



# अखिल भारतीय आयुर्विज्ञान संस्थान नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR

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No. AIIMS-NAG/EOI/Patient Attendant Shelter/2023-24/2785

Dated: 21/11/2023

## Invitation of Expression of Interest (EOI) to run "Patient Attendant Shelter (Dharamshala)" at All Indian Institute of Medical Sciences, Nagpur

AIIMS, Nagpur invites Expression of Interest (EOI) from NGOs & Charitable Trust to run a "Patient Attendant Shelter (Dharamshala)" at AIIMS Nagpur on "No Profit No loss basis." Sealed envelope addressed to "The Executive Director, AIIMS, Nagpur" mentioning "**Application for running Patient Attendant Shelter (Dharamshala)**" in sealed cover to reach "Central Store Office, Ground Floor, Admin Building, AIIMS Nagpur, Plot No. 02, Sector-20, MIHAN, Nagpur-441108". For details, visit website [www.aiimsnagpur.edu.in](http://www.aiimsnagpur.edu.in)

Deputy Director (Admin)  
AIIMS Nagpur

**Expression of Interest (EOI) From the Eligible Agencies (NGO/Charitable Trust) to run the Patient Attendant Shelter (Dharamshala) at AIIMS Nagpur.**

1. AIIMS Nagpur invites application from eligible agencies (NGOs / Charitable Trust) to run the "Patient attendant Shelter (Dharamshala)" inside the premises of All India Institute of Medical Sciences Nagpur.

**Submission of the Proposal**

2. Interested agencies (NGO/charitable trust) are advised to submit their proposals in a closed and sealed envelope super scribed with "EOI for running the "Patient Attendant Shelter (Dharamshala) at AIIMS Nagpur" on the top cover addressed to the Executive Director, AIIMS Nagpur to be submitted at **Central Store Office, Ground Floor, Admin Building, AIIMS Nagpur, Plot No. 02, Sector-20, MIHAN, Nagpur-441108** before the last date for receipt of proposals.

**Important Dates**

<b>Date of publication of EOI on AIIMS Nagpur website</b>	<b>21/11/2023</b>
<b>Date and time of Pre bid meeting, including visit of interested bidders to patients attendant shelter</b>	<b>24/11/2023 Time :15.00 Hrs</b>
<b>Last date &amp; Time of receipt of proposals</b>	<b>12/12/2023 Time : 17.00 Hrs</b>
<b>Date of Opening of the Proposals</b>	<b>13/12/2023 Time : 11.00 Hrs</b>

**Information about "Patient Attendant Shelter (Dharamshala)"**

3. Floor wise Area of the "Patient Attendant shelter (Dharamshala)" Building

Ground Floor	As Per actual
First Floor	As Per actual

4. Provision of number of beds on each floor.

Ground Floor	As Per actual capacity
First Floor	As Per actual capacity

5. Besides, above, there are toilets on each floor of the "Patient Attendant Shelter (Dharamshala). The Building is equipped with latest state of the art inventory, firefighting equipment, lighting etc.

**ON BEHALF OF EXECUTIVE DIRECTOR, AIIMS NAGPUR, EOI APPLICATION ARE INVITED FROM ELIGIBLE AGENCIES WHO FULFILL THE FOLLOWING CRITERIA'S.**

6. Not for profit organization — Registered Trusts/Societies, which are registered under Section 12 AA of Income Tax Act, 1961 for not less than 5 years, hereafter referred as Entrusted Agency (EA).
7. The agency should have at least 5 years of proven experience in running a Patient/ Attendant Shelter facility of minimum 100 beds.
8. Having average turnover of more than 1 crore rupees for 3 years and corpus of 1 crore rupees.

