor Vehicle/RTO requirements, the internal design shall broadly comply with the following indicative requirements:

a. Body/passenger compartment width: Adequate to accommodate stretcher/body platform and attendant seating.
b. Body/passenger compartment length: Adequate for stretcher placement and rear loading/unloading.
c. Internal height: Suitable for safe handling and movement inside the body/passenger compartment.
d. Stretcher/body platform: Suitable for standard body transportation with locking arrangement.
e. Aisle/loading space: Sufficient for dignified loading and unloading of the deceased.

The final layout shall ensure compliance with the specifications prescribed in the Annexure IV of this document, applicable Motor Vehicles Act, Central Motor Vehicles Rules, State Transport Department requirements, and any other applicable statutory norms.

11. Material and Finish

a. Internal panels shall be durable, washable and corrosion-resistant.
b. Flooring shall be anti-skid, washable and suitable for regular disinfection.
c. Stretcher/platform fittings shall be rust-proof and securely anchored.
d. Seats shall be durable, washable and suitable for public service use.
e. Exposed sharp edges shall not be permitted.
f. Branding and internal marking shall be as approved by DHS/CGMSCL.

12. Rear Loading Arrangement

a. The vehicle shall have rear-door access for loading and unloading.
b. Rear loading area shall be free from obstruction.
c. Rear door shall have proper locking arrangements.
d. Loading height and stretcher movement shall allow safe and dignified handling.
e. Adequate lighting should be available near the rear loading area.

13. Mandatory Internal Design Compliance

The internal design of each Shav Vahini shall comply with the following minimum requirements:

a. Separate driver cabin and body/passenger compartment.
b. Stretcher/body platform with locking mechanism.
c. Seating arrangement for attendants/relatives.
d. Functional AC in driver cabin and body/passenger compartment.
e. GPS-enabled tracking arrangement.
f. Fire safety equipment.
g. Sanitization and cleaning arrangement.
h. Anti-skid washable flooring.
i. Rear-door loading and unloading system.
j. Adequate lighting and ventilation.

14. Inspection and Approval

The final internal layout, fabrication, equipment placement, branding and finishing of the Shav Vahini shall be subject to inspection and approval by DHS/CGMSCL or its authorized representative before deployment.

DHS/CGMSCL may require modification or rectification in the internal layout, equipment placement, safety arrangement, hygiene arrangement, or branding if the same is found unsuitable for operational, safety, dignity, hygiene, or statutory compliance requirements.

15.Prototype Inspection and Approval

Prior to large-scale deployment, the Selected Agency shall present at least one (01) prototype vehicle of each category (Refrigerated and Non-Refrigerated Hearse Van) for inspection by DHS/CGMSCL or its authorized representatives. The prototype shall be assessed for conformity with the approved technical specifications, internal layout, branding, equipment, safety requirements, GPS integration, and statutory compliances. Bulk deployment shall commence only after written approval of the prototype by DHS/CGMSCL. Any deficiencies identified during inspection shall be rectified by the Agency at its own cost before deployment.

16. Disclaimer

The internal layout shown above is indicative. The Selected Agency shall ensure that the final vehicle design complies with the technical specifications prescribed in the ATC/RFP, applicable statutory requirements, RTO approvals, safety norms, and operational requirements of DHS/CGMSCL.

Annexure V: Duty Slip / Trip Sheet for Shav Vahini/Hearse Van (Indicative*)

(Used for: Trip Record, Service Verification, GPS Reconciliation and Invoice Support Record)

Name of Agency: _____
District: _____
Duty Slip No.: _____
Date: ____ / ____ / _____

1. Vehicle and Driver Details

Particulars	Details
Vehicle Registration No.	_____
Shav Vahini Van ID / Vehicle Code	_____
Name of Driver	_____
Driver Mobile No.	_____

2. Deceased / Beneficiary Details

Particulars	Details
Name of Deceased	_____
Name of Beneficiary / Attendant	_____
Beneficiary / Attendant Mobile No.	_____
Death Certificate No.(If available)	_____
Death Certificate Date (If available)	____ / ____ / _____

3. Trip Details

Particulars	Details
Pickup Location / Hospital	_____
Destination	_____
Date & Time of Pickup	____ / ____ / _____ Time: _____
Date & Time of Arrival at Destination	____ / ____ / _____ Time: _____

4. Certification

It is certified that the Shav Vahini/Hearse Van service was provided for transportation of the deceased as per the details mentioned above.

