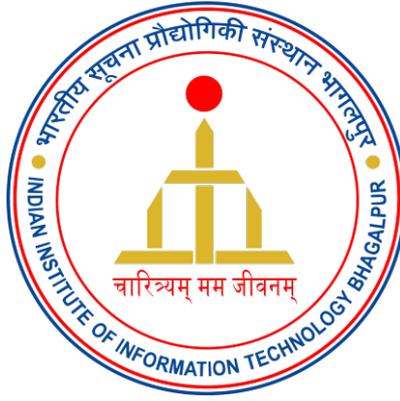


# **Indian Institute of Information Technology Bhagalpur**



**REQUEST FOR PROPOSAL (RFP)**  
*for*  
**Providing Medical Services at IIT Bhagalpur Campus**

**Indian Institute of Information Technology Bhagalpur**

Sabour, Bhagalpur, Bihar, 813210

## DISCLAIMER

The information contained in this Request for Proposal document (the “**RFP**”) or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of the Institute is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Institute to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the “**Application**”). This RFP includes statements, which reflect various assumptions and assessments arrived at by the Institute in relation to the work/s. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Institute to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this document and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Institute accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

IIIT Bhagalpur makes no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.

IIIT Bhagalpur also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP.

IIIT Bhagalpur may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Institute is bound to select and shortlist Applications and the Institute reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the Institute shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

**Important dates & information**

<b>Department Name</b>	<b>Indian Institute of Information Technology Bhagalpur</b>
<b>Name of work</b>	Providing Medical Services at IIIT Bhagalpur Campus
<b>Venue</b>	IIIT Bhagalpur
<b>Joint Venture/Consortium</b>	Not Allowed
<b>Last Date and time of Submission of Bids</b>	<b>05<sup>th</sup> November 2024; 04:00 PM</b>
<b>Date and Time of Opening Technical bid</b>	<b>05<sup>th</sup> November 2024; 04:30 PM</b>
<b>Date and Time of Opening Financial bid</b>	<b>06<sup>th</sup> November 2024; 11:00 AM</b>
<b>Registration Fee</b>	<b>Rs 1180/- (Inclusive of 18% GST) in the form of DD in favor of Indian Institute of Information Technology Bhagalpur payable at Bhagalpur</b>
<b>EMD</b>	<b>Rs 24000/- in the form of DD in favor of Indian Institute of Information Technology Bhagalpur payable at Bhagalpur which shall be returned after successful completion of the tendering process and submission of Security Deposit by the successful bidder.</b>
<b>Security Deposit</b>	<b>Rs 36000/- in the form of DD in favor of Indian Institute of Information Technology Bhagalpur payable at Bhagalpur by the successful bidder only which shall be returned after successful completion of service by the successful bidder.</b>
<b>Submission of bid documents etc.</b>	Submission of all bid related documents in the office of Registrar Incharge, Indian Institute of Information Technology Bhagalpur, Sabour, Bhagalpur, Bihar, 813210

## INTRODUCTION

### 1. REQUEST FOR PROPOSAL

- I. Invitation for Providing Medical Services at IIIT Bhagalpur Campus.
- II. IIIT Bhagalpur invites detailed proposals from Hospitals located in Bhagalpur City for Providing Medical Services at IIIT Bhagalpur Campus. The Scope of Services forming part of the Assignment has been set out in the RFP.
- III. The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP (“Evaluation Criteria”) to identify the successful Bidder for the Assignment (“Successful Bidder”).

### 2. OBTAINABILITY OF RFP DOCUMENT

The RFP would be available at the Institute website/CPPP portal. It may be noted that all subsequent notifications, changes and amendments in the assignment / documents would be posted only on the CPPP portal/Institute website.

