

ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
Mathura Road, Gautampuri, Sarita Vihar, New Delhi-110076

F. No.: G-19004/5/1/2016-AIIA/RL

Date: 2/09/2020

"Expression of Interest for Outsourcing of Radiology laboratory Services at All India Institute of Ayurveda (AIIA), Sarita Vihar, New Delhi"

Tenders are invited from Individual/Firm/Agency/Company/Dealer for "Outsourcing of Radiology laboratory Services at All India Institute of Ayurveda (AIIA), Sarita Vihar, New Delhi". Tender document with terms and conditions is uploaded on Institutes website i.e. www.aiaa.gov.in. Tender fee by way of Demand Draft of ₹1000/- (Rupees one thousand only) has to be attached with the technical bid. The tender, complete in all respects, must reach the Institute or can be dropped in the tender box placed at AIIA, New Delhi on or before 23/09/2020 latest by 1:00 PM. Late tender will not be accepted. Director AIIA, reserves the right to reject any or all the tenders without assigning any reason thereof.

2/9/20



ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Important Information Sheet

Event	Particulars
Tender inviting Authority, Designation & Address	Director All India Institute of Ayurveda, Gautampuri, Sarita Vihar, Mathura Road New Delhi-110076 email: director@aiia.gov.in Fax No.011-29948660
Tender reference	G-19004/5/1/2016-AIIA/RL
Date of Publication of Tender	02.09.2020 (Wednesday)
Date and Time for pre bid meeting	16.09.2020 (Wednesday) at 3.00 PM
Last date, time and place of submission of sealed Tenders	23.09.2020 (Wednesday) at 1:00 PM
Date, Time and place of opining of Tenders	23.09.2020 (Wednesday) at 3:00 PM
Date of selection of Qualified Bidders	Qualified Bidders will be selected within 15 days from the date of opening of the Tender or any other period as to be decided by AIIA.
Date of Opening of financial bid to Qualified	Will be intimated to qualified bidder only

[Signature]
27/8/20

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EXPRESSION OF INTEREST FOR OUTSOURCING OF RADIOLOGY LABORATORY SERVICES AT ALL INDIA INSTITUTE OF AYURVEDA(AIIA), SARITA VIHAR, NEW DELHI

1. **INTRODUCTION:** All India Institute of Ayurveda, Sarita Vihar, New Delhi is an autonomous organization under Ministry of AYUSH, Government of India involved in Academic & Research activities and imparting tertiary care Ayurvedic treatment with OPD and 200 beds capacity IPD services.

In order to provide better patient care at AIIA and to make the operation of Radiology Services self-sustainable, it intends to make modern diagnostic modalities in radiology (C.T.Scan & USG, X-ray etc.) available in AIIA to be operated by the **skilled professional partner** including Govt., PSU and Private Organization (hereafter "Service Provider") on revenue sharing basis.

To ensure financial viability of the revenue sharing, the facility will be open to patients (other than without any restriction

Accordingly, the Expression of Interest is hereby invited from any party including Govt., PSU and Private Organization eligible to be considered for operation of Radiology Laboratory Services at All India Institute of Ayurveda, Sarita Vihar, New Delhi on revenue sharing basis for a period of 5 (Five) years.

2. **DOCUMENTS AND PROCESSING FEE:** Copy of the EOI can be downloaded from the website of AIIA at www.in.gov.aiia and also www.e.procure.gov.in/cppp by depositing Demand Draft\Banker Cheque of Rs. 1000.00 (Rupees One thousand only) drawn in favour of the Director, All India Institution of Ayurveda, New Delhi payable at New Delhi towards the cost of EOI Tender documents and processing fee. The fee shall be enclosed by the bidder with technical bid only. MSME are exempted from payment of documents and processing fee as per Govt. guidelines.
3. **EARNEST MONEY DEPOSIT:** The EMD of Rs. 2 (Two) Lakhs to be deposited by way of Demand Draft/ Bank Guarantee in favour of the Director, All India Institute of Ayurveda, New Delhi payable at New Delhi. EMD to be deposited by way of Bank Guarantee is to be submitted in the respective format enclosed as Annexure-IV. Earnest Money in deviation from above shall be summarily rejected. No interest shall be payable by the AIIA for the sum deposited as EMD. MSME are exempted from payment of EMD fee as per Govt. guidelines.
4. The Earnest Money deposit of the unsuccessful bidders would be returned on execution of the agreement by the successful bidder or within 30 days after the expiry of bid validity or upon declaration of bid as non-responsive.
5. MSME will be given benefits like procurement and price preference to MSME as per Government rules/ norms.

