

**Expression of Interest (E.O.I)**

**For providing Medical Services  
And  
For establishing a Primary Health Centre at  
Nalanda University, Rajgir**

**Nalanda University  
Rajgir.**

**28<sup>th</sup> August, 2017**

## LETTER OF INVITATION

**Nalanda University  
Rajgir, Nalanda  
Bihar-803116**

No. NU/Admin/SA/E.O.I/2017

Dated: 28/08/2017

Dear Sir/Madam,

Nalanda University, Rajgir invites sealed Expression of Interest (E.O.I) from Hospitals/Agencies in Patna for providing health care facilities (Both OPD&IPD) and undertaking Establishment of a Primary Health Centre at the Nalanda University (NU).

The E.O.I Document containing the details of qualification criteria, submission requirement, brief objective & scope of work, method of evaluation etc. is enclosed.

The E.O.I Document is available on the NU website - [www.nalandauniv.edu.in](http://www.nalandauniv.edu.in)

You may submit your response in sealed cover super scribed, as **“E.O.I for providing health care services and setting up a primary health care center at Nalanda University, Rajgir”**. Addressed to the authority mentioned below, latest by 11/09/2017:

**“Registrar  
Nalanda University,  
Rajgir, District- Nalanda  
Bihar- 803116.”**

Queries if any may be referred in writing to the email, [registrar@nalandauniv.edu.in](mailto:registrar@nalandauniv.edu.in) or by calling at the mobile number: +91 7250891319.

S. No.	Critical Dates	Date	Time
1.	Publishing Date	28/08/2017	11:00hrs
2.	Document Download Start date	28/08/2017	11:00hrs
3.	Document Submission last date	11/09/2017	17:00hrs
4.	Screening of EOI	15/09/2017	17:00 hrs
5.	Presentation of eligible invited Parties	20/09/2017	15:00 hrs
6.	Intimation to the shortlisted institutions	22/09/2017	15:00 hrs
7.	Award of Contract	25/09/2017	15:00 hrs

Best Wishes,

Registrar  
Nalanda University,  
Rajgir, District- Nalanda  
Bihar-803116  
E-mail: [registrar@nalandauniv.edu.in](mailto:registrar@nalandauniv.edu.in)

## **INTRODUCTION**

Located in Rajgir, a town in the northern Indian state of Bihar, Nalanda University is a postgraduate, research intensive, International university which has been established pursuant to the decisions taken in various East Asia Summits by an Act of Indian Parliament, “The Nalanda University Act, 2010 (No. 39 of 2010)”. The university has been designated as Institution of National Importance and is being administered by Ministry of External Affairs, Government of India.

The University invites Expression of Interest from interested parties for providing medical services and establishing a Primary Health Centre (PHC) in any of the University premises/residential halls with suitable and trained manpower for the University.

## **AIMS & OBJECTIVES**

The University shall take measures to keep its students, faculty and staff members safe and healthy. In order to make available the best medical assistance possible in terms of providing services and facilities in both OPD and IPD modes, interested Hospital/Agency shall be hired to provide medical health services by establishing a Primary Health Centre at NU premises in Rajgir and also if needed, shall assist with further treatment at their full-fledged hospital in Patna.

The University is looking for optimum cost effectiveness and will seek a hospital who can deliver the results in an informed manner. NU will expect the successful hospital to continuously improve the services provided to NU through multitasking efforts and timely incorporating new advancements in this field to achieve the desired results.

## **1. SCOPE OF WORK & SERVICES**

### **Duties and responsibilities**

1. The hospital has to set-up a minimum 5 bedded health centre within campus of Nalanda University, Rajgir with following facilities:-
  - i) Two doctors full time in University Campus OPD/IPD rounds – one in morning shift & one in evening shift. (Should be available for service at any point of time as required by Nalanda University)
  - ii) Full time nursing - 5 nurses (2 per shift) & 1 nurse for leave replacement. (Should be available for service at any point of time as required by Nalanda University)
  - iii) 01 Compounder, 01 Ward boy-Full time.
  - iv) Visiting Consultant (Physician MD only) – 6 to 8 days in a month.
  - v) Visiting Consultant (gynecologist) 2 days a month.