### 3. GENERAL INSTRUCTIONS

- I. The language of the Bid and related documents and correspondences shall be in English or Hindi language.
- II. The Bidder shall provide all the information sought under this RFP. IIIT Bhagalpur will evaluate only those Bids that are received in the required formats and complete in all respects.
- III. **The Bid shall be typed or written in indelible ink and signed by the Authorized signatory of the Bidder who shall also initial each page.** All the alterations, omissions, additions or any other amendments made to the Bid shall be initiated by the person(s) signing the Bid.
- IV. The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process. IIIT Bhagalpur, Bihar will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- V. The IIIT Bhagalpur, Bihar may modify the RFP by issuing an Addendum before Due Date. Any Addendum thus issued shall be part of the RFP and shall be posted on the Institute website. IIIT Bhagalpur, Bihar will assume no responsibility for receipt of the Addendum.
- VI. The IIIT Bhagalpur, Bihar shall not be liable for any omission, mistake, or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP, the bidding documents, or the bidding process, including any error or mistake therein or in any information or data given by the IIIT Bhagalpur, Bihar.
- VII. Bidders will not be permitted to alter or modify their bids once submitted.
- VIII. The bidder is required to submit a DD of Rs. 1180/- (non-refundable) as registration fees in the Favor of “**Indian Institute of Information Technology Bhagalpur**” Payable at Bhagalpur.
- IX. The vendor should also enclose a DD for Rs. 24000/- (Rs. Twenty Four Thousand Only) in the form of earnest money in favor of “**Indian Institute of Information Technology Bhagalpur**” Payable at Bhagalpur. The earnest money will be returned after completion of bid process. Earnest Money will not entail any interest.
- X. The empaneled vendors have to submit a security deposit of Rs. 36000/- (Rs. Thirty-Six Thousand Only) in form of DD in favor of “**Indian Institute of Information Technology**

**Bhagalpur**” Payable at Bhagalpur or a Bank Guarantee which will be returned after satisfactory completion of the service. The security deposit would be forfeited if the empaneled bidder(s) fail to provide the service satisfactorily. The security Deposit will not entail any interest.

#### **4. SCOPE OF THE WORK**

- I. The hospital must provide a 24×7 ambulance service equipped with basic life support systems such as oxygen cylinder, a stretcher trolley, wheelchair and a driver. In emergencies, the ambulance will transport patients from quarters, hostels, and academic/administrative buildings to the hospital free of charge within Bhagalpur city. For emergencies requiring transport to hospitals beyond Bhagalpur city, the patient will be taken in an ambulance equipped with advanced life support systems at a mutually agreed rate.
- II. The hospital will assign the required number of doctors and nursing staff, ensuring that at least one doctor and one nursing staff must be 24×7 available.
- III. The hospital will manage the disposal of all medical waste in compliance with government guidelines.

#### **5. GENERAL TERMS AND CONDITIONS**

- I. IIIT Bhagalpur reserves the right not to accept bid(s) from any service provider resorting to unethical practices or on whom investigation / enquiry proceedings have been initiated by Government investigating Agencies, Vigilance Cell.
- II. IIIT Bhagalpur may cancel the entire process without assigning any reason thereof. IIIT Bhagalpur reserves its right to accept the bid in part or in full. Conditional bids will be rejected outright.
- III. IIIT Bhagalpur reserves the right to summarily reject an offer received from any hospital, without any intimation to the bidder(s).
- IV. IIIT Bhagalpur reserves the right to withdraw/cancel the bid document partially or completely at any stage.
- V. The bidders are advised to go through the tender documents and understand the terms and conditions specified therein before submitting the tender.
- VI. Authority to sign: - All the documents must be duly signed by the bidder. All the partners of the partnership firm or any partner of the firm should sign in this case. A certified copy of the partnership deed of the firm should be furnished.
- VII. The bidder should sign and stamp each page of the tender document as a token of having read and understood the terms & conditions contained therein and submit the same along with the bid.
- VIII. **Validity of offer:** Bidder shall agree to keep the tender open for 90 days from the due date of submission thereof and not to make any modifications in its terms and conditions.
- IX. **Opening of the tender:** Bids will be opened by a committee duly constituted by the Institute competent authority for this purpose at the appointed date, time and place.
- X. Tender document should consist of Registration No., PAN No., GST No., Documentary proof of each should be submitted.
- XI. The Hospital should submit a declaration stating that the firm or its subsidiaries has not

been blacklisted by any institutions/reputed organizations or institutions.

XII. The Institute will provide the necessary medical equipment's and medicines as suggested by the hospital.

XIII. The Hospital will help in establishing medical health care center at IIIT Bhagalpur campus.

XIV. The Institute will provide the required furniture and fixtures to doctor and nursing staff.

XV. The engagement shall be for an initial period of six (06) months, which may be extended further based on performance and mutual agreement.