**TERMS & CONDITIONS FOR OPERATING "PATIENT ATTENDANT SHELTER"**

**9. Scope of work**

- a. Agency would be given the "Patient Attendant Shelter (Dharamshala)" building, on temporary basis, to operate on MoU basis for 03 years, which can be renewed yearly on mutual basis. There will be a provision to review the performance, terms, and conditions every year as per the modalities laid herein.
- b. Front Office management including reception, bookings, facilitation, allied activities, manpower required for smooth functioning of the Front Office. Management of all required manpower, including recruitment, their salary shall be in the scope of the agency.
- c. Provision of locker facility for the attendants, its management and security of the lockers.
- d. Housekeeping and cleaning of "Patient Attendant Shelter" will be in scope of the agency. AIIMS Nagpur will not provide any staff for this purpose. Agency will bear expenses of housekeeping staff and cleaning material.
- e. Agency would provide for adequate attendants/guides for the patients and their attendants.
- f. Mattress/Mattress Covers, Bed sheets, Pillow, Pillow covers, Blankets, Quilts for the beds and their regular washing will be provided by the agency and its replacement due to wear & tear, will also be borne by the agency during the operations. Due stock of these items will be maintained by the agency in the Store room the "Patient Attendant Shelter", AIIMS Nagpur.
- g. Any consumables required in the running of shelter service at the "Patient Attendant Shelter" building shall be in the scope of the agency.
- h. The "Patient Attendant Shelter" building would be provided on 'As is Where is Basis' and all the initial one-time expense & subsequent recurring/expenses to make the facility functional and to operate it thereafter would be on the part of agency, except for the exclusions mentioned in the scope of EoI/MoU.
- i. Agency would maintain transparent accounting records for the operations of the "Patient Attendant Shelter" and the same are to be produced on demand by the authorities of AIIMS Nagpur.
- j. Agency would provide unrestricted access to the designated officials of AIIMS Nagpur at any time of the day for inspection/verification of the records etc.

k. Laundry services for cleaning of clothes of attendants shall be provisioned by the agency. Attendants will pay for this service individually to the Front office staff, deputed by the agency. However, cleaning of bed sheets, pillows etc. shall be in the scope of agency and the same shall not be charged from the attendants.

l. Agency will not allow use of personal AC/coolers, electric rods, heaters, other electrical appliance by the Attendants in the premises of the "Patient Attendant Shelter".

m. Suitable person shall be nominated by the Agency to be the one-point contact between the Agency and AIIMS Nagpur, for day-to-day operations of the "Patient Attendant Shelter".

n. Recommendation of the treating doctor on the registration slip shall be a mandatory condition for the attendants desirous of availing "Patient Attendant Shelter". The Front office staff deployed by the Agency shall verify Shelter accommodation and the same.

o. The cloak room (for locker facility for the attendants) will be operated by the staff of agency and its security also lies within the scope of the agency.

p. The registration for the "Patient Attendant Shelter" facility for the attendants shall be on 24-hour basis, Minimum chargeable stay shall be 24 hours. Proper receipt with serial number should be issued to the occupant, mentioning the period of stay, charges collected etc.

q. Electricity bills of the facility would be paid by agency as per the meter reading installed at the "Patient Attendant Shelter" building. If required, separate electricity meter will be installed by the agency at its own cost. The electricity bills would be paid by the agency to AIIMS Nagpur as per rate applicable.

r. Agency will be responsible for security of "Patient Attendant Shelter" building. For security purpose, agency will deploy security guards on 24 hours basis at his / her own cost.

s. At the time of vacation of the premises, the complete building shall be handed over to AIIMS Nagpur in the original condition, as initially handed over by AIIMS Nagpur.

t. Agency would maintain full transparency in the accounts of the facility for accruals and expenditure. An audited account statement would be submitted periodically to the "Patient Attendant Shelter" Committee, AIIMS Nagpur.

**10. Following shall be the role of AIIMS Nagpur in respect of the "Patient Attendant Shelter" building**

(a) Overall, management of the Patient Attendant Shelter by means of an operating body in which AIIMS Nagpur nominees would be a part. An Oversight Committee constituted by AIIMS Nagpur would supervise the said Management Committee, In case of any disagreement or anomaly, the decision of the Oversight Committee would prevail.

(b) Water supply shall be provided to the "Patient Attendant Shelter" free of cost.

(c) Electricity will be provided to the "Patient Attendant Shelter" building; however, charges for the same have to be borne by the agency.

(d) Maintenance of the building will be in the scope of AIIMS Nagpur; however, agency will take every care to keep the mechanical, electrical, and plumbing inventory in good and working condition. Any loss in inventory will have to be restored by the agency at his/her own cost.