Name / Designation	Signature
Driver	_____
Beneficiary / Attendant	_____
Hospital / Facility Representative	_____

*(*Bidder to demonstrate capacity to digitize the above record and provide paperless tracking system for the services offered)*

ANNEXURE-VI: Pre-contract Integrity Declaration
(Shall submit in Rs. 100/- Non-Judicial Stamp Paper)

To,
Managing Director,
CGMSCL,
Government of Chhattisgarh,
Nava Raipur, Chhattisgarh

Subject: Integrity Declaration for participation in e-proc Bid for Operationalization of Shav Vahni/ Hearse Van Services

Reference: e-proc Bid No. _____ dated ____ / ____ / _____ for Selection of Agency for Operationalization of 242 Hearse Van / शव वाहन Services in the State of Chhattisgarh.

I / We, **M/s** _____, having our registered office at _____, hereby declare and undertake as under:

1. That I / We shall maintain the highest standards of integrity, transparency and fairness during the bid process and during execution of the contract, if awarded.
2. That I / We have not engaged and shall not engage in any corrupt, fraudulent, collusive, coercive, restrictive or undesirable practice in connection with the present bid.
3. That I / We have not offered, promised, given, demanded or accepted any bribe, commission, gift, reward, favour or any undue benefit, directly or indirectly, to influence the bid process, evaluation, award or execution of the contract.
4. That I / We shall not enter into any understanding, arrangement or agreement with any other bidder to restrict competition, manipulate prices or influence the outcome of the bid.
5. That all information, documents, certificates and declarations submitted by us in the bid are true, correct and complete to the best of our knowledge and belief.
6. That I / We shall immediately inform DHS / CGMSCL if any conflict of interest, prohibited practice, false declaration or material change affecting our eligibility comes to our notice during the bid process or contract period.
7. That if any information furnished by us is found to be false, misleading, suppressed or incorrect, or if we are found to have engaged in any prohibited practice, DHS / CGMSCL may reject our bid, cancel the contract, forfeit EMD / Performance Security, initiate incident reporting / debarment proceedings and take any other action as per RFP conditions and applicable law.

I / We hereby confirm that this declaration is true and binding upon us.
For and on behalf of:
M/s _____
Authorized Signatory: _____
Name: _____
Designation: _____
Mobile No.: _____
Email ID: _____
Date: ____ / ____ / _____
Place: _____
Seal of the Bidder

Annexure VII: PARTICIPATION DECLARATION FORM

(Shall submit in Rs. 100/- Non-Judicial Stamp Paper)

To,
The Director / Managing Director,
Directorate of Health Services / CGMSCL
Government of Chhattisgarh,
Nava Raipur, Chhattisgarh

Subject: Declaration for participation in e-proc Bid for Operationalization of Hearse Van/Shav Vahini Services

Reference: e-proc Bid No. _____ dated ____ / ____ / _____ for Selection of Agency for Operationalization of Hearse Van / शव वाहन Services in the State of Chhattisgarh.

I / We, **M/s** _____, having our registered office at _____, hereby solemnly declare and confirm as under:

