



अखिल भारतीय आयुर्विज्ञान संस्थान नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR

Address: Plot No. 2, Sector-20, MIHAN, Nagpur- 441108

Email: - procurement@aiimsnagpur.edu.in

Ph.No.0710-3295590

Notice Inviting Tender

For

Hiring of Consultancy services for Acquisition of Full

Accreditation of NABH

for

All India Institute of Medical Sciences, Nagpur

CRITICAL DATE SHEET

| | |
|---|---------------------------|
| Published Date | 09/09/2024 Time 17.00 Hrs |
| Bid Document Download | 09/09/2024 Time 17.05 Hrs |
| Pre-Bid Meeting (To be held at MS office of AIIMS Nagpur/Webex) | 13/09/2024 Time 15.00 Hrs |
| Bid Submission Start Date | 14/09/2024 Time 09.00 Hrs |
| Bid Submission End Date | 05/10/2024 Time 15.00 Hrs |
| Bid Opening Date | 07/10/2024 Time 15.00 Hrs |

DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Nagpur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Nagpur with the selected bidder/firm/agency.

1. Director AIIMS Nagpur invites online bids on single stage two bid systems for “Hiring of Consultancy services for Acquisition of Full Accreditation of NABH for AIIMS, Nagpur”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site www.aiimsnagpur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black & white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS web site www.aiimsnagpur.edu.in and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Nagpur.

The Technical bid should include as per Annexure –A

General Terms and Conditions:-

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
4. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date.
5. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, and GST registration.
6. The GST registration details may please be furnished.
7. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will be forfeited. Furthermore, on completion of the stipulated time period, Work Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
8. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
9. All disputes shall be subject to Nagpur Jurisdiction only.
10. **AIIMS Nagpur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
11. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> in Administrative office at AIIMS Nagpur Premises at the time of bid opening.
 - i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned services
 - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
12. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
13. **Award of Contract**

The Institute will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

i) Notwithstanding the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

ii) The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

14. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

15. **EARNEST MONEY DEPOSIT(EMD):**

Earnest Money Deposit (i.e. ₹ 60,000/-) to be deposited in the form of **Insurance Surety Bonds/Account Payee Demand Draft/ FDR/ Banker's Cheque or BG (including e-Bank Guarantee)**. In the case of EMD is submitted in the form BG the same need to be essentially linked to SFMS by issuing bank for verification. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. **The Insurance Surety Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "The Director, AIIMS, Nagpur"**. The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at Store Office, Ground Floor, Admin Block, Plot No. 2, Sector 20, MIHAN, Nagpur prior to opening of tender.

-No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur in respect of any previous supply will be entertained.

Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited

- Tenders without Earnest Money will be summarily rejected.

- No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD.

- If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.

- a) District Industries Centers (DIC)
- b) Khadi and Village Industries Commission (KVIC)
- c) Khadi and Village Industries Board
- d) Coir Board
- e) National Small Industries Corporation (NSIC)
- f) Directorate of Handicraft and Handloom
- g) Any other body specified by Ministry of MSME (MoMSME)
- h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum/Udyam issued by MoMSME.
- i) Startups firms as recognized by Department of Industrial Policy & Promotion (DIPP) is also exempted for depositing of EMD amount. Valid documents should be uploaded.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

- EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid; he shall also extend the validity of EMD suitably.

16. In place of a Bid Security, bidders to submit a Bid Security declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.

17. In case the service provider requires any elucidation regarding the tender documents, they are requested to contact to the Administrative Officer, AIIMS Nagpur through e-mail: procurement@aiimsnagpur.edu.in on or before end date of clarification as per critical date sheet.

**Administrative Officer,
For and on behalf of Executive Director, AIIMS Nagpur.**

Other Terms & Conditions:

1. Pre-Bid Meeting:-

The pre-bid Tender meeting if requested by bidders will be held **on 13/09/2024 at 03.00 PM in MS office IPD Building, AIIMS, Nagpur** for clarifying any points relating to this tender document by the prospective bidders. The pre-bid meeting is also available on Webex vide link: <https://aiimsnagpur.webex.com/j.php?MTID=mea7d3fa7367c5c00361128588f61da99> . Vendor can participate either through online or physically. The agency(s) may get clarified any confusion regarding any terms and condition of the contract during pre-bid meeting and thereafter any claim of doubt/confusion or anything relating to this contract will not be entertained and it will be deemed that the agency has understood everything about this tender. The date of the opening of the technical bid will be posted on the official website and the bidders should attend the same. Thereafter, the technical bids will be evaluated and names of the bidders who are technically qualified will also be posted on the official website. A meeting will be held to verify the documents as submitted in support of qualifying criteria in respect of only technically qualified bidders and they have to produce original documents for verification. Those who fail to produce any desired document in original on the appointed date and time, their bid will be rejected without giving them any further opportunity.

