



# ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BATHINDA – 151001

(Estate Branch)

**No. AIIMS/BTI/Estate/EoI/02 dated 03 Nov, 2021**

**Invitation of applications for running “Patient Attendant  
Shelter” on No Profit No Loss basis**



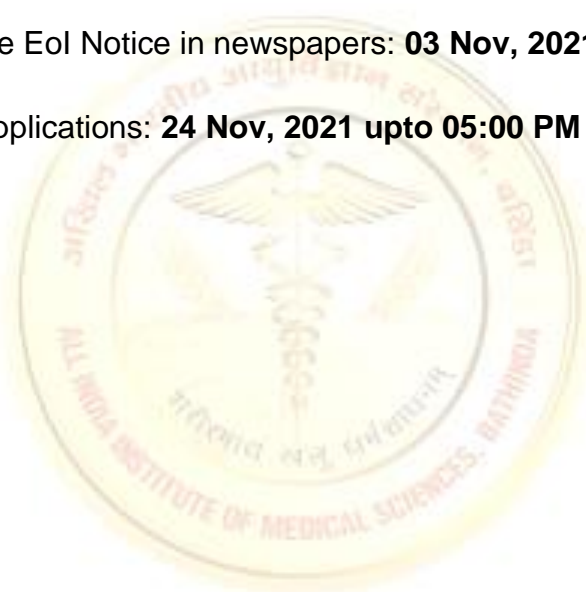
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BATHINDA**  
**Invitation of Expression of Interest (Eoi)**

AIIMS, Bathinda invites Eoi from NGOs & Charitable Trust to run a “Patient Attendant Shelter” at AIIMS Bathinda on “**No Profit No loss basis**”. Last date of Eoi submission is 21 days or next working day (in case of holidays), from the publication of this notice in newspapers. Sealed envelope addressed to “The Director, AIIMS, Bathinda” mentioning “**Application for running Patient Attendant Shelter**” in cover, to reach Administrative Officer, C Block, First Floor, Medical College Building, AIIMS Bathinda. For details, visit website [www.aiimsbathinda.edu.in](http://www.aiimsbathinda.edu.in)

**DIRECTOR, AIIMS Bathinda**

Date of Publication of the Eoi Notice in newspapers: **03 Nov, 2021**

Last date of receipt of applications: **24 Nov, 2021 upto 05:00 PM**



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**EXPRESSION OF INTEREST (EOI) FROM THE ELIGIBLE AGENCIES  
(NGO/CHARITABLE TRUST) TO RUN THE “PATIENT ATTENDANT SHELTER”, AIIMS  
BATHINDA**

1. AIIMS, Bathinda invites application from eligible agencies NGOs and Charitable Trust to run the “Patient Attendant Shelter” inside the premises of All India Institute of Medical Sciences, Bathinda (AIIMS Bathinda) campus.

**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”, AIIMS Bathinda**” on the top cover addressed to the office of The Director, AIIMS, Bathinda, to the Administrative Officer, C Block, First Floor, Medical College Building, AIIMS Bathinda before the last date for receipt of proposals.

**IMPORTANT DATES**

|  |   |
|--|---|
| Date of publication of Eoi in newspapers   | 03 Nov, 2021  |
| Date of publication of Eoi on AIIMS Bathinda website   | 03 Nov, 2021  |
| Last date & Time of receipt of proposals   | 24 Nov, 2021 upto 05:00 PM  |
| Date & Time of Pre-Bid meeting, including visit of interested bidders to “Patient Attendant Shelter” | 12 Nov, 2021 at 11:00 AM<br><b>Venue:</b> Administrative Officer, C Block, 1 <sup>st</sup> Floor, Medical College, AIIMS Bathinda |
| Date & Time of opening of the proposals  | 25 Nov, 2021 at 03:30 PM<br><b>Venue:</b> Meeting Hall, C Block, Ground Floor, Medical College, AIIMS Bathinda.                   |

**INFORMATION ABOUT “PATIENT ATTENDANT SHELTER”**

3. Floor wise area of the “Patient Attendant Shelter” Building

|               |                         |
|---------------|-------------------------|
| Ground Floor  | 598.637 Sq. Mtr.        |
| First Floor   | 570.482 Sq. Mtr.        |
| Second Floor  | 570.482 Sq. Mtr.        |
| Terrace Floor | 99.609 Sq. Mtr.         |
| <b>Total</b>  | <b>1839.21 Sq. Mtr.</b> |

4. Provision of number of beds on each floor

|              |            |
|--------------|------------|
| Ground Floor | 26         |
| First Floor  | 62         |
| Second Floor | 62         |
| <b>Total</b> | <b>150</b> |

5. Besides above, there are toilets on each floor of the “Patient Attendant Shelter”, 02 Nos. of Lifts. The building is equipped with latest state of the art Inventory, Fire Fighting equipment, lighting etc.

