

## **Request for Proposal**

**Equip, Operate and Manage  
Cardiology Department and Cath Lab at**

**ESIC Super Speciality Hospital, Sanathnagar  
Hyderabad, Andhra Pradesh**

**Not Transferable**

**Sl.No.\_\_\_\_\_**

**Receipt No.\_\_\_\_\_**

**Date:\_\_\_\_\_**

**Cost of Form : Rs.1000/-**



**EMPLOYEES' STATE INSURANCE CORPORATION  
SUPER SPECIALTY HOSPITAL**

**SANATHNAGAR, HYDERABAD – 500038**

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No.523-A-PPP/Cardiology/2011

Date: 17.08.2011

**REQUEST FOR PROPOSAL FOR SETTING AND RUNNING CARDIOLOGY  
DEPARTMENT AND CATH LAB**

Sealed proposals are invited by the Medical Superintendent, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad from the eligible organizations/institutions who are competent enough to set and run the Cardiology department and Cath Lab under Public Private Partnership on Equip, Operate and Manage module. The bids are invited under two bid system i.e. technical and price bid. The schedule dates for the tender are as follows.

1	Sale of Tender Schedule along with terms & conditions	20-08-2011 to 21-09-2011
2	Pre-bid Conference	02-09-2011, 11am
3	Due date and time of submission of proposal	Up to 22-09-2011, 01pm
4	Date and time of the opening of Tender	22-09-2011, 02pm

Interested organizations/institutions are requested to collect the tender forms with the terms and conditions from the Office of the Director, Administration, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad on any working day from 10 am to 3 pm and on Saturday from 10 am to 12 pm and the cost of Tender form is Rs.1,000/- in the form of demand draft (non-refundable) in favour of ESI Saving Fund, Account No.1 payable at Hyderabad. The request for proposal with terms and conditions is also available on website ([www.esic.nic.in](http://www.esic.nic.in)).

**(Dr. R.D. OJHA)  
MEDICAL SUPERINTENDENT**

## **CONTENTS**

- Introduction
- Executive Summary
- Intention
- Prequalification Conditions
- Period of service
- Scope of service
- Legal
- Selection process
- Financial implications
- Performance monitoring
- Performance guarantee
- Technical proposal
- Financial proposal

## **RFP FOR CARDIOLOGY DEPARTMENT AND CATH LAB**

Request for Proposal (RFP) for providing Operation and Management of Cardiology Services and Cath Lab at ESIC Superspeciality Hospital Sanathnagar, Hyderabad under **Public Private Partnership**.

### **1. INTRODUCTION**

ESIC Superspeciality Hospital Sanathnagar, Hyderabad is a newly commissioned Superspeciality hospital with intention to provide super speciality facilities to the ESIC beneficiaries in the disciplines of Cardiology, CTVS, Neurology, Urology, Nephrology, Neurosurgery, and Paediatric Surgery.

The hospital plans to develop a Cath Lab and Cardiology centre under Public Private Partnership (PPP). The area earmarked for Cardiology center is cardiology consultants chambers in OPD block, a 24 bedded ward with 8 bedded ICCU on First floor of the hospital building, and one room earmarked for Cath lab which is in OT area.

### **2. EXECUTIVE SUMMARY**

1	Name of project	ESIC Super Speciality Hospital, Sanathnagar Hyderabad, Cardiology centre and Cath Lab (Name of selected service provider shall be incorporated)
2	Location	Sanathnagar, Hyderabad,
3	Type of PPP	Equip, Operate and Manage
4	Brief Description	Super Speciality Cardiology Centre and Cath Lab with comprehensive Cardiac services to be run from ESIC premises.
5	Present Status	Physical Infrastructure is ready .
6	Area for centre	Ist Floor Construction already over

7	Capital Project Cost	Cost of Land and Building and non medical fixed wall / ceiling fixtures and <b>beds</b> to be borne by ESIC
8	Equipment and recurring Cost	Cost of procurement of All Equipments including accessories and running cost to be borne by Service Provider
9	Financial Bidding	Based on percent discount offered on the latest CGHS rates for Cardiac procedures in currency. All billing and payments will be done as per CGHS guidelines for the tie up hospitals excluding the discount. For Un coded procedures and implants/stents rates to be specified / Discount specified separately.