2. Performance Security Deposit: -

The Successful Contractor will be required to furnish equivalent to an amount @ **5%** of contract value as a performance security in the form of Insurance Surety Bonds, Account payee **Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee (including e-Bank Guarantee)** from a Commercial Bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects duly pledged in the name of the "**The Director, AIIMS Nagpur**" payable at Nagpur within 30 days from the award of contract. **In case of Performance Security deposit is submitted in the form Bank Guarantee the same need to be essentially linked to SFMS by issuing bank for verification.** Security Deposit shall be kept valid for a period of 60 days beyond completion of all the contractual obligations. The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non – observance of any condition of the contract. In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded for whatsoever reason(s), to honor the contract, the EMD/Performance Security deposited would be forfeited. Performance Security will be discharged after 60 days from the completion of contractor's performance obligations under the contract.

Forfeiture of Performance Security Deposit

If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS NAGPUR shall without prejudice to its other rights and remedies hereunder or the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar AIIMS NAGPUR from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

3. Contract Period: -

Duration of Contract: The duration of Contract for consultancy services for Acquisition of Full NABH certification should be as per Project deliverables in **ANNEXURE-A** of contract failing will attract penalties as per NIT document.

4. Right of Acceptance: -

AIIMS, Nagpur reserves the right to accept or reject any or all bidder/tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender.

5. Validity of the bids: -

The bids shall be valid for a period of **180 days** from the date of opening of the tender and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder(s) shall be entertained. This

has to be so specified by the tenderer in the commercial bid which may be extended, if required.

6. Communication of Acceptance: -

AIIMS, Nagpur reserves the all right to accept or reject any or all bids without assigning any reasons. AIIMS, Nagpur also reserves the right to reject any bid which in its opinion is non- responsive/not-viable or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected out-rightly.

7. Breach of Contract: -

In case of breach of any terms and conditions as mentioned Agreement/Contract, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Nagpur. In that event the security deposit shall also stand forfeited.

8. Subletting of contract:

The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Nagpur, which will be at liberty to refuse if thinks fit. The tender is not transferable. One tenderer shall submit only one bid.

9. Clarification of Offers: -

To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

10. Right to call upon information regarding status of contract: -

The AIIMS, Nagpur will have the right to call upon information regarding status of contract at any point of time.

11. Submission of Documents:

11.1 Scanned copies of the documents mentioned along with sign and stamp by the authorized signatory of the Bidder, should be uploaded on the CPP portal.

11.2 All documents uploaded must be duly signed on each page by the authorized signatory of the Bidder entity. Corrections, if any made, shall also be authenticated by the authorized signatory of the Bidder entity.

11.3 The bids for which, the required documents have been submitted and found compliant with the requirements will qualify for evaluation.

| Sr. No | <u>Name of Online Cover</u> | <u>Document to be uploaded</u> | <u>File</u> | <u>Format</u> |
|---------------|------------------------------------|---|---|----------------------|
| 1 | Fee | EMD receipt | Single Scanned file(sign-sealed) | .pdf |
| 2 | Pre-Qualification | Documents and Forms mentioned in the “ Annexure- B ”. | | |
| 3 | Technical Evaluation | 1. Technical Evaluation Sheet 2. Power Point Presentation for Technical Evaluation. | | |
| 4 | Financial Evaluation | BOQ | BOQ | .xls |

11.4 Classification of Tender

The Tender process shall be conducted in three stages-

- I. Stage I for Pre-Qualification
- II. Stage II for Technical Evaluation
- III. Stage III for Financial Evaluation