- vi) One manager cum nursing In-charge, who will look after all activities of health centre.
  - vii) 100 MA X-ray (Portable), ECG & Pathological equipment for minor lab investigations with sample collection Counter, handling of medicines and drugs with Lab Technicians, radiographer, pharmacy boy etc.
2. The Hospital shall provide 24 hrs. Ambulance with AC and life support systems with driver and paramedical staff (in each shift). In case of emergency it would carry patients from Quarters, hostels and academic/administrative buildings to University Dispensary at no charge within the radius of 5kms. However, in the case of emergency, referred patient will be taken to the required hospital beyond 8 kms at the mutually agreed rate.
  3. The Hospital shall provide the facility of primary and minor lab tests & X-ray shall be provided at Nalanda University, Rajgir. Health Centre and charges should be as per existing CGHS rate for employees and general rate for students. However, all major tests and examinations may be done in main laboratory at the mother hospital in Patna, for which the pathological samples shall be collected at Rajgir Campus and be transported as per Standard Operating Procedure.
  4. Hospital shall provide cashless OPD/IPD medical facilities for both the beneficiary's i.e. Employees and Students of Nalanda University, Rajgir. In case of medical insurance the treatment of the beneficiary shall be done as per the terms of the policy.
  5. The hospital shall help in arranging blood from blood bank in case of emergency.
  6. The hospital shall also open a small pharmacy for medicines and drugs of normal use.

**University will provide following facilities and support:**

- i) The cleaning and upkeep of the health center.
- ii) Deployment of security personnel.
- iii) Office furniture & fixtures (as per requirement).
- iv) Provision of food in University mess for hospital staff at prevailing subsidized rate (If desired).
- v) 01 washing machine/ 24 hours Electricity and Water supply.
- vi) Housing facility for the doctors of the health center with basic furniture i.e cot, chairs, and tables.
- vii) For nurses - 1 dormitory with 5 beds, with attached washroom/bathroom
- viii) For other staffs - 1 dormitory with 8 beds with attached washroom/bathroom.

## **Duration of engagement**

The engagement shall be for an initial period of three (03) years, which may be extended further based on performance and mutual agreement. However, the University will analyze the performance of the service provider at the end of each completed year.

## **Other terms and conditions**

1. Only routine cases should be examined and treated in the University health Centre. For any further/emergency treatment and examination, the patient shall be referred to main hospital in Patna and the cost of such treatment shall at the CGHS rates for Employees and General rate for Students.
2. While seeking medical treatment in the hospital, the Employees/ dependents /students shall have to provide the proof of identity, issued by competent authority at Nalanda University. In case of the dependent(s) of employee, the Identity Card of the concerned employee shall be sufficient for facilitation of medical treatment.
3. Employees of the University & their dependent(s) shall get treatment on the prescribed rates, terms and condition under CGHS.
4. University students shall get cashless treatment on hospital's prevailing rates, as per the terms & condition of their medical policy.
5. University shall furnish to the hospital, a list of employees under different grade/designation and the rules governing the entitlement of each such grade/designation.
6. Hospital may raise their financial claims on monthly basis which shall be settled directly from the University within 30 working days from submission of bills.
7. If any questions or need for clarification arises regarding medical facilities or matters related to administration, management etc., the office of Registrar, Nalanda University may be contacted.
8. The charges of hospital shall not be subjected to any revision without prior notice and with mutual consent of both parties.
9. A notice with regard to any arbitrariness in services may be given to the hospital and the University shall reserve the right to terminate the agreement by giving three months' notice. Likewise, the hospital shall also give at least 3 months' notice to the University for termination of contract.

## **APPLICATION PROCEDURE**

### **Deadline for submission of proposal**

Proposals, completed in all respects as specified in the E.O.I, must be submitted to Nalanda University (NU) at the address specified earlier. In exceptional circumstances and at its discretion, NU may extend the deadline for submission of proposals by issuing a corrigendum. The notification for such changes shall be made available on the NU's website and it is the sole responsibility of the Hospitals/Agencies to check any such corrigendum.