### 3. INTENTION

- To provide Super Speciality Cardiology and Cath lab Services to ESI beneficiaries within its own infrastructure through Public Private Partnership through Equip, Operate and Manage Model.
- The Private partner/Service provider shall establish a Cath lab, ICCU with his own equipments and provide day to day cardiology & cardiothoracic services with his own consultants and skilled manpower and maintain the equipments for these services i.e Outpatient consultancy, Inpatient care, Operative, Postoperative, Intensive Care and Diagnostic Facilities (if not available in hospital ) for ESIC Super specialty Hospital / ESIH referred patients.
- The consultants and senior residents already appointed will continue to provide Out Patient consultancy services and use same cardiology ward for indoor services. The ECHO and TMT machine of the hospital will be under supervision and control of the hospital staff only.

#### 4. PRE-QUALIFICATION CONDITIONS

Only bidders who successfully fulfill all conditions listed below are eligible to apply.

1. **Earnest Money:** The service provider shall have to deposit **Rs 50000/-** as earnest money with the proposal, failing which the tender is liable to be rejected. The earnest money is to be paid by **Demand draft drawn in favour of ESI Saving Fund A/c No. 1, payable at Hyderabad.** In the event of the withdrawal/revocation of proposal before the date specified for acceptance, the earnest money shall stand forfeited. In the event of acceptance of the proposal the earnest money may be adjusted towards the amount of performance security required to be deposited by the service provider in terms of clause mentioned below, the earnest money will however, be returned without interest to the bidder whose proposal is not accepted.
2. Should have a minimum experience of 5 years in Cardiology and Cardiothoracic disciplines at National/ State level.
3. Reputation for good quality care (NABH/NABL certified preferred) and/ or recognized by CGHS for providing cardiology care to CGHS beneficiary.
4. Should have achieved a turnover of Rs. 30 crores annually for the last 3 consecutive years.
5. Teaching Institute registered by MCI shall be preferred
6. Should be carrying out a minimum of 1200 cath lab procedures annually.

#### 5. PERIOD OF SERVICE

1. Initial Lock-in period will be for 7 years, thereafter extendable for every 5 years
2. No subletting of part or whole of the process/ infrastructure/ services shall be allowed. In case of a situation arising, the Medical Superintendent shall be the deciding authority and written permission shall be sought.
3. On expiry of the contract, the service provider will take away all equipments and consumables that are under his ownership/

scope, without disturbing the physical infrastructure provided by owner. After expiry of contract term, a grace period of 10 days may be allowed for removal of all infrastructure/ equipment/ consumables from the premises. If not cleared within this time frame, the Medical Superintendent will be at liberty to dispose as deemed fit.

4. The contract may be terminated by either Party with three months written notice with assigned reasons.

## **6. SCOPE OF SERVICES**

### **A. SERVICES UNDER SCOPE OF BIDDER**

1. Round the clock uninterrupted services by posting required manpower on shift basis as per standard guide lines and norms for running Cath lab and Cardiology ICU services. The minimum staff expected to be provided by the bidder is given in the annexure-1.
2. Service to be provided by qualified personnel in respective field.
3. **All major or minor equipments and materials (consumables etc) to be used for Cath lab and ICCU care, including any drugs and dressings,** has to be procured by the service provider. intimating the details of all the equipments to ensure that equipments provided are **newly purchased**, of good quality and compatible with IT rollout under ESIC. The requirement of equipments as far as number and type is concerned should be as per standard guidelines and norms on the subject. Annexure-II gives the minimum major equipments required to be procured by the bidder.
4. Any deficiency in services due to deficiency in manpower or equipment or due to material quality will be the sole responsibility of the service provider and it may lead to the termination of the contract .