11.4.1 Pre - Qualification: -

- a) The documents listed in Annexure-B should be uploaded to the portal, and if the documents are found to be in compliance with the requirements by the Evaluation Committee, the bidder will be considered for the next stage of the process and will be notified accordingly. If additional documents are required, the committee may request them.
- b) The Bidder should be a registered legal entity with operations in India.
- c) Only a registered firm or a company can apply for the tender

11.4.2 Technical Evaluation:

- a. A technical evaluation through documents submitted presentation shall be carried out for bidders qualifying the Pre-Qualification stage. A soft copy of the presentation in PDF format should be uploaded for review as part the Technical Bid.
- b. Prequalified bidders shall be called for presentation. A total 20 minutes shall be provided for each bidder with 12 minutes allotted for the presentation and 8 minutes allotted for discussion.
- c. The Bidder shall mention all NABH Consultancy experience, Successful assignments, failures in resultant certification, (shall explicitly express during presentation the reasons for failure).
- d. Bidder has to submit the satisfactory completion certificate/letter of completion or documentary evidence for successful completion of the project issued by the previous Purchasers/Institute/Hiring Organization and only these documents would be considered valid for technical qualification. No self-declaration shall be acceptable.
- e. The Bidder shall have experience of at least 3 years in providing consultancy services for NABH Accreditation and should have **successfully completed at least 3 NABH full accreditation assignments as per the latest edition/latest HCO standards of NABH** for any Hospital in India with more than 300 operational bed and should have dealt with the tasks which are indicative but not limited to:-
 - Understanding of the current functions, processes, infrastructure & mechanisms followed by the hospitals.
 - Conduct gap assessment with regards to NABH accreditation & identify bottlenecks for the key functional areas.
 - Should have prepared all necessary documents, Policies, Procedures and other Standard Operating Protocols required for successful acquisition of NABH full accreditation.
 - Submission of final report and thus obtaining NABH full accreditation as per the latest HCO standards of NABH.
- f. For any dispute over not-qualifying for the tender, The Executive Director, AII India Institute of Medical Sciences, Nagpur will be the only and final appellate authority and the decision of the Executive Director, AIIMS, Nagpur shall be final.

11.4.3 Financial Evaluation:

- a. The bidders who qualify the technical evaluation shall be considered for financial evaluation.
- b. Price Schedule(s) as per BoQ format filled up with all the details of all taxes is to be uploaded.

- Price bid format is provided as BoQ in .xls format along with this Tender Enquiry Document at <https://eprocure.gov.in/eprocure/app>.
 - Bidders are advised to download BoQ.xls as it is and quote their offer/rates in the permitted (blue color) column and upload the same.
 - Bidder shall not tamper/modify downloaded financial bid template in any manner. If the same is found to be tampered/modified in any manner, the bid will be rejected and the necessary action as per the policy of AIIMS, Nagpur at the discretion of The Executive Director, AIIMS, Nagpur.
- c. The bids shall be quoted only in Indian Rupees (INR).
- d. Bids, where prices are quoted in any other way shall be treated as non - responsive and rejected.
- e. In no case, the price should exceed the quoted rates after the award of tender.
- f. The Financial Bids will be scored as per the following method:
- The lowest quote (i.e. quote of the bidder who has quoted lowest fee for NABH Consultancy) will be attributed 100 marks
 - The other quotes will be attributed proportional marks depending on how their quotes compare with the lowest quote.
 - Financial and Technical scores shall be combined for final evaluations.
- g. For any dispute over not-qualifying for the tender, The Executive Director, AIIMS, Nagpur will be the only and final appellate authority and the decision of the Executive Director, AIIMS, Nagpur shall be final.

11.4.4 Notes for Financial Bid

11.4.4.1 Bidders are advised to carefully read and fully agree the instructions before submitting the financial bid.

11.4.4.2 Where no specific mention of the taxes chargeable is made by the Bidders, it will be construed that these taxes are either not applicable or being already paid at the source by the Bidders or will be borne by them. No subsequent claim from the Bidders for payment of these taxes will be entertained.