### **Submission requirement**

The Expression of Interest is to be submitted in the manner prescribed below:-

1. All information as detailed below is to be submitted in hard copy in sealed envelope.
2. Applicant's Expression of Interest as per Format.
3. Eligibility criteria as per Format-1
4. Organizational Contact Details as per Format-2.
5. Experience of the organization as per Format-3.
6. Additional information as per Format-4.
7. Declaration as per Format-5.

E.O.I documents may be downloaded from / the website of Nalanda University, <https://www.nalandauniv.edu.in/tenders>

The Hospitals are expected to read carefully all the instructions, terms and other details in the E.O.I document. Failure to furnish complete information as mentioned in the E.O.I document or submission of a proposal not substantially responsive to the E.O.I documents in every respect will be at the Hospitals/Agencies risk and may result in rejection of the proposal.

### **Qualification Criteria**

#### **Qualification (Essential criteria)**

1. The applicant shall be a registered hospital, incorporation who have their fully functional super specialty hospital in Patna, Bihar.
2. The hospital should have their own Critical Care, Dentistry, Dermatology, Emergency Medicines, ENT, Endocrinology, Gynecology & Obstetrics, Hematology, Internal, Lab, Nutrition Dietetics, Ophthalmology, Pediatrics, Physiotherapy, Psychiatry Psychology, Pulmonology, Radiology, Rheumatology, Vascular Services and other such specialty treatment wings.
3. The hospital should have a minimum of 200 Bedded infrastructure in Patna having all the latest amenities in house related to the medical services.
4. The hospital should not be blacklisted by any Central Government/State Government /PSU and any other government bodies.

5. The hospital should have proper PAN No. registration documents and GST Registration Certificate etc.

#### **Qualification (Desirable Criteria)**

1. The hospital should have exposure to deal with international patients.
2. The hospital should have a fully functional 24\*7 up to mark meal service, which serves the patients healthy and hygienic food as described by Dietician/Doctor.
3. The Hospital should have a well-established canteen.
4. The hospital should have a separate TPA/Corporate/Institutional wing. For dealing with cases covered under different medical and health policies.
5. Preference will be given to hospitals having prior experience in establishing a primary health care centre for any Central/State government Institution(s) of higher education.

The invitation of E.O.I is not an offer and is issued with no commitment. NU reserves the right to withdraw its invitation for E.O.I and/or modify any part thereof at any stage. NU further reserves the right to disqualify any hospitals/ Agencies, at any stage.

#### **EVALUATION CRITERIA AND METHOD OF EVALUATION**

1. Screening of E.O.I shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted in support of the E.O.I.
2. E.O.I will be evaluated for shortlisting inter alia based on their past experience of handling similar type of projects, strength of their man power, financial strength of firm and presentation / proposal to the selection committee nominated by competent authority of Nalanda University whose decision will be final and binding.
3. Interested hospitals will be invited to make a presentation over their proposal in front of the selection committee.
4. Selection committee shall have the right to reject or accept the proposal on the basis of qualitative parameters and satisfactory performance in the presentation.
5. NU will take up references and reserves the right to pay due heed to the hospital's performance elsewhere and any past experience from NU.

## FORMATS FOR SUBMISSION

<b>APPLICANT'S EXPRESSION OF INTEREST</b>
---

To,  
**Registrar  
Nalanda University,  
Rajgir, District- Nalanda  
Bihar-803116**

**Sub: Submission of Expression of Interest to provide health care services and establishment of primary health care center in Nalanda University premises at Rajgir.**

Dear Sir/Madam,

In response to the Invitation for Expressions of Interest (E.O.I) published on 28.08.2017 for the above purpose, we would like to express interest to carry out the above proposed task after understanding and accepting all the details. Also as instructed, we attach one set of the following documents in sealed envelopes:

1. Eligibility Criteria (Format-1 )
2. Organizational Details (Format-2 )
3. Experience in related fields (Format-3)
4. Additional information (If any) (Format-4)
5. Declaration (Format-5)

Sincerely Yours,  
Signature of the applicant

[Full name of applicant]  
Stamp/Seal.....