1. That I / We have carefully read and understood all the terms and conditions of the RFP, scope of work, technical specifications, payment terms, KPI/damages clauses, annexures and corrigendum, if any, issued for the above-mentioned bid.
2. That I / We accept all terms and conditions of RFP unconditionally and agree to comply with the same during the bid process and contract period.
3. That I / We confirm our eligibility to participate in the bid and undertake to submit all documents, certificates, declarations and supporting evidence as required under the RFP.
4. That I / We undertake to provide and operate **Hearse Van / शव वाहन services** in accordance with the scope of work prescribed by DHS / CGMSCL, including deployment, operation and maintenance of hearse vans, call centre management, GPS tracking, software/dashboard support, manpower deployment, reporting and billing support.
5. That I / We shall ensure deployment of roadworthy, GPS-enabled, properly registered, insured and compliant vehicles as per applicable Motor Vehicles Act, Central Motor Vehicles Rules, State transport requirements and technical specifications prescribed in the ATC/RFP.
6. That I / We shall ensure availability of trained drivers, call centre staff, managerial staff and other required manpower for uninterrupted **24x7x365** service delivery.
7. That I / We shall comply with all applicable laws, including labour laws, minimum wages, PF/ESI, insurance, tax laws, transport laws, data protection requirements, biosafety, occupational safety and environmental safety requirements.
8. That I / We shall maintain dignity, sensitivity, hygiene and respectful handling during transportation of deceased persons and shall ensure that the staff deployed under the project are properly trained and sensitized.
9. That I / We shall maintain duty slips / trip sheets, GPS records, call logs, vehicle records, manpower records, maintenance records and other project-related documents as required under the ATC/RFP.
10. That I / We shall submit invoices and supporting documents as per the prescribed mechanism, and understand that Payment shall be based on deployment, availability and satisfactory operation of vehicles as certified by designated authorities and supported through system-generated records.

11. That I / We shall not claim any additional payment other than the rates approved under the e-proc Contract / financial bid, except applicable GST and other admissible payments specifically allowed under the contract.
12. That I / We shall maintain confidentiality of all project-related data, beneficiary details, deceased details, hospital/facility information, login credentials, reports and any other information received or generated during the contract period.
13. That I / We shall not use, disclose, transfer, publish, commercially exploit or share any project data with any third party without prior written permission of DHS / CGMSCL.
14. That all project data generated under the contract shall remain the property of DHS / CGMSCL and shall be handed over as per the data sharing and exit management provisions of the ATC/RFP.
15. That I / We are not insolvent, bankrupt, under liquidation, under court receivership or subject to any proceeding which may materially affect our ability to execute the contract.
16. That I / We have not submitted any false, forged, fabricated, misleading or suppressed information in the bid.
17. That I / We understand that if any information submitted by us is found false, incorrect, misleading or suppressed at any stage, DHS / CGMSCL shall be at liberty to reject our bid, cancel the contract, forfeit EMD / Performance Security, initiate incident reporting / debarment proceedings and take any other action as per RFP conditions and applicable law.
18. That I / We shall comply with all instructions, directions and reporting requirements issued by DHS / CGMSCL, CMHO, District Administration or authorized officers during implementation of the project.
19. That I / We shall ensure smooth transition and handover of project data, records, SOPs, logs, reports and other project-related documents at the end of the contract period or upon termination, as per the exit management provisions.
20. That I / We hereby certify that all information furnished in this declaration is true and correct to the best of our knowledge and belief.

Undertaking

I / We hereby undertake that in the event of award of contract, we shall execute the work strictly in accordance with the Contract, RFP, scope of work, service levels, KPIs, applicable laws and directions issued by DHS / CGMSCL from time to time.

For and on behalf of:
M/s _____
Authorized Signatory: _____
Name: _____
Designation: _____
Mobile No.: _____
Email ID: _____
Date: ____ / ____ / _____
Place: _____
Seal of the Bidder

Annexure VIII: Indicative District-wise Breakup of 242 Hearse Vans

Sl. No.	District	Allotted Hearse Vans
1	Raipur	32
2	Surguja	18
3	Bastar	13
4	Bilaspur	12
5	Rajnandgaon	12
6	Durg	10
7	Korba	9
8	Raigarh	9
9	Balrampur-Ramanujganj	6
10	Dhamtari	6
11	Jashpur	6
12	Kabirdham	6
13	Kanker	6
14	Balod	5
15	Bijapur	5
16	Dantewada	5
17	Gariaband	5
18	Janjgir-Champa	5
19	Khairagarh-Chhuikhadan-Gandai	5
20	Kondagaon	5
21	Korea / Koriya	5
22	Manendragarh-Chirmiri-Bharatpur	5
23	Mungeli	5
24	Narayanpur	5
25	Sakti	5
26	Sarangarh-Bilaigarh	5
27	Sukma	5
28	Surajpur	5
29	Balodabazar-Bhatapara	5
30	Bemetara	5
31	Gaurela-Pendra-Marwahi	5
32	Mahasamund	5
33	Mohla-Manpur-Ambagarh Chowki	5