11.4.4.3 While submitting the financial bid, the Bidder shall ensure the following:

- a. All costs associated with the Consultancy must be included only in the financial bid. The Fixed Lump Sum Amount includes all charges such as travel and lodging costs, office expenses, printing, miscellaneous costs, and all other costs incurred or expected to be incurred in carrying out the services by the Bidder.
- b. The total amount indicated in the financial bid shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the financial bid, it shall be considered non-responsive and liable to be rejected.
- c. The Financial bid shall be taken into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all expenses including all taxes as applicable shall be deemed to be included in the costs shown in the financial bid. Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.

11.4.5 Scrutiny and Evaluation

11.4.5.1 Bidders will be evaluated in the following manner:

- a. **ATTRIBUTE- A: ORGANISATION DETAILS: (20 marks)**
- Organization History, Organizational Structure and Overview
 - NABET Accredited Consultancy for NABH with Validity of

Accreditation

- Qualifications, Experience and Competence of the Key Technical Personnel representing the firm for presentation (they being employees of the firm)
- b. **ATTRIBUTE–B: PLAN FOR AIIMS, Nagpur (40 marks)**
- Methodology with proposed timelines for achieving Accreditation at AIIMS, Nagpur
- c. **ATTRIBUTE–C:Q&A AND EVALUATION OF PRESENTATION (40 marks)**
- Experience in consultancy for NABH in total and specifically during last three years with respect to:
 - Number of NABH full accreditations achieved
 - Number and profile of clients currently being provided NABH consultancy services with status of Accreditation.
 - Evaluation of Performance during Presentation:
 - Quality & Content of the Presentation
 - Technical Knowledge & Proficiency

11.4.5.2 The Technical and Financial Scores will be combined in a weighted average ratio of 70:30 and the Bidder scoring the highest marks will be awarded the contract.

11.4.5.3 Bidders who score less than 60% overall marks or less than 40% marks in any of the sub-sections shall not be considered for further evaluation.

11.4.5.4 The scores of technically qualified Bidders (i.e. score $\geq 60\%$ overall and $\geq 40\%$ in each section) will be considered for further evaluation.

11.4.5.5 The following example is being provided for sake of clarity:

| Bidder Name | Score in Technical Presentation (P) | Financial Quote: *(Q) = Quoted fee for NABH consultancy. *(H) = Highest Quote *(L) = Lowest Quote | Score as per Financial Evaluation $F = \{(H - Q) / (H - L)\} * 100$ | Combine Score $(70\% * P) + (30\% * F)$ |
|---|--|--|--|--|
| Bidder A | 68 | 60000(H) | 0 | 47.6 |
| Bidder B | 40 | 80000 | Not progressed to Financial Evaluation Stage | |
| Bidder C | 85 | 12000 | 82.75 | $(40.6 + 24.75) = 65.35$ |
| Bidder D | 75 | 2000(L) | 100 | $(52.5 + 30) = 82.5$ |
| Bidder E | 60 (with a section score of 35% in one section(Attribute B)) | 5000 | Not progressed to Financial Evaluation Stage | |
| As per above Scoring, Bidder D will be awarded the Contract, while Bidders B and E are Disqualified at Technical Stage. | | | | |

13 Award of Contract

AIIMS Nagpur will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has quoted the lowest price.

- i. Notwithstanding the above, AIIMS Nagpur reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

- ii. The bidder whose bid is accepted will be notified of the award of contract by the AIIMS Nagpur prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

14 Payment Terms

11.1 The payment shall be done based on Payment Milestones given in table below.

11.2 GST shall be paid (as per applicable rate) to the successful bidder by AIIMS, Nagpur on their invoices.

11.3 AIIMS, Nagpur shall make payments after withholding tax deductible at source as appropriate as per the applicable taxation laws.

11.4 Advance payments will not be made in any circumstances

11.5 In case of dispute, only the disputed amount shall be withheld and shall be paid only after settlement of the dispute.

11.6 Payments shall be subject to meeting the service levels by the selected bidder as provided herein and appropriations to the amount being paid shall be done (if applicable). Any penalties/liquidated damages, as applicable, for delay and non-performance, as per the criterion mentioned in this bidding document, will be deducted from the payments due to the bidder.