Date: 28/08/2017

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**



### Format -1

<b><u>Qualification (Essential criteria)</u></b>	<b>Name of Supporting compliance documents furnished</b>	<b>Proof of the documents furnished (Yes/No)</b>
<ol style="list-style-type: none"> <li>1. The applicant shall be a registered hospital, incorporation who have their fully functional super specialty hospital in Patna, Bihar.</li> <li>2. The hospital should have their own Critical Care, Dentistry, Dermatology, Emergency Medicines, ENT, Endocrinology, Gynaecology &amp; Obstetrics, Haematology, Internal, Lab, Nutrition Dietetics, Ophthalmology, Paediatrics, Physiotherapy, Psychiatry Psychology, Pulmonology, Radiology, Rheumatology, Vascular Services and other such specialty treatment wings.</li> <li>3. The hospital should have a minimum of 200 Bedded infrastructure in Patna having all the latest amenities in house related to the medical services.</li> <li>4. The hospital should not be blacklisted by any Central Government/State Government /PSU and any other government bodies.</li> <li>5. The hospital should have proper PAN No. registration documents and GST Registration Certificate etc.</li> </ol>		
<b><u>Qualification (Desirable Criteria )</u></b>	<b>List of supporting compliance documents furnished</b>	<b>Copy of the documents furnished (Yes/No)</b>
<ol style="list-style-type: none"> <li>1. The hospital should have exposure to deal with international patients.</li> <li>2. The hospital should have a fully functional 24*7 up to mark meal service, which serves the patients healthy and hygienic food as described by Dietician/Doctor.</li> <li>3. The Hospital should have a well-established canteen.</li> <li>4. The hospital should have a separate TPA/Corporate/Institutional wing. For dealing with cases covered under different medical and health policies.</li> <li>5. Preference will be given to hospitals having prior experience in establishing a primary health care centre for any Central/State government Institution (s) of higher education.</li> </ol>		

Signature of the applicant

Full name of applicant

Stamp/Seal& Date

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**

## FORMAT - 2

### Organizational Contact Details

1. Name of Organization	
2. Main areas of service	
3.Type of Hospital/Organization	
4. Whether the firm has been blacklisted by any central Govt. /State Govt. /PSU/Govt. bodies/Autonomous bodies. If yes, details thereof.	
5. Address of registered office with telephone no. & Fax	
6. Important contact person with telephone no. and e-mail id.	

Signature of the applicant

Full name of applicant

Stamp/Seal& Date

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**

### FORMAT – 3

Overview of the past experience of the Organization in all aspects related to Establishing a primary health care center

S.N	Experience of assignments of similar nature in government sector organisations/Institutions.	Order value of each assignment in INR (in Lakhs) enclose the copy of the order	Name of the client/organization to whom the services are rendered to

**Rate for providing the medical services and establishing primary health Centre in any premises of Nalanda University. (Per Month).**

Rs. ....

Amount (In words).....

Signature of the applicant

Full name of applicant

Stamp/Seal& Date

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**

## **FORMAT - 4**

### **Additional Information**

Please enclose all the document proof substantiating the details furnished in format 1 to 3.

#### **List of enclosed such documents:**

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....

Signature of the applicant

Full name of applicant

Stamp & Date

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**

## FORMAT - 5

Declaration
<p>We hereby confirm that we are interested in competing for providing the medical Services and establishing a primary health center at any of the NU premises at Rajgir.</p> <p>All the information provided herewith is genuine and accurate.</p> <p style="text-align: right;">Signature of the applicant</p> <p style="text-align: right;">Full name of applicant</p> <p style="text-align: right;">Stamp &amp; Date</p>

**Note: This is to be furnished on the letter head of the organization with Sign by authorized Signatory.**