6. The Expression of Interest received in response will be evaluated by the evaluation committee of AIIA.
7. **SUBMISSION OF EXPRESSION OF INTEREST:** The envelope must bear "Expressions of Interest for Outsource of Radiology Laboratory" as well as the mailing address and contact information of bidder to facilitate returning the document in case of late submission. The EO Tender incomplete in any form will be summarily rejected, without assigning any reason.
8. If the bidder prefers to submit the bid by post, the bidders should ensure that the bid reaches AIIA, New Delhi on or before the due & time. The AIIA will not be liable or responsible for any damage, postal delay or other delay whatsoever.
9. **SCOPE OF WORK:**
- i. AIIA, New Delhi invites EOI from eligible bidders (Service Provider) for outsourcing of operation of Radiology Laboratory (RL) Services at All India Institute of Ayurveda (AIIA) on revenue sharing basis at the rate applicable to CGHS beneficiaries for similar categories of services in Delhi.
 - ii. AIIA will provide the Radiology Laboratory Unit with existing equipment of CT Scan, USG, X-ray etc, Space, Power (Electricity) supply, Water supply, internet service and Standby Generator. However, the Service Provider will pay actual charge for water, electricity and internet charges to the AIIA. For operation of the Radiology Laboratory unit, space for patient within lounge, first aid centre, reception etc. would be provided by the AIIA. However, AIIA will keep in mind while providing the space that working of the Service Provider does not disrupts AIIA academic and hospital functioning and disturbance to AIIA patient attending AIIA hospital.
 - iii. The Service Provider shall maintain and operate the existing Radiology Laboratory (CT Scan, USG, X-rays etc) unit of the AIIA.. The details of equipment installed in the Radiology Laboratory of AIIA are as under:

S.NO	EQUIPMENTS OR MODALITY	EQUIPMENTS OR MODALITY SPECIFICATIONS	Date of Installation
1.	CT SCAN (G.E Healthcare)	Optima 660 Whole Body Multislice CT Scanner (With 2 Work Station AW 4.6)	31/12/2015
2.	ULTRASOUND (SIEMENS)	ACUSON X 300 P.E (Premium Edition)	11/03/2017
3.	ULTRASOUND (BNS Health Aids)	Portable Colour Ultrasound Machine (Model-My SonoU6)	13/04/2018
4.	X-RAY (SEDECAL)	Digital Mobile X-ray Unit (Prognosis)	25/02/2017

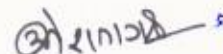
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- iv. The Service Provider will manage all the Human Resource and other logistics including Radiologist, CT Scan/USG/X-ray Technicians, Receptionist etc. However, in case of any emergency, Radiologist of AIIA or any other radiologist authorized by AIIA will be free to do CT Scan, USG, X-ray etc. of the patients attending AIIA.