Note: The indicative district-wise distribution of vehicles is provided above. Final base-location-wise deployment may be communicated by DHS/CGMSCL before commencement of services and may be revised during the contract period based on operational requirement

ANNEXURE IX: Declaration Regarding Pending Petition / Litigation / Investigation

(Shall submit in Rs. 100/- Non-Judicial Stamp Paper)

To,
The Director / Managing Director,
Directorate of Health Services / CGMSCL
Government of Chhattisgarh
Nava Raipur, Chhattisgarh

Subject: Declaration regarding pending petitions / litigation / enquiry / investigation

Reference: Bid No. _____ dated _____ for Selection of Agency for Operationalization of Hearse Van/Shav Vahini Services in the State of Chhattisgarh.

Declaration

I / We, **M/s** _____, having our registered office at _____, hereby solemnly declare and confirm as under:

1. That we have carefully read and understood the terms and conditions of the RFP / ATC for the above-mentioned bid.
2. That there is **no pending petition, suit, litigation, arbitration, enquiry, investigation, prosecution or legal proceeding** against our firm / company / society / trust / LLP , which may adversely affect or hamper our ability to execute the work under the said RFP / ATC.
3. That there is no order, direction, restriction or proceeding by any court of law, tribunal, statutory authority, regulatory authority, government department or any other competent authority which restricts us from participating in the present bid or executing the proposed services.
4. That we are not aware of any circumstance which may materially affect our legal, financial, technical or operational capability to perform the obligations under the proposed contract.
5. That in case any petition, suit, enquiry, investigation, legal proceeding or material adverse event arises during the bid process or during the contract period, we shall immediately inform DHS / CGMSCL in writing within **7 days** from the date of knowledge of such event.
6. That if any information furnished by us is found to be false, incorrect, suppressed or misleading at any stage, DHS / CGMSCL shall be at liberty to reject our bid, cancel the contract, forfeit EMD / Performance Security, initiate incident reporting / debarment proceedings, and take any other action as per RFP / ATC conditions and applicable law.

I / We hereby certify that the information furnished above is true and correct to the best of our knowledge and belief.

For and on behalf of:
M/s _____
Authorized Signatory: _____
Name: _____
Designation: _____
Mobile No.: _____
Email ID: _____
Date: ____ / ____ / _____
Place: _____

Seal of the Bidder

ANNEXURE X : FORMAT FOR SUBMITTING WORK EXPERIENCE SUMMARY

(To be submitted on the letter head of the Sole Bidder)

Assignment Name:	Approx. value of the contract
Country: Location within Country:	Duration of assignment (months):
Name of Client:	
Address of Client:	Approx. value of the services provided by Bidder's firm
Start Date (Month/Year):	Completion Date (Month/Year):
Narrative Description of Project:	
Description of actual services provided by Bidder's staff:	

*Documents/Proofs are required for all of the above

NOTE:

1. The Annexure X is required to be provided for all the projects submitted by the bidder with respect to the eligibility criteria as mentioned in the RFP
2. Kindly provide copies of supporting documents such as Letter of award/ work order/ agreement/ contract/ MoU

Yours sincerely,
Authorized Signature *(PoA holder of the Sole Bidder)*
[In full and initials with Seal]: Name and Title of Signatory:

Name of Bidder (*Firm/ Organization's name*): Address:
Telephone:
Fax:
Email:

(Name and seal of the Sole Bidder)
[*Location, Date*]

Form A
Letter of Certificate
To whomsoever it may concern

Part-A: Past experience

This is to certify that (Name of Bidder) have Operated (number of Hearse Vans/Mortuary Vans/ Dead Body Transport Vehicles/Ambulance Services/Mobile Medical Units (MMUs)/Patient Transport Service fleets) for us / in this State. The services were launched in (month and year) and were continued till (month and year).

1. Contract Value:
2. Fleet Size:
3. Duration (Specify Period):

Part-B: Vehicles Currently Operated

This is to (also)** certify that (Name of Bidder) are Currently Operating (number of Hearse Vans/Mortuary Vans/ Dead Body Transport Vehicles/Ambulance Services/Mobile Medical Units (MMUs)/Patient Transport Service fleets) for us / in this State. The services were launched in (month and year) and are likely to be continued until (month and year).