12.1 Payment Milestones: -

| S No. | Activities | % of total quoted fee |
|-------|--|-----------------------|
| 1 | Conduct gap assessment with regards to NABH full accreditation certification & suggest practical corrective measures for the deficiencies identified | 10% |
| 2 | Do the necessary documentation; impart required trainings, Internal Audit of the said clinical facility along with AIIMS, Nagpur representatives and supporting gap closures if any. | 15% |
| 3 | Mock audits, gap closures and assistance to the respective clinical facility in filing application with NABH for pre-assessment | 10% |
| 4 | Support for Pre –Assessment by NABH(A) for all activities related to the assessment including support In preparing assessment documents, presentations, etc | 15% |
| 5 | Support & guidance in performing gap closure and for Closure of NC's raised by NABH team post-assessment | 10% |
| 6 | Support for Final Assessment by NABH (B) for all activities related to the assessment including support In preparing assessment documents, presentations, etc | 15% |
| 7 | Support & guidance in performing gap closure and for Closure of NC's raised by NABH team and grant of Accreditation | 25% |

15 Arbitration: -

If any difference arises concerning this agreement, its interpretation on payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to The Executive Director, AIIMS Nagpur to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Executive Director, AIIMS Nagpur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

16 Force Majeure: -

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of

God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of AIIMS, Nagpur as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

17 Legal Jurisdiction: -

The agreement shall be deemed to have been concluded in Nagpur, Maharashtra and all obligations hereunder shall be deemed to be located at Nagpur, Maharashtra and Court within Nagpur, Maharashtra will have Jurisdiction to the exclusion of other courts.

18 Insolvency etc.:

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Nagpur shall have the power to terminate the contract without any prior notice.

Annexure-A**1. Scope of Work: -**

During performance of the assignment, the selected agency will support this facility in achieving the NABH full accreditation certification.

1.1 The duration of the contract shall be initially for 1 year or till the completion of the contract, and extendable if required for further 1 year or more on same terms & conditions.

1.2 The Bidder shall work as per instructions of the Accreditation Coordinator of AIIMS, Nagpur and shall perform activities essential to achieve NABH full accreditation of AIIMS, Nagpur and as per the agreed timelines. Immediately after the award of work, the Bidder shall be expected to take up the assignment for NABH full accreditation certification for AIIMS, Nagpur.

1.3 The Bidder shall be responsible for deploying sufficient technical, training & support personnel (various specialists and subject matter experts) along with required resources for getting the NABH full accreditation certification within the stipulated agreed timelines. They shall also liaison with NABH for the certification programs.

1.4 The Bidder will be responsible for preparing all the facilities of AIIMS, Nagpur for NABH full accreditation certification for all Unit/Facility/Department of AIIMS, Nagpur including all associated facilities like ICU, HDU, OT/MOT, MGPS, CSSD, Laundry, Kitchen, Blood Bank, Diagnostic Services including Radiology, Blood Bank, Labs, Auxiliary and allied services etc.

1.5 The Bidder is required to deploy the skilled/trained human resources along with all tools and technology required for delivering this scope of work.

1.6 The Bidder will undertake all related activities required for the acquisition of the NABH full accreditation certification for AIIMS, Nagpur. The detailed scope of work for the Bidder shall include but not limited to the activities, as mentioned below:

1.6.1 Understanding of the current functions, processes, infrastructure & mechanisms followed by the hospital.

- Conduct preliminary assessment of facilities and support services.
- In depth mapping & analysis of current process required for acquisition of the NABH full accreditation certification by interacting with relevant stake holders.
- Agency will conduct assessment of existing health facilities on all parameters

1.6.2 Conduct gap assessment with regards to NABH full accreditation certification & identify bottlenecks for the key functional area.

- Draw a gap analysis between the laid down processes & on ground processes followed for Hospital Indenting, local purchases, Store & Inventory Management AND provide analysis of variations & challenges.
- Identify the bottlenecks to be considered for re-engineering based on qualitative & quantitative data review & analysis.
- Agency will identify gaps and key areas for improvement by conducting Root cause analysis of the Gaps
- The agency will develop a detailed gap analysis report for each health facility with recommendations for bridging identified gaps to attain quality certification under NABH.

1.6.3 The agency shall prepare all necessary documents, Policies, Procedures and other Standard Operating Protocols required for successful acquisition of the NABH full accreditation certification.

- Create guidelines & standard operating protocols as proposed or required by NABH for the identified function while considering current systems & review of good industry practices.
- Suggesting any modifications that arise during Gap Assessment.
- Coordinating with competent authority for successful implementation of changes agreed upon.