10. OPERATION OF THE RADIOLOGY LABORATORY UNIT:

- i. The Radiology Laboratory facility will be open for the AIIA patients as well as other patients undergoing treatment outside from AIIA.
- ii. The Radiology Investigations of OPD AIIA patients will be done during regular hospital hours. That of indoor AIIA patients can be done as per the arrangement with the Service Provider.
- iii. Radiology Investigations of emergency AIIA Cases will be done at any time (round the Clock). The Service provider will provide facility in off hours by keeping an emergency team in unit/or on all basis to cater to any emergency. Call team should be able to start the service within a period of one (01) hour after receiving information from the authorized AIIA person.
- iv. The rates of various CT scan, USG, X-ray investigations shall be fixed as per CGHS rate list applicable for similar categories of investigations in Delhi (rates of non-CGHS specified tests to be decided with mutual consent of AIIA and Service Provider). The Service Provider will have to give a certain fixed percentage of the total revenue collection to the AIIA on monthly basis on or before 10th day of each months.
- v. The Service Provider will have to undertake the required modification in the existing Radiology Laboratory Unit at AIIA to meet the requirements under Clinical Establishment Act, BARC clearance or any other mandatory licenses at their own cost.
- vi. The Service Provider will use its own manpower both technical & non-technical, machines, software/hardware, furniture, gadgets and any other equipment not available in the Radiology Laboratory unit for proper & efficient running of the unit.
- vii. In the first instance, the agreement for operation of Radiology Laboratory Unit will be made for five years. After Expiry of five years' period, the agreement may be extended for further period of two years with mutual consent of AIIA and Service Provider. However, AIIA will have the right to terminate the agreement at any time with one-month prior notice for the same, in case of unsatisfactory service provided or found to be indulged in any malpractices by the service provider.
- viii. The cost of running the Radiology Laboratory Unit including manpower cost, establishment cost, maintenance of equipment cost (CT Scan equipment is under CAMC till 03.05.2021 with original manufacturer), purchase of ancillaries/accessories, other consumables etc. will be borne by the Service Provider.

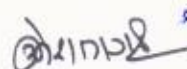


- ix. All arrangements, which are not in the scope of the AIIA, as mentioned above, but needed for the provision of service, have to be provided by the Service Provider. The repair and maintenance may be undertaken after taking due approval from the AIIA administration of the electrical lines, water pipe-lines, air conditioning fittings and any other type of fittings, if required inside the building after is handed over to the Service Provider. The Service Provider has to procure all medical and non-medical equipment furniture, beds, lines, mattresses, stationary, drags, dressings, consumable non-consumables etc. & all qualified man power, any other material or service required (AMC/ CMC) to run the Radiology Laboratory unit, at his own cost. No modifications of permanent structure will be allowed without prior approval of AIIA.

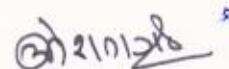
GENERAL TERMS AND CONDITIONS

11. ELIGIBILITY CRITERIA:

- a) The bidder should have experience of running at least one Radiology Laboratory comprising of CT, USG and X- ray successfully for more than 2 years in Govt. Undertaking or Private hospital/Enterprise.
- b) Bidder's Average annual turnover in the last three financial years i.e. 2017-18, 2018-19 & 2019-20 shall not be less than Rs.80 (Eighty) Lakhs.
12. The Bid Document must be filled in by a ball point name and has to be signed on each page and stamp.
13. The rates for revenue sharing must be mentioned clearly as the actual offered amount after all discounts (which are to be offered by the bidder) etc.. No discount should be offered anywhere else. All discounts should be included in the quoted price.
14. The Bid document must be filled in words and figures clearly. In case of any discrepancy between the words and figures, the words will be preferred as the correct quoted rate.
15. No correction or modification in the Bid Document by overwriting or striking out is permissible.
16. The rates of revenue sharing percentage have to be quoted by the bidder. The bidder will be chosen on the basis of highest percentage of revenue sharing offered to AIIA.
17. The bidder must enclose photocopies of his/its PAN Card and GST registration certificate with the Bid Document otherwise his/its bid may be rejected.
18. The bidder must produce a certificate stating the firm/laboratory/organisation is not blacklisted by any central/state government.