## 6. TERMINATION BY DEFAULT

IIIT Bhagalpur reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for Competent Authority's action.

## 7. ARBITRATION

In case of any dispute IIIT BHAGALPUR may appoint an arbitrator, which will be accepted by the hospital. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be Bhagalpur (Bihar).

## 8. SUBMISSION PROCEDURE

1. Bidders who wish to participate in this selection process will have to download the tender documents from Institute website.

**Technical Bid:** Bidders shall submit physically their bids in sealed envelopes super-scribed with due date, time, name of service and nature of bid.

**Financial Bid:** Bidders shall submit their unconditional financial quote for their rendering of their services as per the scope of work in a SEPARATE SEALED ENVELOPE and super-scribed as FINANCIAL BID (inclusive of all taxes) (Annexure-6).

The envelopes containing Technical & Financial Bid of offer should be enclosed in a larger envelope duly sealed. All pages of the bid must be signed. Kindly submit technical bid documents by doing spiral binding and also mention page number in each of page.

2. Services offered should be strictly as per specifications mentioned in this Tender Document.
3. Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

## 9. ELIGIBILITY CRITERIA

The Bidder fulfilling Eligibility criteria shall be shortlisted for Financial Stage. The bidder should be fulfilling the following conditions and must also submit documentary evidence in support of fulfillment of these conditions while submitting the technical bid.

**Bids from consortiums and joint ventures are not allowed. Claims without documentary evidence will not be considered.**

IIIT BHAGALPUR reserves the right to verify the claims made by the Bidders and to carry out the capability assessment of the Bidders and the IIIT BHAGALPUR's decision shall be final in this regard. IIIT BHAGALPUR may, in its absolute discretion, waive any of the conditions and/or requirements in the Tender in respect of any or all of the bidders.

#### **Qualification Criteria for Bidders**

Sr.	Qualification Criteria	Documentary Evidence
1.	The bidder should be having PAN numbers.	Copy of PAN
2.	The bidder has to submit self-certified letter indicating that they have not been blacklisted by any government department, organization, and corporation	A Self-certified letter required.
3.	History of Litigation	As per the format given inRFP
4.	Certificate of Registration for GST	Self-Attested Copy of the same
5.	Hospital Registration Certificate	Self-Attested Copy of the same
6.	List of Doctors, at least 3 years' experience after acquiring MBBS degree and Doctor's Registration Details with Bihar Medical Council	certificate copy thereon
7.	List of Nursing staff must have at least ANM (Auxiliary Nursing and Midwifery) degree and 2 years' experience	Self-Attested List of ANM and experience certificate copy thereon
8.	At least 3 years' experience of Medical Hospital in Bhagalpur City	
9	Registration Fee (Rs 1180/-)	Copy of DD
10	EMD (Rs 24000/-)	Copy of DD

#### **10. FINANCIAL BID**

Financial bids of technically eligible bidders shall be opened in the presence of qualified bidders who wish to remain present. The technically eligible bidder offering **the best possible offer amount** (L1) to IIIT BHAGALPUR will be awarded the work order.

##### **Deduction:**

1. As per Govt. Norms as applicable from time to time.

#### **11. NUMBER OF PROPOSALS**

Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

#### **12. PROPOSAL PREPARATION COST**

The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the bidding process. IIIT BHAGALPUR will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

#### **13. CLARIFICATIONS**

A prospective Bidder requiring any clarification on the RFP may notify IIIT BHAGALPUR in writing or by facsimile to the competent authority of IIIT Bhagalpur, within such date as specified in the RFP. At its sole discretion, IIIT BHAGALPUR may upload its response to such queries on the website: <https://www.iiitbh.ac.in/tender>

#### **14. AMENDMENTS TO RFP**

- I. At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, IIIT BHAGALPUR may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, amend the RFP by the issuance of Addenda. Such Addenda would be posted only on the Institute website/CPPP portal.
- II. In order to afford Bidders reasonable time to take the Addendum into account, or for any other reason, IIIT BHAGALPUR may, at its discretion, extend the Proposal Due Date and notify it on CPPP portal/Institute website.