## EVALUATION OF THE PROPOSALS

11. Applications/Proposals received will be evaluated based on information submitted by the interested agencies and subject to fulfilling the conditions as mentioned for short listing, the agency/agencies will be selected for second stage evaluation process.
12. AIIMS Nagpur reserves the right to enhance or dilute the benchmark set for minimum eligibility depending on the response received.
13. Agencies shortlisted by AIIMS Nagpur will be eligible for second stage evaluation and will be called for making the presentation before the designated officials of AIIMS Nagpur and decision will be done on the various aspects of performance and standing of applicants.
14. If at any stage it is so considered necessary, AIIMS Nagpur reserves the right to reject the Eol received from any agency or all the Eols received, without assigning any reason thereafter.
15. LI (Lowest Bidder) will be worked out based on lowest rate quoted. Agency has to quote rate per bed per day basis and this rate is inclusive of all the cost like electricity, water charges etc. This bed charge per bed per day shall be the basis for calculating bid ranking as per Annexure I. The vendor will have to do site visit. If rate quoted are same for first and second lowest bidders then on the basis of experience in running a patient attendant facility of minimum 100 beds (seniority beyond eligibility criteria) as well as average turnover amount for 3 years (having higher average turnover amount beyond eligibility criteria) of the agency will be taken into consideration for offering the assignment.
- 16. The selected agency shall sign the MoU with AIIMS Nagpur, within 30 days of the date of issue of Letter of Award, covering the above terms and any other additional terms, on a Non-Judicial Stamp paper of minimum of Rs. 500 at its own cost.**
17. A MoU will be executed between the agency and AIIMS Nagpur, covering all the terms associated with the functioning of the "Patient Attendant Shelter". The MoU will be valid initially for 03 years, subject to satisfactory performance by the agency, according to the laid down terms & conditions.
18. Inventory of the "Patient Attendant Shelter" building shall be in the custody of the agency and the agency will ensure its security at all times. Missing inventory items, during the course of operations, shall be provided & restored by the agency at its own cost.
19. The Electricity bill of units consumed shall be paid by the agency within 10 days of the issue of the bill by the Engineering Department, AIIMS Nagpur, failing which would amount to the breach of MoU.
20. AIIMS, Nagpur shall not be liable for any misconduct or misbehavior of any employee of the agency towards the visiting attendants/staff of AIIMS Nagpur.
21. AIIMS Nagpur reserves the right to accept or reject any or all proposals without assigning any reasons.
22. The ownership of the "Patient Attendant Shelter", AIIMS Nagpur is and will remain with "AIIMS Nagpur" and the agency would be a tenant in the said property and would have no claim on the said property at any stage.
23. A copy of Terms & Conditions duly signed by the authorized representative of the agency in token of acceptance of the terms and conditions to be enclosed with the proposal, Proposals not accompanied by duly signed Terms & Conditions are liable to be rejected.
24. Executive Director, AIIMS Nagpur reserves the right to terminate the agreement/ evict the agency at any time during the period of agreement/MoU, without assigning any reason, and the decision regarding this shall be binding on the agency.

## **TERMINATION/FORCE CLOSURE**

**25. In case of non-performance, suboptimal performance, or repeated defaults, AIIMS Nagpur may terminate the MoU by giving two-month notice period.**

26. In case the agency wants to terminate the agreement, it may do so by giving two-months' notice.

27. No compensation shall be paid by AIIMS Nagpur for termination/foreclosure.

## **HOW TO SUBMIT THE APPLICATION**

**PART A:** All documents related to eligibility of the NGO/Trust should be put in single envelope marked as PART A. It is to be noted that the Annexure 1 should not be put in PART A. Applicant should also write his/her name on the envelope.

**PART B:** This envelope should contain only Price quote i.e., Annexure 1 and nothing else. Applicant should also write his/her name on the envelope. The envelope should be marked as PART B

**Master Envelope:** The above two documents should be put in single envelope marked MASTER ENVELOPE: "Application for running the Patient Attendant Shelter at AIIMS Nagpur". Applicant should also write complete name, address with pin code, mobile on the Master envelope. The Master envelope should be sealed properly.

**Mode of submission:** By Speed Post: The applicant should ensure that the documents should reach "Central Store Office, Ground Floor, Admin Building, AIIMS Nagpur, Plot No. 02, Sector-20, MIHAN, Nagpur-441108" on or before the last date & time mentioned in this EOI. AIIMS Nagpur will not be responsible for any postal delay.

**OR**

**By Hand:** Applicants may also submit the Master Envelope by hand to the above-mentioned address, well before the due date.

**Format for quoting the rate by Agency (Inclusive of all charges /taxes)**

Agency will be able to charge for the patients/attendants stay as per the following:

**No. of Beds – 130**

<b>Charges per day per bed to be quoted by the agency for BPL Category</b>		
<b>Bed type</b>	<b>Per bed per day charges (For stay up to 7 days)</b>	<b>Per bed per day charges (For stay 8<sup>th</sup> days &amp; onwards)</b>
Single Bed		

<b>Charges per day per bed to be quoted by the agency for Non-BPL Category</b>		
<b>Bed type</b>	<b>Per bed per day charges (For stay up to 7 days)</b>	<b>Per bed per day charges (For stay 8<sup>th</sup> days &amp; onwards)</b>
Single Bed		

**Stay Charges (inclusive of all charges/taxes) would be reviewed in every 03 years.**