19. In case the bidder does not fulfil the eligibility conditions mentioned in the Tender Document or has suppressed any material information or provided incorrect information, his/its bid is liable to be rejected forthwith without assigning any reason.
20. Bank account Number/RTG/NEFT details need to be furnished by the supplier with the tender on the letter head of supplier/firm/agency.
21. Tenders qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and will be rejected accordingly. Any conditional tender shall be rejected summarily.
22. The bidder shall not be allowed to revise the rates or terms offered by him in the Bid Document after opening of the tenders. Any such revision by the bidder will lead to cancellation of his bid and the EMD deposited by him will be forfeited without any demur or protest by the bidder. AIIA shall be entitled to forfeit the EMD/PBG, as may be applicable, in case it suffers any loss or harm or damage due to non-fulfilment or breach of any of the terms and conditions of the Tender Document by the bidder. Further, in case the amount of EMD/PBG is not sufficient to compensate the loss suffered by AIIA, it shall also be entitled to seek compensation for such loss from the movable and immovable properties owned by the bidder.
23. The facility of the investigations will be provided within the premises of AIIA, New Delhi as per the existing structure only. No extra space or new space besides existing area will be provided.
24. The bidder should have the capacity to perform all radiological investigations/ tests proposed by AIIA.
25. The proposed facility/ services will be provided as follows:
 - a) CT & X Ray - All hospital working days as per hospital timings. Tele radiology services may be provided after hospital working hours. Necessary softwares (PACS & DICOM Viewer) to be provided by the bidder. Internet connection will be provided by the hospital.
 - b) Ultrasound - All hospital working days as per hospital timings.
The time may be extended later for 24 hours and 365 days with mutual consent.
26. The service Provider will test and issue the reports to the patient within twenty-four (24) hours to the OPD patients (Provisional reports to be issued within one (01) hour to emergent patients and for other indoor patients within twelve (12) hours.)
27. The future scope of the Radiology laboratory will also include other tests which are mentioned in the CGHS rate list as per their applicable rates.
28. Future scope of the laboratory may also include any such tests which may be seemed appropriate by AIIA (but not included in CGHS, rate list) at a rate agreed upon by mutual consent and agreement of both the parties.



29. All the existing functional equipment will be handed over to the selected bidding firm. CMC/AMC of the equipment will be the responsibility of the Service Provider (CT Scan equipment are under CAMC till 03.05.2021).
30. The consumables for the various laboratory investigations will be totally borne by the bidder.
31. Compliance to all the statutory regulations like PNDT, AERB etc. shall be the responsibility of the service provider. Copy(ies) of the relevant certificate are to be submitted to the AIIA thereafter. The service should be started and Agreement entered into after getting the due sanction from AIIA.
32. All the discards should be disposed off as per the standard disposal guidelines issued by the respective State Government.
33. Service Provider should make alternative arrangements of similar quality in the event of breakdown of the services at his own cost. In case the Service Provider fails to make such arrangements, any damage claimed by the patient shall be the responsibility of the Service Provider. The Service Provider shall be given a maximum down time to twenty-four (24) hours by the AIIA.
34. The Service Provider has to permit in his Radiology Laboratory unit, the postgraduate medical students and research scholars of the AIIA for training purpose. The consultants of the service provider will provide training in radiology services to the students, if desired by the Railway administration without any condition or cost. For medical education purpose, this unit will be considered as the integral part of the Hospital.
35. Provision of Consumer Protection Act and RTI Act are applicable to the Service Provider.
36. All the applicable laws of land including Minimum Wages Act, EST Act, EPF Act etc. shall be the responsibility of the service provider in regard to the employees engaged for the desired services.
37. The AIIA will be at liberty to monitor the quality of services provided by the Service Provider on a periodical basis. Any shortcoming will be communicated to the service provider and rectification/action, if any will be done by the service provider without any delay. Monthly Repots must be sent to the AIIA.
38. Regular patient satisfaction survey /grievance shall be carried out and shared between service provider and Medical Director. Corrective action taken should be intimated in writing to the AIIA.
39. In view of present NABH accreditation of the hospital and laboratory, the documentation of the stock and other necessary records will be done and maintained by the successful bidder and countersigned by the Director, AIIA.
40. Proper documentation of all the tests conducted for outside patients for the Radiology section will have to be maintained by the successful bidder. The AIIA will have the right to check and monitor the documents.