#### **15. BIDDER'S RESPONSIBILITY**

- I. The Bidder is expected to carefully examine the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
- II. It shall be deemed that prior to the submission of Proposal, the Bidder has:
  - a) made a complete and careful examination of terms & conditions/requirements, and other information set forth in this RFP document;
  - b) Received all such relevant information as it has requested from IIIT BHAGALPUR; and
  - c) Made a complete and careful examination of the various aspects of the Assignment.
- III. IIIT BHAGALPUR shall not be liable for any mistake or error by the Bidder in respect of the above.

#### **16. CORRESPONDENCE/ENQUIRY**

- I. All enquiries should be submitted to the following in writing /registered post / physical on or before the pre-bid date:

**Registrar Incharge, IIIT Bhagalpur,  
Sabour, Bhagalpur – 813210  
Email – registrar@iiitbh.ac.in**

- II. No interpretation, revision, or other communication from IIIT BHAGALPUR regarding this RFP is valid unless it is in writing and is signed by COMPETENT AUTHORITY of IIIT BHAGALPUR.

#### **17. FORMAT AND SIGNING OF PROPOSAL**

- I. Bidders would provide all the information as per this RFP and in the specified format. Competent Authority reserves the right to reject any Proposal that is not in the specified format.
- II. The Proposal and its copy shall be typed or printed and the Bidder shall initial each page. The person(s) signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal.

#### **18. PROPOSAL DUE DATE**

- I. Proposals should be submitted as per information provided;

- II. IIIT BHAGALPUR at its sole discretion; accept any Proposal(s) after Proposal Due Date. Any such Proposal/s accepted shall be deemed to have been received by the Proposal Due Date.

## **19. TEST OF RESPONSIVENESS**

- I. Prior to evaluation of Proposals, IIIT BHAGALPUR will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if; it is received on the respective Proposal Due Date;
  - a) It is signed, sealed, and marked as stipulated in the RFP Document.
  - b) It contains the information and documents as requested in the RFP;
  - c) It contains information in the form and formats specified in the RFP;
  - d) It mentions the validity period as set out in this document;
  - e) It provides the information in reasonable detail. (“Reasonable Detail” means that, but for minor deviations, the information can be reviewed and evaluated by IIIT BHAGALPUR. Competent Authority reserves the right to determine whether the information has been provided in reasonable detail or not;
  - f) There are no inconsistencies between the Proposal and the supporting documents.
- II. A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one which,
  - a) affects in any substantial way, the scope, quality, or performance of the Assignment, or
  - b) limits in any substantial way, inconsistent with the RFP document, IIIT Bhagalpur’s rights or the Bidder's obligations under the Agreement, or
  - c) Unfairly affects the competitive position of other Bidders presenting substantially responsive Proposals.

## **20. MODIFICATION/SUBSTITUTION/WITHDRAWAL OF PROPOSAL**

- I. The Bidder may modify, substitute, or withdraw its Proposal after submission, provided that a written notice of the modification, substitution or withdrawal is received by IIIT BHAGALPUR before the Proposal Due Date. No Proposal shall be modified, substituted, or withdrawn by the Bidder after the Proposal Due Date.
- II. The modification, substitution or withdrawal notice shall be prepared, sealed, marked and delivered with outer envelopes additionally marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”, as appropriate.
- III. Withdrawal of a Proposal during the interval between the Proposal Due Date and expiration of the Proposal Validity Period would result in forfeiture of the Bid Security in accordance with this RFP.

## **21. DECLARATION OF SUCCESSFUL BIDDER**

In case two or more bidders quote equal in financial bid, then the bidder having higher experience in the technical bid evaluation shall be declared successful and the process shall be at the discretion of the IIIT Bhagalpur.

## **22. TERM OF PAYMENT**

- 1. All Payment dues to the Service Provider shall be made through NEFT/Account Payee
- 2. Payment will be done within 15 days from the date of submitting invoice.

**FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT  
UNDERTAKING**

(On the Letterhead of the Bidder)

To,  
Registrar Incharge, IIIT Bhagalpur,  
Sabour, Bhagalpur – 813210

Ref: - Providing Medical Services at IIIT Bhagalpur Campus

Sir,

We have read and understood the Request for Proposal (RFP) along with Draft Agreement in respect of the captioned Assignment provided to us by COMPETENT AUTHORITY of IIIT BHAGALPUR.

We hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unqualified and unconditional in all respects and we agree to the terms of the proposed Agreement, a draft of which also forms a part of the RFP provided to us. We attach herewith all the necessary documents as required to state our Eligibility as per the givencriteria.