1.6.4 NABH full accreditation Certification

- Assess the training needs of the staff and to impart training to staff with regards to NABH.
- The agency shall also assist in implementation of Policies, procedures & SOP.
- Conduct of Audits - Two rounds of audit - Mandatory
- Submitting the application for NABH on behalf of authority.
- Coordinating & assistance in NABH inspections.
- Redefining and rectifying protocols/solutions proposed, based on NABH non-compliances.
- Getting NABH full accreditation certification.

1.6.5 Approach to NABH

- Patient Centered Approach
- Organization Centered Approach
- Any other approach as per the relevant edition of NABH, required for acquisition of the NABH full accreditation Certification.

1.7 Availability of Key Personnel's & Resources: The Bidder is responsible to deploy sufficient technical, training & support personnel along with required resources for getting the NABH full accreditation certification within the stipulated agreed timelines. Bidder is expected to deploy the following personnel/manpower for providing the requisite services on need/requirement basis:-

- i) NABH Training Expert
- ii) NABH Document Expert
- iii) Facility Management Expert
- iv) Clinical Pharmacologist
- v) Nursing Services Expert
- vi) Hospital Quality & Patient Safety Expert
- vii) Nursing & Infection Control Expert
- viii) Consultant Quality, etc.

1.8 Bidder shall submit the Bio-data with the documents supporting their qualification, experience etc. of the above-mentioned personnel/manpower within 7days after getting work order. In case the profile of any of the aforementioned resources is not suitable or their services are not up to the mark, the bidder should replace the manpower within 15 days only after approval from the AIIMS, Nagpur.

2. Eligibility criteria

To be eligible for evaluation of its proposal, the Bidder shall fulfill the following:

2.1 Technical Capacity:

2.1.1 The Bidder should be a registered legal entity with operations in India.

2.1.2 The Bidder shall have experience of at least 3 years in providing consultancy services for NABH Accreditation and should have successfully completed at **least 3 NABH accreditation assignments as per the 4th or 5th Edition HCO standards of NABH** for any Hospital in India (with more than 500 operational beds) out of **which at least 1 NABH accreditation assignment should be of a government hospital with more than 500 operational beds** and should have dealt with the tasks which are indicative but not limited to, as mentioned below:

1. Understanding of the current functions, processes, infrastructure & mechanisms followed by the hospital.
2. Conduct gap assessment with regards to NABH accreditation & identify bottlenecks for the key functional area.
3. Should have prepared all necessary documents, Policies, Procedures and other Standard Operating Protocols required for successful acquisition of NABH accreditation
4. Submission of final report and thus obtaining NABH accreditation as per the HCO standards

2.1.2 Bidder has to submit the satisfactory completion certificate/Letter of completion or documentary evidence for successful completion of the project issued by the previous Purchasers /Institute/Hiring Organization and only these documents would be considered valid for technical qualification. No self-declaration shall be acceptable.

2.1.3 The Bidder should not have been blacklisted by any Central Government department/institution/body, any State Government, or any Statutory Authority, or a Public-Sector Undertaking, from participating in any consulting assignment as on the bid due date.

2.2 **Financial Capacity:**

2.2.1 The Bidder should have an average **annual turnover of ₹ 1 Crore** from delivering Healthcare/Hospital consulting/advisory services in the last three financial years i.e 2021-22, 2022-23 and 2023-24.

2.2.2 Bidder shall enclose the statutory auditor's or cost auditors' certificate of the clearly specifying the turnover from the stated criteria ONLY for the specified years.

2.2.3 In the event that the Bidder does not have a statutory auditor/cost auditor, it shall provide the requisite certificate(s) from the firm of Chartered Accountants that ordinarily audits the annual accounts of the Applicant.

2.2.4 The Bidder should be a profitable organization (i.e. Profit After Tax (PAT) > 0), in the last in the last three financial years i.e 2021-22, 2022-23 and 2023-24.

3. TIME LINE OF PROJECT DELIVERABLES: -

'T' is starting date of the consultancy assignment for AIIMS Nagpur 'A' is the date of pre - assessment by NABH authorities.