1. Contract Value:
2. Fleet Size:
3. Duration (Specify Period):

Signed……(Name of authorized signatory)

Telephone number…….

Mobile Number……..

Note: To be issued on official stationery of the organization issuing the certificate.

ANNEXURE XI: Format for Death Slip
(Indicative: To be issued by hospital/health facility; copy may be retained by agency for trip record where Shav Vahini/Hearse Van service is used)

Name of Hospital / Health Facility: _____
District: _____
Slip No.: _____
Date: ____ / ____ / _____

Details of Deceased
Name of Deceased: _____
Death Certificate No.: _____
Date and Time of Death: ____ / ____ / _____ Time: _____
Cause of Death: _____
Nature of Disease: Infectious / Non-Infectious
If infectious, precaution required / disease details: _____

Body Handed Over Details
Body handed over to: _____
Relation with deceased: Father/Mother/Brother/Sister/Son/Daughter/Other (Specify)_____
Mobile No. of relative / attendant: _____
Address of relative / attendant: _____

Place and Transportation Details
Designated place from where body will be taken out from hospital:

Destination / place where body will be taken:

Mode of Transportation: Hearse Van / Own Arrangement
If own arrangement, vehicle details, if available:
If Hearse Van Service is Availed
Time of call made to Shav Vahini: ____ / ____ / _____ Time: _____
Shav Vahini Call / Request ID, if generated: _____
Time of arrival of Hearse Van/Shav Vahini: ____ / ____ / _____ Time: _____
Shav Vahini Vehicle Registration No.: _____
Name of Driver: _____
Driver Mobile No.: _____

Certification

It is certified that the body of the deceased has been handed over to the above-mentioned relative / attendant after completion of necessary hospital formalities and verification of death-related records.

Signature of Relative / Attendant
Name: _____
Signature / Thumb Impression: _____
Date and Time: _____

Signature of Doctor / Nurse In-charge

Name of Doctor / Nurse In-charge: _____

Designation: _____

Signature: _____

Date and Time: _____

Seal of Hospital / Health Facility: _____

Remarks, if any

ANNEXURE XII: FINANCIAL BID FORMAT
(To be submitted through e-Procurement Portal only)
Financial Bid for Operationalization of Hearse Van / Shav Vahini Services

Bid No.: _____
Name of Bidder: _____
GSTIN: _____
Date: ____ / ____ / _____

The Bidder shall quote the rate on the **e-proc Portal** for providing and operating the complete Shav Vahini / Hearse Van Services in accordance with the Scope of Work, Technical Specifications, Service Levels, Human Resource Requirements, GPS-enabled Fleet Management System, Call Centre Operations, and other obligations specified in the RFP/ATC. Financial evaluation shall be based on the **Monthly Rate per Deployed Vehicle** for the fleet of **242 vehicles** under the QCBS methodology.

Financial Quote

Sl. No.	Description	Unit	Rate to be Quoted on e-proc
1	Operation and management of Shav Vahini / Hearse Van Services including vehicle deployment, drivers, fuel, maintenance, insurance, repairs, GPS devices, fleet management software, dashboard, call centre, manpower, branding, equipment, consumables, statutory compliances and all other obligations under the RFP/ATC	Per Vehicle Per Month	₹ _____ per Vehicle per Month

Rate in Words: Rupees _____ per Vehicle per Month.

Declaration

I/We hereby confirm that:

1. The rate quoted on the e-proc Portal shall be the final financial offer for evaluation and award.
2. The quoted monthly rate per vehicle shall be inclusive of all costs associated with ownership, deployment, operation and maintenance of the vehicle, including but not limited to vehicle cost, depreciation, financing cost, fuel, lubricants, tyres, batteries, repairs, preventive and breakdown maintenance, insurance, permits, fitness certificates, taxes, tolls, parking charges, GPS devices, communication equipment, software platform, dashboard, call centre operations, drivers, supervisory manpower, uniforms, training, consumables, statutory compliances, overheads, profit, risk and all other obligations required for execution of the Contract, excluding GST.
3. GST shall be payable extra as applicable under law.
4. No separate payment shall be admissible for vehicles, manpower, fuel, maintenance, call centre operations, GPS devices, software/dashboard, equipment, consumables, training, supervision, replacement vehicles or any other activity required for execution of the Contract.
5. Monthly payment shall be made only for vehicles deployed and made available for service during the billing period, subject to verification and certification by the designated authority of DHS/CGMSCL and after adjustment of applicable deductions, penalties, liquidated damages, pro-rata deductions for downtime, and other contractual recoveries.