5. All drugs and dressings during indoor treatment be provided and in no case the beneficiary will be asked to purchase any item.
6. Running cost of facilities, staff salary.
7. Responsible for inventory management of drugs and consumables.
8. Providing Emergency care for cardiac patients- 24 hours
9. Making arrangements to transfer the serious patient who needs sudden CTVS care during any cardiac intervention or procedure in Cath lab or for any other similar emergency will be the sole responsibility of the service provider.
10. Making alternate arrangements in the event of breakdown of their services at their own cost.
11. Maintaining all records both medical and non-medical as well as medico legal records, as prescribed under the provisions of law.
12. Submitting of required reports and duty roster to the Hospital Administration as will be agreed to in the MOU
13. Use the space provided only for the purpose of ESI cardiac patients.
14. Issuing of Identity cards, uniforms to their staff, workers and patients.
15. Maintaining of dress code for the workers.
16. Insurance cover for equipments or other facilities connected with services.
17. Any permits in case required, shall be the responsibility of bidder.
18. Software used should be compatible with ESI Software ( Dhanwantri Module)
19. Emergency lab to be setup for specific tests not available in the hospital.
20. Cardiologists should be available round the clock



**B. SERVICES UNDER SCOPE OF EMPLOYER**

1. Provide complete infrastructure for the specified area including medical and non medical furniture.
2. Payment of property taxes, rent, rates, cesses and any other property related payments.
3. Electricity, Generator, water, air conditioning, medical gases services, will be provided.
4. 24 hour generator backup during power failure.
5. Telephone connections, shall be provided along with WIPRO computers.
6. Services of CSSD, Laundry, Laboratory Services, Blood Bank (if available), Radiology, MRD, CT/MRI, Bio-medical Waste Disposal, Kitchen services, Ambulance, etc.
7. Drugs for outpatient services through hospital pharmacy/Dispensary.
8. The use of dialysis facilities.(if available)
9. Use of mortuary and related services.
10. Maintenance of building, building services, fixtures and fittings.
11. Posting of security staff at entrances.
12. Provision of housekeeping services
13. Use of Casualty and emergency facilities for cardiac patients (whatever available).
14. A Liaison Officer shall be nominated by the Medical Superintendent, ESIC Model Hospital to coordinate with the service provider
15. Service provider will ensure remedial measures with regard to any deficiency in services pointed out by the stakeholders of ESIC.
16. In the event of failure on part of ESIC, the costs of services provided through other sources shall be borne by ESIC.

## 7. LEGAL

1. ESIC Hospital will have the full power and authority and full legal capacity to enter into an agreement for performing defined obligations by the service provider.
2. The service provider will be given access to other areas of the hospital after showing identity card.
3. Service provider will be authorised to make minor changes in fittings, cablings etc as per requirement for operating equipments in consultation with hospital administration.
4. No modifications of permanent structure will be allowed.
5. In case of change of legal status of service provider, fresh mutual agreement will come in force.
6. Force Majeure clause to be added in the agreement.
7. Any medico-legal issues arising in the course of or out of treatment of patients will be the responsibility of service provider.
8. Any difference or disputes will be submitted for arbitration as per MOU to be entered into
9. Provision of Consumer Protection Act and RTI are applicable to the Service rendered by them.
10. All the Laws of land including Minimum Wages Act, ESI Act, EPFO Act etc., are applicable to them.
11. Courts at Hyderabad shall have exclusive jurisdiction to deal with legal issues/disputes arising out of functioning of the centre.

## 8. SELECTION PROCESS

1. Open tender under two bid system i.e Technical and Financial bid to be submitted in two separate sealed envelopes.
2. **Service providers are requested to visit the hospital, learn about the project, the space availability and availability of associated services before submitting their proposal .**
3. Pre-Bid conference shall be held on.... (date and time)

4. Technical evaluation shall be carried out by an expert group **constituted by ESIC**
5. From the short listed service providers, Evaluation of Financial bid shall be carried out.

