

Government of NCT of Delhi

Department of Health &amp; Family welfare

## EXPRESSION OF INTEREST

for

## INSTALLATION, MANAGEMENT &amp; MAINTENANCE OF SMART CAMERAS IN HOSPITALS

The department of Health & Family Welfare, Govt. of NCT of Delhi (GNCTD) owns and operates 39 hospitals with over 10,000 beds & over 260 dispensaries, managed by about 30,000 health staff. There is an average footfall of about 3.35 crore annually in these facilities, which include about 1.80 crore OPD patients, about 6 lac indoor admissions, about 30 lac emergency patients and attendant/visitors.

For enhancing security and safety in the premises of these health facilities, it is proposed to leverage the technology & install Smart Cameras for video surveillance, access control, prevention of theft, monitoring of sensitive areas etc and **employees attendance**.

H&FW Department intends to outsource the installation, maintenance and management of Smart Camera in hospitals to a capable & experienced service provider, and for this it seeks Expression of Interest from the reputed entities.

Envisaged scope of work along with instructions is provided along with the application form in EOI document, which can be downloaded from <http://health.delhigovt.nic.in>. All subsequent information related to this EOI will appear on this web site.

The filled in applications should be submitted on or before **15 Oct 2015** to **Director, Central Procurement Agency, F-17, Karkardooma, Delhi- 110032**

Secretary

**GOVERNMENT OF NCT OF DELHI**  
**DEPARTMENT OF HEALTH & FAMILY WELFARE,**  
**9<sup>th</sup> Level, A-Wing, Delhi Secretariat, I.P. Estate, New Delhi- 110 002**

No.F.

Dated:

**EXPRESSION OF INTEREST**

**For**

**INSTALLATION, MANAGEMENT & MAINTENANCE OF SMART CAMERAS IN HOSPITALS**

**1. Background**

- 1.1 The department of Health & Family Welfare, Govt. of NCT of Delhi (GNCTD) owns and operates 39 hospitals with over 10,000 beds & over 260 dispensaries. 30,000 staff is employed to manage the health services in these hospitals and dispensaries. Over 1.80 crore patients visit OPDs, over 6 lac patients are admitted in Indoors and about 30 lac patients visit emergency department of these facilities. Further, the patients are accompanied by 2-3 attendants each. Including visitors, there is thus an average footfall of about 3.35 crore annually in these facilities.
- 1.2 For enhancing security and safety in the premises of these health facilities, it is proposed to leverage the technology & install Smart Cameras for video surveillance, access control, prevention of theft, monitoring of sensitive areas etc and **attendance of employees.**
- 1.3 H&FW Department intends to outsource installation, maintenance and management of Smart Camera in hospitals to a capable & experienced service provider, and for this it seeks Expression of Interest from the reputed entities.
- 1.4 Envisaged scope of work is provided along with the application form in EOI document, which can be downloaded from <http://health.delhigovt.nic.in>. All subsequent information related to this EOI will appear on this web site.

**1. Application of Smart Cameras in hospitals**

2.1 The proposed uses of smart cameras in hospitals are as under: -

- Hospital Reception Secured with Surveillance Cameras with night and day vision with event recording for hospital security. Sirens and flashers with announcements of security breach and intruder alerts.
- As part of emergency preparation, video surveillance provides situational awareness to help officials plan an effective response.
- Counting the number of people who enter and exit, and alerting security personnel when crowds exceed a defined size.