6. The quoted rate shall remain valid for evaluation purposes in accordance with the provisions of the RFP/ATC.
7. In case of any discrepancy between this Annexure and the rate quoted on the e-proc Portal, the rate quoted on the e-proc Portal shall prevail.

Authorized Signatory: _____
Name: _____
Designation: _____
Seal of Bidder: _____

ANNEXURE XIII				
CHECK LIST				
Name of the Bidder:				
Sl. No.	**Desired Document**	**Submission Status (Yes/No)**	**Uploaded File Name**	**Page Number**
1	Contract/ Agreement/ Work Orders/ Letter of invitation from client(s) that clearly states the details of the scope of work, date of commencement and all other essential details of the contract. The Bidder shall provide documentary evidence by way of Client Certificate / Statutory Auditor's/ Chartered Accountant's certificate (having valid registration) with respect to the project with required details.			
2	Technical Presentation: Approach & Methodology including • Statewide hearse van deployment • Route planning • Dispatch mechanism • SOPs, and • IT-enabled monitoring (GPS, dashboards, MIS, Paperless operations).			
3	Propose organizational structure and Curriculum vitae of the key personnel proposed to be assigned for the project.			
4	Duly filled up organization profile, application form in company Letterhead.			
5	A copy of RFP document sealed and signed in all pages by the applicant			
6	Tender Acceptance Form (Annexure I)			
7	Turnover and Net Worth Details of Bidder (Annexure II)			
8	Non-Blacklisting Declaration Form (Annexure III)			
9	Technical Specification of the Vehicle (Annexure IV)			
10	Pre-contract Integrity Declaration (Annexure VI)			
11	Participation Declaration Form (Annexure VII)			

Sl. No.	Desired Document	Submission Status (Yes/No)	Uploaded File Name	Page Number
12	Declaration Regarding Pending Petition/Litigation/Investigation (Annexure IX)			
13	Format for Submitting Work Experience Summary (Annexure X)			
14	Financial Bid Format (Annexure XII)			
15	Checklist of Essential Documents for Technical Bid Submission (Annexure XIII)			
16	Format for power of attorney for authorized signatory (Annexure XIV)			
17	Declaration for existence of the firm (Annexure XV)			
18	EMD or EMD valid exemption Certificate — applicable *only* if the bidder is an MSME or Startup registered in the State of Chhattisgarh **for the quoted product**. Bidders not registered in Chhattisgarh shall mandatorily submit EMD, irrespective of any NSIC/Udyam/MSE registration issued outside the State.			
19	Legal constitution			
20	GST Registration Certificate			
21	PAN			
22	Tender Processing Fee **(5900/-)**			
23	FORMAT FOR COVERING LETTER (Annexure XVII)			

Annexure-XIV: Format for Power of Attorney for signing of Bid

(To be submitted by Sole Bidder on Non – Judicial stamp paper of INR 100/- duly attested by Notary Public)

Know all men by these presents, We, …… (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (Name), son/daughter/wife of……. and presently residing at ……., who is presently employed with us and holding the position of ……., as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for the [******] (bid number),proposed or being developed by the [*******] (the "Purchaser") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Purchaser, representing us in all matters before the Purchaser, signing and execution of all contracts including the Contract and undertakings consequent to acceptance of our bid, and generally dealing with the Purchaser in all matters in connection with or relating to or arising out of our bid for the said Contract and/or upon award thereof to us and/or till the entering into of the Contract with the Purchaser.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ……., THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ……. DAY OF ……., 20…... For …….

(Signature, name, designation and address
of person authorized by Board Resolution
in case of Firms/Company)/Partner in
case of Partnership Firms

Witnesses:
1.
2.