**ON BEHALF OF DIRECTOR, AIIMS BATHINDA, EOI APPLICATION ARE INVITED  
FROM TARGETED AGENCIES WHO FULFILL THE FOLLOWING CRETERIA**

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 EA 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 of EA.**

- (a) EA would be given the “Patient Attendant Shelter” 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 the smooth functioning of the Front Office. Management of all required manpower, including recruitment, their salary shall be in the scope of the EA.
- (c) Provision of Locker facility for the attendants, its management and security of the lockers.
- (d) Running with staff and material of a Kitchen and Dining Hall on ‘No Profit Basis’. All equipment, consumables, and manpower required for the same will be in scope of the EA. Necessary permissions and licence would also be obtained by the EA. The kitchen and adjoining services including Dining Hall functioning will be developed in the Ground Floor, “Patient Attendant Shelter”. The rate of meals/snacks should not be more than, as mentioned in Annexure II. At the time of expiration of the MoU, the EA would provide the building in the same condition, as handed over by AIIMS Bathinda.
- (e) EA would provide for adequate attendants/guides for the patients and their attendants.
- (f) Mattress/Mattress Covers, Bedsheets, Pillow, Pillow covers, Blankets, Quilts for the beds and their regular washing will be provided by the EA and its replacement due to wear & tear, will also be borne by the EA during the operations. Due stock of these items will be maintained by the EA in the Store room in the “Patient Attendant Shelter”, AIIMS Bathinda.

- (g) Any consumables required in the running of shelter service at the “Patient Attendant Shelter” building shall be in the scope of the EA.
- (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 EA, except for the exclusions mentioned in the scope of EoI/MoU.
- (i) EA 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 Bathinda.
- (j) EA would provide unrestricted access to the designated officials of AIIMS Bathinda 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 EA. Attendants will pay for this service individually to the Front office staff, deputed by the EA. However, cleaning of bed sheets, pillows etc. shall be in the scope of EA and the same shall not be charged from the attendants.
- (l) EA 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 EA to be the one-point contact between the EA and AIIMS Bathinda, 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” accommodation, and the same shall be verified by the Front office staff deployed by the EA.
- (o) The cloak room (for locker facility for the attendants) will be operated by the EA staff and its security also lies within the scope of the EA.
- (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 EA as per the meter reading installed at the “Patient Attendant Shelter” building. If required, separate electricity meter will be installed by the EA at its own cost. The electricity bills would be paid by the EA to AIIMS Bathinda as per rate applicable for residential area.

(r) At the time of vacation of the premises, the complete building shall be handed over to AIIMS Bathinda in the original condition, as initially handed over by AIIMS Bathinda.

(s) EA 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 Bathinda.

**10. Following shall be the role of AIIMS Bathinda 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 Bathinda nominees would be a part. The said Management Committee would be supervised by an Oversight Committee constituted by AIIMS Bathinda. 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 EA.

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

(e) Security of the "Patient Attendant Shelter" building shall be provided by AIIMS Bathinda; however, it will be limited to two security guards, on 24 hours basis, on each shift of 08 hours. Additional security, if required, shall be provided by the EA at its own cost.

(f) Two sanitation attendants will be deputed by AIIMS Bathinda, who will clean the entire "Patient Attendant Shelter" building at least once a day.

**EVALUATION OF THE PROPOSALS**

11. Applications/Proposals received will be evaluated on the basis of 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 Bathinda reserves the right to enhance or dilute the benchmark set for minimum eligibility depending on the response received.

13. Agencies shortlisted by AIIMS Bathinda will be eligible for second stage evaluation and will be called for making the presentation before the designated officials of AIIMS Bathinda and decision will be done on the various aspects of performance and standing

of the applicants.

14. If at any stage it is so considered necessary, AIIMS Bathinda reserves the right to reject the EoI received from any agency or all the EoIs received, without assigning any reason thereafter.

15. L1 (Lowest Bidder) will be worked out on the basis of lowest rate quoted. EA 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 EA will be taken into consideration for offering the assignment.

16. The selected agency shall sign the MoU with AIIMS Bathinda, 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. 100 at its own cost.

17. A MoU will be executed between the EA and AIIMS Bathinda, 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 EA, according to the laid down terms & conditions.

18. Inventory of the "Patient Attendant Shelter" building shall be in the custody of the EA and the EA will ensure its security at all times. Missing inventory items, during the course of operations, shall be provided & restored by the EA at its own cost.

19. The Electricity bill of units consumed shall be paid by the EA within 10 days of the issue of the bill by the Civil Branch, AIIMS Bathinda, failing which would amount to the breach of MoU.

20. The AIIMS, Bathinda shall not be liable for any misconduct or misbehaviour of any employee of the EA towards the visiting attendants/staff of AIIMS Bathinda.

21. AIIMS Bathinda reserves the right to accept or reject any or all proposals without assigning any reasons.

22. The ownership of the "Patient Attendant Shelter", AIIMS Bathinda is and will remain with "AIIMS Bathinda" and the EA 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 EA 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 Bathinda reserves the right to terminate the agreement/evict the EA at any time during the period of agreement/MoU, without assigning any reason, and the decision regarding this shall be binding on the EA.