- Face recognition of employees at suitable entrances/ exits for their attendance and for their supervision.
- Creating an accurate count to help make sure everyone has left the building if evacuation is necessary.
- Detecting when a person crosses the threshold of a room: Hospital personnel receive an alert on a desktop or mobile device, and can either visit the room or view real-time video to see if the visitor is authorized. The system can also be programmed to send an alert if the threshold is **not** crossed for a defined period of time, indicating that a clinician has not checked the patient at the prescribed interval.
- It is more effective to transmit video over the network for central storage than to store it locally, because centrally stored video remains available even if the perpetrators damage local equipment.
- By deploying video surveillance cameras in nurseries and other areas, hospitals can capture the suspected abductor's image to include with the alert. Personnel can view the image on desktops, smartphones, and digital signs throughout the hospital.
- Video surveillance also helps prevent theft and hoarding of equipment as diverse as wheelchairs, medical equipment, televisions, and furniture.
- Deploying video surveillance also helps to avoid hospital-acquired infections and wrong-site surgeries.
- Video surveillance also helps hospital safety and facilities teams monitor parking lots and other public areas for break-ins and suspicious persons. Visible surveillance cameras can reduce crime and fear of crime for patients and staff.
- By deploying video surveillance cameras in lobbies, hallways, and other areas, hospitals can refer to video evidence to defend against invalid claims.
- Improve communications between clinicians and staff assigned to watch out for patients.
- Accelerate bedside response by providing the caregiver with more information.
- Security systems should be able to detect and recognize all the persons in a crowd.

## 1. Instructions to the applicants

- 3.1. DOHFW invites Expression of Interest from reputed entities/ firms for installation, management & maintenance of Smart Cameras in hospitals. It is envisaged that the entity will install smart cameras, deploy trained staff and undertake maintenance and management of smart cameras & do surveillance and provide timely reports.
- 3.2. It may be noted that this is not an invitation of proposals. The criteria for short listing and selection of preferred provider(s) will be defined subsequently through open and transparent bidding process vide a separate Request for proposal. The purpose of EOI is to identify interested private partners and to get their inputs for firming up the framework of contract.
- 3.3. A consultative conference/workshop of the interest firms may be convened. The purpose of the workshop will be to seek response & suggestions.
- 3.4. *The firm shall bear all costs and expenditure incurred and / or to be incurred by it in connection with its expression of interest including preparation, mailing and submission of its interest and for subsequent workshops / presentations if any. The DOHFW will in no case be responsible or liable to the firms for their incurring any such cost, expenditure etc. regardless of the conduct or outcome of the EOI process. All the submissions will be the property of the DoHFW, without any claim whatsoever on propriety of submitted documents and information.*

3.5.For any clarifications/Information, may please contact [Director, Central procurement Agency, F-17, Karkardooma, Delhi - 110032, Contact No. 011-22307738](#) or [cpa.dhs@gmail.com](mailto:cpa.dhs@gmail.com). All such queries should include the phrase 'EOI Query - Smart Cameras' in the subject line.

## 1. WHO CAN EXPRESS INTEREST

- 4.1 The firm interested to express interest should be a recognized business entity- Company/ Society/ Trust/ Partnership Firm/ Proprietorship Firm etc.
- 4.2 Should have capability & experience in installation, management & maintenance of Smart Cameras.
- 4.3 The EOI will be submitted in the proforma below in a sealed envelope at the address: **Director, Central Procurement Agency, F-17, Karkardooma, Delhi- 110032** or through email at **cpa.dhs@gmail.com** in following Proforma (To be printed on Company Letterhead)

**Subject: Expression of Interest for Installation, Management & Maintenance of Smart Cameras in GNCTD Hospitals.**

This is with reference to your notice inviting Expression of Interest for providing Installation, Management & Maintenance of Smart Cameras in GNCTD Hospitals. Our company wishes to participate in the process. We have read and understood the EOI notice and we have the capability to deliver the required service successfully.

### Key Details are as under:-

Sr.No.	Particulars	Details
	Name of the Firm	
	Address:-	
	i) Regd./Head Office:- ii) Delhi Office (if any):-	
	Name of contact person, telephone , Fax number & Email address:	
	Constitution of the firm	
	i) Month & Year of Establishment ii) Registration Number of the firm under Companies Act/Society act or any other relevant Act.	
	Annual turnover during last 3 years 2011 - 2012 2012-2013 2013-2014	
	Net worth as on date	
	Credentials / Experience in operations/ maintenance; installation, management of Smart Cameras.	Enclose in separate sheet as per Annexure-I
	Any suggestions	
	Details of similar nature of works undertaken by firm	Attach separate sheets

We hereby confirm that all the information furnished in this EOI is true, accurate, and

verifiable. We fully agree to furnish any additional information that may be sought.

Signature /Name / Designation/ Office Seal of the Firm