note

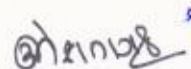
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41. Successful bidder will have to organize special capacity building/CME programme for the faculty members and scholars of the AIIA twice in a year.
42. The investigations for special categories like the Staffs, Students, BPL persons etc. will be done free of charge only on the recommendation of the Director, AIIA. The payment for these investigations will be done by AIIA to the successful bidders on the production of list of investigation carried out along with duly forwarded Lab requisitions on monthly basis.
43. **Research investigations:** The list of research investigations along with specified numbers of investigations which are to be carried out for every research scholar, duly authorized by the Director, AIIA will be sent to the laboratory for conducting these investigations as per the schedule decided by the mutual consent of the Service Provider and AIIA. These investigations will be done by the research scholars at the applicable rates. AIIA will reimburse to the research scholars for the same as per the prevailing guidelines in this regard.
44. The laboratory in future may proceed for NABL accreditation in which Co-Branding may be done where AIIA will hold the first place.
45. The revision of rates for the laboratory investigations by CGHS, if any, will be binding to the successful bidder.
46. Director, AIIA has all the rights to reject the received Bid document in toto or partially without assigning any reason thereof.
47. **Performance Security:** Within 21(twenty-one) days after the issue of notification of award by the AIIA, the Service Provider shall furnish performance security to the AIIA for an amount of Rs.20Lakh by way of the Bank Guarantee, valid up to 60(sixty) days after the date of completion of all contractual obligations by the Service provider.
48. **Disputes:** In the event of any dispute or disagreement arising between the bidder and any department of AIIA, New Delhi with regards to the interpretation of "Terms & Conditions" of this inquiry, the same shall be referred to the Director, AIIA, New Delhi whose decision will be final and binding upon the bidder.
49. Delhi will be the jurisdiction for settlement of all disputes.
50. If the successful bidder fails to perform the work undertaken in pursuance of this Tender Document to the complete satisfaction of AIIA, then work awarded to him/it shall be cancelled and such bidder shall not be entitled to claim any compensation for loss or damage on account of the cancellation.
51. The EMD will be forfeited if the bidders withdrawn his bid during the period of bid validity.
52. The EMD may be forfeited, in case of the successful bidders who fail to execute the contract agreement and deposit the security Deposit within the stipulated time.



53. The successful bidder shall execute a service agreement containing all the terms and conditions mentioned in EOI Tender document on a non-judicial stamp paper of Rs, 100.00 (Rs. Hundred only).
54. The successful bidder shall pay Rs.20 Lakh performance security Deposit in favour of AIIA through unconditional irrevocable Bank Guarantee.
55. An authorization letter/ Power of Attorney to sign the EOI Tender document should be submitted. The Bids received without Authorization letter or power of Attorney will not be considered for further Possessing.
56. **Termination:** The agreement may be terminated by the parties with 90 days' prior notice from the either side i.e. the AIIA and Service Provider. In addition, AIIA may, without prejudice to any other remedy for breach of Agreement, by prior written notice of default of thirty days sent to the service provider, terminate the Agreement in whole: a) If the Service Provider fails to provide any or all of the services specified in the Agreement, or b) If the Service Provider fails to perform any other obligation(s) under the Agreement or, c) If the Service provider, in the judgment of the AIIA has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
57. If the Service Provider found to be involved in or associated with any unethical, illegal or unlawful activities or institution indulge in instigating patient, the Agreement will be summarily suspended by AIIA without any notice and thereafter may terminate the Agreement, after giving a show cause notice and considering its reply if any, received within 10 days of the receipt of show cause notice.
58. If the Service Provider becomes bankrupt or otherwise insolvent, the AIIA may terminate the contract by giving written notice to the Service Provider, without any compensation to the Service Provider, provided, that such termination will not prejudice or affect any right of action or remedy which has accrued and/ or will accrue thereafter to the AIIA.
59. **Indemnity:** The Service provider shall at all times, indemnify and keep indemnified AIIA against all actions, suits, claims and demands brought or made against it in respect of anything done or purported to be done by the Service Provider in execution of or in connection with the services under this Agreement and against any loss or damage to AIIA in consequence to any action or suit being brought against the AIIA, along with (or otherwise), Service Provider as a Party for anything done or purported to be done in the course of the execution of this Agreement. The Service Provider will at all times abide by the job safety measures and other statutory requirements prevalent in India and will keep free and indemnify the AIIA from all demands or responsibilities arising from accidents or loss of life, the cause or result of which is the Hospital's negligence or misconduct. The Service Provider will pay all indemnities arising from such incidents without any extra cost to AIIA and will not hold the AIIA responsible or obligated. AIIA may at its discretion and shall always be entirely at the cost of the Service Provider defend such suit, either jointly with the Service Provider or singly in case the latter chooses not to defend the case.