### **TERMINATION/FORECLOSURE**

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

26. In case the EA wants to terminate the agreement, it may do so by giving two-month notice.

27. No compensation shall be paid by AIIMS Bathinda 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 Bathinda*'. 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 reach the office of the Administrative Officer, C Block, First Floor, Medical College building, AIIMS Bathinda – 151001 well before the sure date. AIIMS Bathinda will not be responsible for any postal delay, if any.

**OR**

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

**-Sd-  
On behalf of  
Hon'ble Executive Director,  
AIIMS Bathinda**



**FORMAT FOR CALCULATING BID RANKING**

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

Maximum Bed Charges (inclusive of all charges like electricity etc.) would be the following (to be reviewed every 03 years)

**No. of Beds - 150**

| <b>Maximum charge per day per bed</b> |                    |                                   |   |
|---------------------------------------|--------------------|-----------------------------------|---|
| <b>Bed Type</b>                       | <b>No. of Beds</b> | <b>For stay upto 07 days (Rs)</b> | <b>For stay from 08<sup>th</sup> day and onwards (Rs)</b> |
| Single Bed                            | 150 Beds           | Rs. 150 per bed per day           | Rs. 180 per bed per day                                   |

| <b>FORMAT FOR QUOTING THE RATE BY EA (inclusive of all charges/taxes)</b> |                    |                                     |   |
|---|--------------------|-------------------------------------|---|
| <b>Bed Type</b>   | <b>No. of Beds</b> | <b>For stay upto 07days (Rs)</b>    | <b>For stay from 08<sup>th</sup> day and onwards (Rs)</b> |
| Single Bed  | 150 Beds           | Rs. _____<br><i>per bed per day</i> | Rs. _____<br><i>per bed per day</i>                       |



**ANNEXURE II**

| <b>Price Schedule for items that EA can sold at the Patient Attendant Shelter Building</b> |                                   |   |  |   |
|--|-----------------------------------|---|--|---|
| <b>S.No.</b>   | <b>Menu</b>                       | <b>Availability of items</b>            | <b>Weight in grams</b>   | <b>Fixed rates including GST (in Rs.)</b> |
| 1  | Roti                              | Lunch (1PM-3PM and Dinner (7PM - 11 PM) | 35 gms   | 4   |
| 2  | Samosa                            | 8 AM to 8 PM                            | 50 gms (1 Samosa)  | 5   |
| 3  | Tea                               | 24*7                                    | Premix   | 6   |
| 4  | Bread Pakora with potato stuffing | 8 AM to 8 PM                            | 65 gms (1 Bread Pakora)  | 7   |
| 5  | Gulab Jamun                       | 24*7                                    | 70 gms   | 10  |
| 6  | Idly Sambar                       | 8 AM to 8 PM                            | 2 Idly & 150 gms Sambar  | 12  |
| 7  | Vada Sambar                       | 8 AM to 8 PM                            | 2 Vada & 150 gms Sambar  | 12  |
| 8  | Coffee                            | 24*7                                    | 80 ml  | 12  |
| 9  | Maggi                             | 24*7                                    | 85 gms small packet  | 15  |
| 10   | Veg Poha                          | 8 AM to 8 PM                            | 150 gms  | 20  |
| 11   | Aloo Parantha                     | 24*7                                    | 50 gms   | 20  |
| 12   | Bread Omelettee                   | 24*7                                    | -  | 25  |
| 13   | Rajma Chawal                      | 24*7                                    | 150 gms + 150 gms gravy  | 30  |
| 14   | Thali Vegetarian                  | Lunch (1PM-3PM and Dinner (7PM - 11 PM) | Rice (150 gms)+Dal (150 gms)+Veg(100 gms)+Gravy Veg(100 gms)+Salad (40 gms)+Chapati(35 gms) 2 Nos.                                   | 40  |
| 15   | Special Thali Vegetarian          | Lunch (1PM-3PM and Dinner (7PM - 11 PM) | Rice (150 gms)+Dal (150 gms)+Veg(100 gms)+Veg with Paneer (100 gms)+Salad (40 gms)+Tandoori (40 gms) 2 Nos. +Cup Curd/Yogurt(85 gms) | 60  |
| 16   | Juice/Soft Drink                  | 24*7                                    | As per standard  | MPR                                       |
| 17   | Water Bottle                      | 24*7                                    | As per standard  | MRP                                       |
| 18   | Curd                              | 24*7                                    | As per standard  | MRP                                       |
| 19   | Flavoured Milk                    | 24*7                                    | As per standard  | MRP                                       |
| 20   | Butter Milk/Lassi                 | 24*7                                    | As per standard  | MRP                                       |
| 21   | Packed Biscuit                    | 24*7                                    | As per standard  | MRP                                       |
| 22   | Namkeen/Chips/ Kurkure/Lays       | 24*7                                    | As per standard  | MRP                                       |