'B' is the date of final assessment by NABH authorities

| S.no | Activities | Indicative timeline |
|------|--|---------------------------------------|
| 1 | Conduct gap assessment with regards to NABH full accreditation certification & suggest practical corrective Measures for the deficiencies identified | T+8 weeks |
| 2 | Do the necessary documentation; impart required trainings, Internal Audit of the said clinical facility along with AIIMS, Nagpur representatives and supporting gap closures If any. | T+20weeks |
| 3 | Mock audits, gap closures and assistance to the respective clinical facility in filing application with NABH for pre-assessment | T+28 weeks |
| 4 | Support for Pre –Assessment by NABH(A) for all activities related to the assessment including support in preparing assessment documents, presentations, etc | As per NABH pre-Assessment Schedule |
| 5 | Support & guidance in performing gap closure and for Closure of NC's raised by NABH team post-assessment | A + 4weeks |
| 6 | Support for Final Assessment by NABH(B) for all activities related to the assessment including support in preparing assessment documents, presentations, etc | As per NABH Final Assessment schedule |
| 7 | Support & guidance in performing gap closure and for Closure of NC's raised by NABH team and grant of accreditation | B +12 weeks |

4. Penalties

| | Parameter | Description | Penalty |
|----|---|---|--|
| 1. | Substitution of deployed man power by the bidder. | No substitution will be allowed by the Bidder on its own. In case of any substitution required, the same shall be informed to AIIMS, Nagpur and be permitted only after the approval of the competent authority. | If the bidder changes the deployed manpower on its own for any reason, a penalty of 1% of the quoted fee per instance, as well as disciplinary action, including contract termination, will be imposed at the discretion of the Executive Director, AIIMS, Nagpur. |
| 2. | If AIIMS, Nagpur intends to substitute the deployed manpower. | In case AIIMS, Nagpur is not satisfied with or does not find any particular resource suitable AIIMS, Nagpur may request the bidder to replace the same. The replacement of the manpower with suitable qualification and experience shall be provided within 15 days from the date of request. | Any delay in providing replacement beyond 10 days shall entail a penalty of ₹ 1000 per day per resource, will be imposed at the discretion of the Executive Director, AIIMS, Nagpur. |
| 3. | Delay in stipulated timelines for project deliverable | Delay in any Stage as per indicative/agreed timeline given intender/work order on account of non-performance of the bidder | Any deviation from the agreed-upon deadline for project deliverables will result in a penalty of 0.5% of the balance payment per week, up to a maximum of 20% of the outstanding balance, after which contract termination will be applied at the discretion of the Executive Director, AIIMS, Nagpur. |
| 4. | Delay beyond substantial time period for project deliverable | if the cumulative penalty >20% of the contract award value of the Bidder | At the discretion of the Executive Director, AIIMS, Nagpur will initiate the process of blacklisting/debarring the Bidder/bidder. |

Note: Any occurrence of improper or disrespectful behavior towards AIIMS, Nagpur Staff or Patients will be handled with utmost seriousness, and it may result in the termination of the contract.

ANNEXURE-B**Technical Bid (Check List)**

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

| Sl. No | Particulars | Attached (Yes/No) | Page No | Remarks |
|---------------|--|--------------------------|----------------|----------------|
| 1 | Check list (Technical Bid) | | | |
| 2 | Copy of PAN Card & GST should be uploaded Along with Bank details for EMD return. | | | |
| 3 | Firm/Company registration certificate should be uploaded | | | |
| 4 | Bid Security/EMD amount of Rs. 60,000/- in the form of DD/FD or UDYAM Registration certificate as per NIT document, if EMD exempted. | | | |
| 5 | Balance sheet and profit & loss statement of last three Financial years duly certified by CA with UDIN number (i.e. 2021-22, 2022-2023 & 2023-24) should be uploaded. | | | |
| 6 | Average Annual turnover of Rs. 1 Crore & balance sheets of last three financial year (i.e. 2021-22, 2022-2023 & 2023-24) duly certified by CA with UDIN number as mentioned in tender document should be uploaded along with Form-2 . | | | |
| 7 | Tenderer must provide evidence of having similar services/items in the last three Financial years (i.e. 2021-22, 2022-2023 & 2023-24) in any central/state government institute copy of the PO should be uploaded without hiding the price as along with Form-5 . | | | |
| 8 | Please provide a certificate on letter head that you have not quoted the price higher than previously supplied the quoted item to any government Institute/Organisation/reputed Private Organisation in recent past. If you don't fulfill this criteria, your tender will be out rightly rejected. | | | |
| 9 | Please list of Experts/ Consultant on Bidder payroll as per Form-4 | | | |
| 10 | "Declaration by the Bidder" (Form 3) should be uploaded as mentioned in tender document. | | | |
| 11 | Relevant brochure/catalogue/presentation pertaining to the service quoted with full specifications to be uploaded. | | | |
| 12 | Technical Specifications Compliance Report on letter head of bidder | | | |
| 13 | Non conviction /no pending conviction certification issued by Notary on judicial stamp paper for preceding three years. | | | |
| 14 | Notarized affidavit that tenderer does not have any relation with the person authorized to evaluate technically or involve in finalizing the tender or will decide the use of tendered items. | | | |
| 15 | A self-declaration on Letter Head of firm that the rates quoted in the tender are the lowest and not quoted less than this to any Government Institution (State/Central/ other Institute in India). | | | |