60. **Arbitration:** If any dispute or difference of any kind whatsoever (the decision whereof is not herein otherwise provided for) shall arise between the AIIA and the Service Provider upon or in relation to or in connection with or arising out of the Agreement, shall be referred to for arbitration by the mutually agreed arbitrator who will give written award of his decision to the Parties. The decision of the Arbitration will be final and binding. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration proceedings. The venue of the arbitration proceedings shall be at New Delhi.
61. **Technical Bid-** In this bid, Bidders should submit technical details of the items offered in the prescribed format (Annexure-I) and submit the below stated essentially required documents. Information related to submission of samples is also to be given in this annexure.

ESSENTIAL DOCUMENTS REQUIRED TO BE SUBMITTED.

- a) Forwarding letter of the organization/laboratory on letter head
 - b) Demand Draft/Banker Cheque towards EO tender fees if tender document is downloaded from AIIA website or MSME certificate for exemption.
 - c) EMD in the form of DD favouring 'Director, All India Institute of Ayurveda' payable at New Delhi from a commercial bank and valid for a period of 3 months or Certificate of Exemption from EMD, if applicable.
 - d) Proof in the form of Agreement/ MOU/ Work order showing that the bidder has experience of running at least one Radiology Laboratory comprising of CT, USG and X- Ray successfully for more than 2 years in Govt. Undertaking or Private hospital/Enterprise.
 - e) Self-attested Copy of GST/Tax registration Certificate and PAN card.
 - f) Notarized affidavit stating the firm/laboratory/organisation is not blacklisted by any central/state government.
 - g) Attested copy of Income Tax Return for the Assessment year 2016-17, 2017-18 & and 2018-19.
 - h) Undertaking as per format given in Annexure-III, on bidder's own letter head.
 - i) Any other relevant certificate/ documents.
62. **Financial Bid-** In this bid, Bidders should have to quote the profit sharing offer in percentage in the prescribed format (Annexure-II)

63. Sealing and Marking of Bids:

- a) The Technical bid (Annexure-I) along with all the documents mentioned above should be placed in one sealed envelope super scribed as "TECHNICAL BID". The Price bid should also be kept in a separate sealed envelope super scribed as "PRICE BID" (Annexure-II). Both the envelope should then be placed in one Single, sealed envelope super scribed as EO tender FOR "outsourcing of the services of Radiology Laboratory (RL)" and should be addressed to Director, All India Institute of Ayurveda, New Delhi.

- b) Both the inner envelopes and the outer envelope super scribed as 'TECHNICAL BID' and 'PRICE BID' should have the name and address of the tenderer so that if required, they may be returned to the tenderer without opening them.
 - c) If the outer and inner envelopes are not sealed and marked as required, the Institute will assume no responsibility for the bid's misplacement or premature opening.
 - d) If for any reason, it is found that the Technical Bid reveals the Price Bid details in any manner whatsoever, or the Price Bid is enclosed in the envelope super scribed as "Technical Bid", the Bid document will be summarily rejected in the first instance itself.
 - e) The Bidders, with prior appointment on any working days, may visit the office of the Institute to get familiarized with the nature, specification and scope of work in case of required work. The Tenderer may contact HOD, (RL), AIIA for this purpose.
64. The Bidders should ensure that documents submitted by them are authentic & genuine copies of original documents. The responsibility of ensuring the authenticity lies with the bidder. If any of the documents submitted by the bidder are found to be false/forged etc., appropriate legal action as per the law of land will be taken against the firm.

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