Name of the Bidder

Signature of authorized Signatory

Name of the authorized Signatory

Date: -

(On the Letterhead of the Bidder)

**1) Details of Bidder:**

1	Name of the Bidder	
2	Official address of the Bidder with complete contact details	
	Telephone Number (s)	
	Mobile Number (s)	
	Email Address (s)	
3	GST Registration No	
4	PAN No. (copy enclosed)	
5	Signed copy of Scope of Work	

**Enclosures:**

1. Declaration about the truth and correctness of data submitted in the letter head of Firm.
2. Duly signed copy of the Scope of Work on a letter head of the Hospital.

*for,*

Name of the Bidder:

Date:

(On the Letterhead of the Bidder)

We hereby undertake to provide all the required services, as mentioned in the attached scope of work provide in Technical Bid as well as other documents communicated by IIIT Bhagalpur, if we are appointed.

*for,*  
Name of the Bidder:

Place:

Date

[In the Letterhead of the firm]

**Declaration Form****Tender Notice No.:****Dated:**

We\_

\_\_\_\_\_ Partner/Proprietor/Direct

or of M/s \_\_\_\_\_

Address \_\_\_\_\_

hereby declare that:

1. We have read and understood all the terms and condition of the tender. We fulfil all the terms and conditions and applied for the tender for engagement of Hospital at IIIT Bhagalpur for above mentioned works.
2. Our firm / our partners and our employee will not disclose any proprietary or confidential information relating to assignment, the services or the information of the office of IIIT Bhagalpur to any unauthorized person or any outside agency without written consent of the Director of the Institute.
3. The documents attached and information provided herewith is true and correct to the best of our knowledge and belief. We know that if the information/ documents attached are found incorrect/false (at any stage of the tender process or even after awarding the work order), we may be debarred from the empanelment and when appointed, the appointment shall be treated as cancelled. The disciplinary action may be taken against the person/ the Hospital for incorrect information or false declaration.
4. This also certified that this Hospital have not been indicted or convicted by court of law or no adverse orders have been passed against this Hospital by regulatory authorities. Further, no investigation by any regulatory authority is pending against the hospital. This hospital hasnot been barred from appointment by any Govt. and/or PSUs and/or Semi Govt entities.
5. We have attached the details of rates on separate letter head of the hospital.

We also understand that the decision of Director, IIIT Bhagalpur will be final for any dispute or litigation.

*for,*

Name of the Bidder

Place:

Date:

**Technical Qualification:****Annexure - 5**

The bidders fulfilling pre-qualification criteria will be shortlisted for Technical Evaluation.

The technical evaluation criteria are given in the following table:

<b>Sl. No</b>	<b>Particular</b>	<b>Documentary Evidence</b>	<b>Whether Possess or not?(yes or not)</b>	<b>Whether Proof enclosed? (yes or not)</b>	<b>Page Number on which Proof enclosed</b>
1.	The bidder should be having PAN numbers.	Copy of PAN Card			
2.	Certificate of Registration for GST	Self-Attested Copy			
3.	The bidder has to submit self-certified letter indicating that they have not been blacklisted by any government department, organization, and corporation	Self-Certified Letter			
4.	History of Litigation	As per the format given inRFP			
5.	Hospital Registration Certificate	Self-Attested Copy			
6.	List of Doctors, at least 3 years' experience after acquiring MBBS degree and Doctor's Registration Details with Bihar Medical Council	certificate copy thereon			
7.	List of Nursing staff must have at least ANM (Auxiliary Nursing and Midwifery) degree and 2 years' experience	Self-Attested List of ANM and experience certificate copy thereon			
8.	At least 3 years' experience of Medical Hospital	Self Certified Letter with documentation			
9	Registration Fee (Rs 1180/-)	Copy of DD			
10	EMD (Rs 24000/-)	Copy of DD			

The bidder fulfilling above technical eligibility condition shall only be eligible for financialbid opening.

[In the Letterhead of the firm]

**Financial Bid**

<b>S. No.</b>	<b>Particulars</b>	<b>Amount</b>
1	Providing Medical Services at IIIT Bhagalpur Campus ( Inclusive of all or any taxes)	

**(Amount in word:**

for,

Name of the Bidder

Place:

Date: