

Government of NCT of Delhi
Department of Health & Family welfare
9th Level, A Wing, Delhi Secretariat, I P Estate, New Delhi - 110 002
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EXPRESSION OF INTEREST (EOI)
for
Integrated Electronic Health Management System

Department of Health and Family Welfare Government of National Capital Territory of Delhi manages 36 hospitals with more than 10000 beds, 260 dispensaries, 45 Mobile Health Clinics, 150 Ambulances, catering to more than 15 million-out patients annually. The Department also manages many flagship programmes of Central and State Government in the areas of Maternal & Child health, public health etc. The Department acts as the regulatory authority in various areas, such as food safety, drugs and cosmetics etc. The entire system is managed with the help of more than 30000 health care professionals.

The Department intends to leverage the information technology (IT) for efficient management of the system to increase the productivity of the resources to the satisfaction of the users. The IT is also envisaged for the efficient management of various health programmes, projects and human resources for the achievement of Millennium Development Goals (MDGs) and Sustainable Development Goals (SDGs).

The Project will envisage and capture the information at the point of generation, available to all users and help in management of the entire health system of Government of NCT of Delhi. A brief of the project can be downloaded from <http://health.delhigovt.nic.in>. All subsequent information related to this EOI will appear on this web site.

The organizers / entities capable of setting the Project may apply by 20th August 2015, giving details of the organization, experience of implementing the related / similar Projects and their capabilities online at delhi.iehms@gmail.com

Secretary (H&FW)

1. Overview of Health Department & e-Health project

- 1.1. Department of H&FW, manages 36 hospitals with over 10,000 beds, 260 dispensaries, 45 mobile health clinics, 150 ambulances and a Medical Colleges.

The department also runs many central & state level health programmes in the areas of Maternal and Child Health, Public Health etc. The Department is also involved in health regulations in the areas of food safety, drugs and cosmetic acts, regulation of health manpower regulation; regulation of private nursing homes; PNDT Act; MTP Act, THOA Act. Tobacco control etc.

To provide and manage the services the department has various categories of health staff, totaling over 30,000.

A snapshot of key annual performance is as under:-

Total OPD	:	Over 1.50 crore
IPD	:	Over 5.60 lacs
Emergency cases	:	Over 26.90 lacs
Lab Tests	:	Over 2.00 crores
Radiology	:	Over 18.00 lacs
Total Deliveries	:	Over 1.00 lacs
MLC	:	Over 1.60 lacs
Autopsies	:	Over 11.00 thousand

- 1.2. Providing efficient healthcare services & Health regulation in the state is the primary objective of the Department. A need is felt to put in place a suitable e-Health Information System to facilitate delivery of services and act as decision support system for Staff /management. In absence of computerization it becomes difficult to manage the patient load efficiently; monitor the performance and plan the resources. The department envisages implementing integrated e-health project spanning from the grass root field level health worker to the super speciality hospitals including directorates and other institutions.
- 1.3. The department of H&FW, GNCTD envisages to leverage the ITC tools and technology and computerize / automate the entire patient care and allied health services delivered through hospitals; primary care facilities; field workers and other health institutions and bring all information into a centralized state health information system through the network to ensure continuity in health care; automation of all process and efficient delivery of services.

- 1.4. Towards this purpose the department of Health & Family Welfare invites Expression of Interest from eligible firms for integrated e-health solution covering the entire health services provided by GNCTD.
- 1.5. As part of the project it is envisaged to first conduct As-Is study and Best Practices study, where similar systems have been implemented and have attained some level of success in realizing the benefits of using ICT in the Health sector. This will form the basis for defining the scope-of-work; designing the To-Be processes and further technical / Functional Requirements & Implementation solution of e-Health project.

2. Instructions to the applicants

- 2.1. Department of Health and Family Welfare, Government of National Capital Territory of Delhi (GNCTD) invites Expression of Interest from reputed firms for development and implementation of integrated e-Health solution covering entire health care delivery
- 2.2. The e-Health project envisages end to end automated Information Management System in all the Hospitals, Dispensaries & departments owned and managed by GNCTD and bring all information into a centralized State Health information System leveraging the use of Information technology.
- 2.3. It is envisaged that information will be collected right from the root level by field level health workers until the level of health facilities, through automation of processes.
- 2.4. The e-Health system will facilitate the health manpower to plan activities and deliver health services effectively and efficiently to the citizens. The e-Health system is also envisaged to generate - MIS reports and a Electronic Medical Record (EMR)
- 2.5. 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.
- 2.6. The purpose of EOI is to identify interested private partners and to get their inputs for firming up the contours of e-Health project.
- 2.7. All the submissions will be the property of the DoHFW, without any claim whatsoever on propriety of submitted documents and information.
- 2.8. A consultative workshop of the interest firms may be convened at Delhi Secretariat, I. P. Estate, New Delhi - 02. The purpose of the workshop will be to seek suggestions on key aspects of the proposed arrangements. The applicants shall be intimated individually regarding date and time for consultative workshop / presentation, if any.
- 2.9. 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 incurring any such cost, expenditure etc. regardless of the conduct or outcome of the EOI process.
- 2.10. For any clarifications/Information, may please contact, _____ DoHFW, GNCTD at 011-23392160

3. WHO CAN EXPRESS INTEREST

The firm interested to express interest

3.1. Should be a recognized business entity

- i. a single business entity/company under the Companies Act 1956 or an incorporated entity under equivalent Acts of the parent country (in case of foreign entities) or
- ii. an organization registered under the Societies Registration Act 1860 or any relevant Act of a State or Union Territory in India or
- iii. a Public Trust registered under the Indian Trusts Act 1882 or any other equivalent Act of a State or Union Territory in India or
- iv. a Charitable Company registered under Section 25 of the Companies Act, 1956 or
- v. a partnership firm or
- vi. a registered limited liability partnership firm
- vii. a proprietorship firm or

3.2. Should have at least 5 years experience in development and implementation of similar projects in health and/or

3.3. Should be capable to develop & implement the proposed e-Health project either independently or through tie up with other firms (Consortia).

3.4. The applicant should have successfully completed Hospital Management Information project for not less than 100 beds

3.5. Should be financially capable

4. FORMAT FOR EXPRESSING INTEREST

4.1. The EOI will be submitted in the proforma below in a sealed envelope at the address:
Secretary(Health), Room No.909, 9th Level, A-Wing, Delhi Secretariat, IP Estate,
New Delhi - 110 002

Sr.No.	Particulars	Details to be furnished by the firm
	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	
	CMM level	
	Credentials / Experience (Details of similar works completed in the last five years.	Enclose in separate sheet as per Proforma (Annexure-I)
	Suggestions covering (technical feasibility, project development & implementation approach/methodology, Viable e-Health project	Please describe briefly in not more than one

	options/ models)	page
	Any Innovative ideas	

Signature /Name / Designation/ Office Seal of the Firm

DETAILS OF SIMILAR NATURE OF WORKS

(For every project, a separate sheet will be used)

1. Name of the Client.....
2. Name of the Project.....
3. Brief about the scope of work undertaken
4. Cost of project:
5. Year of start and year of completion
6. Progress of the project (if not completed).....
7. Whether executed individually or by consortium or by sub-contracting.
(Give in brief).....
8. Details of the hospital/health system where the project was undertaken.....
9. Key outcomes / impact