

**DIRECTORATE OF HEALTH SERVICES
CENTRAL PROCUREMENT AGENCY**
SWASTHYA SEWA NIDESHALAYA BHAWAN, F-17, KARKARDOOMA, NEW DELHI-110032
Email:-cpa.dhs@gmail.com, PH. 22307738

**EXPRESSION OF INTEREST
for**

BIO-MEDICAL EQUIPMENT MAINTENANCE SERVICES

No.F.1 (2)/19/DHS/CPA/2015/

Dated:

The department of Health & Family Welfare, Govt. of NCT of Delhi (GNCTD) owns and operates 36 allopathic hospitals with over 10,000 beds, over 260 dispensaries, 30 mobile health clinics, 150 ambulances and a Medical College.

H&FW Department intends to outsource maintenance & management of biomedical equipments to a capable & experienced biomedical equipment maintenance service provider, and for this it seeks Expression of Interest from the reputed entities.

Envisaged scope of biomedical equipment maintenance programme 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 **15th September, 2015**, to **Central Procurement Agency, Directorate of Health Services, 5th Floor F-17, Karkardooma, Delhi 110032 .**



(Dr. Vijoy Kumar)
Director CPA, DHS

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1. Overview of Health Department

1.1. The department of Health & Family Welfare Department (DOHFW), Government of National Capital Territory of Delhi (GNCTD) is single largest health care provider in Delhi. The Department owns and operates 36 allopathic hospitals with over 10,000 beds, over 260 dispensaries, 30 mobile health clinics, 150 ambulances and a Medical College. These provide a range of preventive, promotive, curative and rehabilitative health care services, teaching, training and research.

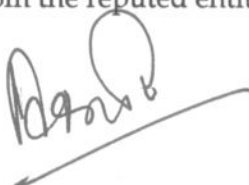
1.2. The department also owns & operates colleges; hospitals and dispensaries in AYUSH Stream.

1.3. To manage and provide services the department has various types of equipments installed and used in health facilities.

1.4. 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 crore |
| Radiology | : | Over 18.00 lac |
| Total Deliveries | : | Over 1.00 lac |

1.5. Department of Health & Family Welfare intends to outsource maintenance and management of equipment of hospitals/ health facilities, and for this it seeks Expression of Interest from the reputed entities.



2. Concept of Biomedical Equipment Maintenance Service

- 2.1 Biomedical equipment are medical devices and require calibration, maintenance, repair, user training, and decommissioning – activities usually managed by Biomedical engineers.
- 2.2 Medical equipment is used for the specific purposes of diagnosis and treatment of disease or rehabilitation following disease or injury; it can be used either alone or in combination with any accessory, consumable, or other piece of medical equipment.
- 2.3 Medical equipment excludes implantable, disposable or single-use medical devices.
- 2.4 Medical Equipment have considerable Investments and it is important, therefore, to have a well-planned and managed maintenance programme that is able to keep the Medical equipment in a health-care institutions reliable, safe and available for use at all times.
- 2.5 A maintenance programme includes procedures for performance inspection, calibration/ validation and preventive & breakdown maintenance.
- 2.6 With ever increasing Health care requirements for the people of Delhi, an efficient system of Biomedical Equipment Maintenance Services has to be established to ensure timely, safe and smooth provision of clinical services.

3. Scope of Biomedical Equipment Maintenance Services

Key Components of Biomedical Equipment Maintenance Services include, but not limited to the following:-

- 3.1 Asset verification, mapping, tagging and inventory creation of all available biomedical equipments.
- 3.2 Corrective actions for existing problems including repair of dysfunctional equipment, submission of plan for decommissioning of obsolete equipment, submission of requirements for up gradation/ addition of equipment.
- 3.3 Creation and implementation of equipment maintenance (preventive & break down) plan.
- 3.4 Monitor performance of equipments through KPI.




4. Instructions to the applicants

- 4.1. DOHFW invites Expression of Interest from reputed entities/ firms for Biomedical Equipment Maintenance Service.
- 4.2. The project envisages that the entity will maintain & manage these equipments
- 4.3. It is envisaged that the entity will deploy trained staff and undertake maintenance and management of biomedical equipments.
- 4.4. The contract will facilitate effectively and efficiently to the citizens.
- 4.5. 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.
- 4.6. The purpose of EOI is to identify interested private partners and to get their inputs for firming up the framework of contract for biomedical equipment maintenance and management.
- 4.7. All the submissions will be the property of the DoHFW, without any claim whatsoever on propriety of submitted documents and information.
- 4.8. A consultative conference/workshop of the interest firms may be convened at Director CPA, 5th Floor, Dte of Health Services, F-17, Karkardooma, Delhi - 110032. The purpose of the workshop will be to seek suggestions on key aspects of the partnership structure. The applicants shall be intimated individually regarding date and time for consultative workshop / presentation, if any.
- 4.9. 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 their incurring any such cost, expenditure etc. regardless of the conduct or outcome of the EOI process.
- 4.10 All queries related to the EOI may be emailed to cpa.dhs@gmail.com with 'EOI Query - BEMS' in the subject line.

5. WHO CAN EXPRESS INTEREST

The firm interested to express interest

- 5.1. 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

5.2 Should have capability & experience in maintaining Biomedical Equipments in multi-specialty hospital(s).

6. FORMAT FOR EXPRESSING INTEREST

6.1. The EOI will be submitted in the proforma below in a sealed envelope at the address:
Director CPA, 5th Floor, Dte of Health Services, F17, Karkardooma, Delhi - 110032.

6.2. Proforma (To be printed on Company Letterhead)

Ref. No. _____

Date: _____

To,

Subject: Expression of Interest for Biomedical Equipment Maintenance & Management Services

Dear Sir,

This is with reference to your notice inviting Expression of Interest for providing Biomedical Equipment Maintenance Services. 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; management of equipments. | Enclose in separate sheet as per Annexure-I |
| | Suggestions covering various options/ models for maintenance and management of equipments. | Please describe briefly in not more than one page |
| | Any Innovative ideas | |

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

Annexure-I

DETAILS OF SIMILAR NATURE OF WORKS

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

1. Name of the Hospital
2. Brief about the super specialities and scope of services
3. Total number of beds:
4. Profile of equipments maintained.....
5. Scope of equipment maintenance service provided.....
6. Year of start/period:

A handwritten signature in black ink, appearing to be 'Rana', is written over a horizontal line.