Price Bid: Price Bid Price bid in the form of BOQ_XXXX .xls

Form-1 to Form-5 to be filled in by the bidder along with stamps and Signature of Authorised Signatory.

Note:

Forms to be furnished on the letter head of the organization

FORM - 1

Organizational Contact Details

1. Name of Organization:
2. Primary areas of business:
3. Type of Organization*: *Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932*
If Yes; attach Registration Certificate
4. Whether the firm is accredited by NABET for NABH Consultancy*?
If Yes; Validity of the Accreditation
5. Whether the firm has been blacklisted/ debarred by any Central Govt. / State Govt./ PSU in the past 5 years (If Yes, please specify)

*Documentary evidence is mandatory for items marked with an asterisk

Signature of the applicant

Full name of the applicant

Stamp & Date

FORM 2
Financial Strength of the Organization

| Sr. No. | Financial Year | Whether Profitable (Yes/ No) | Annual Turnover (In Lakhs) | Annual Net Profit in Lakhs |
|----------------|-----------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| 1 | 2021-22 | | | |
| 2 | 2022-23 | | | |
| 3 | 2023-24 | | | |

Please attach the following documents:

- a) Balance Sheet and Profit and loss account of the vendor for the last three years.(Financial Year 2021-22, 2022-23, 2023-24)
- b) Company PAN Card photo copy.
- c) Copy of GST Registration Certificate

Signature of the applicant

Full name of the applicant

Stamp & Date

FORM 3

Declaration by the Bidder

I/ We hereby confirm that we are interested to bid for the Tender No

for Consultancy **Services for Hospital Accreditation /Certification for NABH**

I/ We hereby declare that:

1. We have gone through the contents of advertisement and related documents for this tender and fulfill all the eligibility criteria as per tender norms.
2. All relevant documents are enclosed herewith.
3. We are a legally registered firm/company with operations in India.
4. The details and contents of our bid are authenticated and based on actual work carried out by our agency, as per records.
5. We have understood that in case it is found that our agency is not fulfilling any of the laid down criteria, or relevant details/supporting documents are not found to be enclosed, we will not be given any opportunity for any clarifications
6. All the information provided herewith is genuine and accurate.

Authorized Person's Signature

Name and Designation:

Stamp& Date

FORM 4

| List of experts/consultants on payroll (at least 3) | | | | | |
|--|-------------|--------------------|----------------------|---------------------------------------|--|
| S.No | Name | Designation | Qualification | Relevant Experience (in years) | Experience with the Organization (in years) |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |

Signature of the applicant

Full name of the applicant

Stamp & Date

FORM 5
Relevant Past Experience

Overview of the past experience of the organization in all aspects related to Private/Public/ Trust Hospitals:

| Sr. No | Name of the Hospital | Number of Beds | Start Date | End Date | Order Value (in Lakh) | Nature of Assignment | Current Status of Assignment |
|--------|----------------------|----------------|------------|----------|-----------------------|----------------------|------------------------------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| | | | | | | | |

***Relevant documentary proof along with User's Satisfactory report to be attached**

Signature of the applicant

Full name of the applicant

Stamp & Date

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are

required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.