Notarised Person identified by me/
personally appeared before me /Signed before me/
Attested/Authenticated* (*Notary to specify as applicable)
(Signature, Name and Address of the Notary)
Seal of the Notary
Registration Number of the Notary
Date_____

Accepted
(Signature, name, designation and address of the Attorney)

Annexure XV: DECLARATION FOR EXISTENCE OF THE FIRM

(To be submitted on the letterhead of the Sole Bidder)

To,

The Managing Director, CGMSC Ltd.,

4th Floor, C.G Housing Board Commercial Complex,

Southeast Corner, Sec. 27, Nava Raipur,

Chhattisgarh 492015

Sub: RFP dated ------ 2026 for "Selection of an Agency for Operationalization of Hearse Van in districts of CG for CGMSCL under Hat Bazar Clinic Yojana"

I / We (Full name in capital letters)----------, Holder of Power of Attorney of ----------(insert name of Bidder) as the Proprietor/ Partner /Managing Director certify and confirm that---------- (insert name of the Bidder) has been in operation for at least 03 (three) Financial Years (i.e., 2023-24, 2024-25 2025-26) in the field of providing ----------(areas of services to be mentioned).).

Yours sincerely,

Authorized Signature (PoA holder of the Sole Bidder) [In full initials with Seal]: Name and Title of Signatory:

Name of Bidder (Firm/ Organization's name):

Address:

Telephone:

Fax: Email: (Name and seal of the Sole Bidder)

[Location, Date]

ANNEXURE XVI: FORMAT FOR PERFORMANCE BANK GUARANTEE / e-PBG

(To be issued by a Scheduled Commercial Bank)

PERFORMANCE BANK GUARANTEE

Beneficiary:
Managing Director,
1st and 2nd Floor,
Sardar Vallabhbhai Patel Bhawan,
Sector 24, Kayabandha, Atal Nagar,
New Raipur- 492018,

Bid No.: _____
Contract No. and Date: _____
Name and Address of Seller: _____
Name and Address of Issuing Bank: _____
Bank Guarantee No.: _____
Date of Issue: _____
Guarantee Amount: ₹_____
Amount in Words: Rupees _____ only
Validity up to: _____
Claim Period up to: _____

Whereas **M/s** _____, hereinafter referred to as the "Seller," has entered into the above Contract with Chhattisgarh Medical Services Corporation Limited, hereinafter referred to as the "Buyer," for the supply of Hearse van services.

In accordance with the Contract, the Seller is required to furnish Performance Security equivalent to **5% of the awarded Contract Value**, amounting to **₹_____**.

We, **_____ Bank**, hereby irrevocably and unconditionally undertake to pay the Buyer, on its first written demand and without demur, any amount up to the maximum of **₹_____**, if the Seller fails to perform any obligation under the Contract.

The Buyer's written demand stating that the Seller has committed a contractual default shall be conclusive for payment under this Guarantee. Our liability shall not be affected by any dispute raised by the Seller or by any variation, extension or amendment of the Contract.

This Guarantee shall remain valid for the period prescribed in the Contract and shall not be revoked without the Buyer's prior written consent. Any claim under this Guarantee must be received by the Bank on or before the stated claim-expiry date.

Notwithstanding anything contained herein:
1. Our maximum liability shall not exceed **₹_____**.
2. This Guarantee shall remain valid up to_____.
3. Any claim must be received on or before_____.

For _____ Bank
Authorized Signatory: _____
Name and Designation: _____
Employee/Code No.: _____
Branch Name and Address: _____
IFSC: _____
Bank Seal: _____
Date and Place: _____

Annexure: XVII

FORMAT FOR COVERING LETTER

[On the Letter head of the Applicant]

Date: …….

To

Managing Director,
CGMSC Ltd.,
1st and 2nd Floor, Sardar Vallabhbhai Patel Bhawan,
Sector 24, Kayabandha, Atal Nagar,
New Raipur- 492018

Re: For Operation and Management of **Hearses Vans (शव वाहन)**.

Madam / Sir,

Being duly authorized to represent and act on behalf of……. (Hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the requirements and information provided, the undersigned hereby apply for the qualification for **Hearses Vans (शव वाहन**) for Chhattisgarh. We are enclosing our Application with EMD amount of **Rs. 70 Lakh.** in the form of Bank Guarantee/RTGS. We confirm that our proposal is valid for a period of six months from (Application Due Date).

Yours faithfully,

(Signature of Authorized Signatory)
(NAME, TITLE AND ADDRESS)