### **9. Financial Implication**

1. All ESIC/ESIH in Hyderabad and nearby areas will be referring all cardiac cases first to this hospital before sending the cases to other tie up hospitals for opinion and treatment, unless there is emergency or some genuine reason.
2. The Service provider will raise bills on weekly basis as per latest CGHS guidelines and package rates for tie up hospitals and payments will be cleared in 3 to 4 days basis availing the discount offered by the service provider..

### **10. Performance Monitoring**

1. The Hospital Authority is free to monitor the quality of service provided on a periodical basis at a mutually agreed period. Any shortcoming will be communicated to the service provider in a written format and service provider will be responsible for rectification/ action if any. Monthly statistics will be sent to the hospital administration and MRD.
2. Regular patient satisfaction survey/ grievance redressal shall be carried out and shared between service provider and Medical Superintendent, ESIC. Corrective action needs to be intimated by Service provided.
3. The Medical Superintendent or his authorized person shall have the right to inspect the Centre at any time
4. The service provider will nominate an official for liaison work and performance monitoring.

## **11. Performance Guarantee**

Bank guarantee/ Demand draft in favour of ESI Savings Fund Account No.1, payable at Hyderabad for Rs. 20 lakhs to be submitted at the time of entering into contract.

## **12. Technical Proposal :**

### **EMD should be enclosed with the technical bid.**

In his proposal the bidder is required to submit a brief description of the following:

1. Technical Approach and Methodology.
2. Work Plan
3. Organization and Staffing- propose structure and composition of team including detailed task list. List of qualified professionals including Specialists, Doctors, Nursing Staff etc, details of their qualifications and experience working with the bidder should be specifically mentioned.
4. Equipment: A list of the proposed equipments to be supplied by the bidder for the project, describing quality, quantity specifications and area to be installed must be submitted with the proposal.
5. Provide documentary proof of similar proposal/ PPP tie up attempted by service provider if any.

## **13. Financial Proposal**

Financial Proposal should be submitted in a separate sealed document giving details of **the percent discount on the latest CGHS package rates for same cardiac interventions and procedures for Hyderabad** in currency and rates and discount on un coded procedures, implants and stents etc. separately.

**14. Financial documents to be submitted:**

Copies of Annual report/ balance sheets and/or financial statements for last 3 years. The financial statements should reflect the financial situation of the applicant or partner, and not sister or parent companies. It should be audited by a certified accountant.

**Note:** ESIC will provide all basic infrastructure / finishes in the space provided. Any changes / additions/ alterations if required by PPP vendor should be intimated in writing during the bid process itself to allow ESIC sufficient time to evaluate in advance the necessity of undertaking the same prior to final award.

**ANNEXURE – I****STAFFING**

<b>Sl.No</b>	<b>Minimum Requirement (Grade Wise)</b>	<b>Minimum Qualification</b>	<b>Preferable Experience</b>
<b>CARDIOLOGY</b>			
1	Senior Consultant - 2	DM	7-10 Years in invasive cardiology in tertiary care hospital ( 1 person with Electrophysiological studies experience )
2	Junior Consultant - 1	DM/ MD	Experience in Cardiology
3	Senior Residents - 7	MD	1-2 years experience in Cardiology
5	Technicians Cath Lab - 4	Qualified	1-2 Years experience in their respective field
6	Staff Nurses 8 in each shift in ICCU 2 in OPD 3 in each shift (Ward) 2 in Cath Lab <b>Total = 37 Staff Nurses</b>	Qualified	1-2 years experience preferred for ICU and cath lab
7	Nursing Orderlies 3 in each shift (CCU)  3 in each shift( Ward) 4 in Cath Lab <b>Total = 22 Nursing Orderlies</b>	Qualified	

<b>Sl.No</b>	<b>Minimum Requirement (Grade Wise)</b>	<b>Minimum Qualification</b>	<b>Preferable Experience</b>
<b>GENERAL</b>			
1	Pharmacist 1X3	Qualified	
3	Counsellor - 1	Qualified	
4	Clerical Staff - 2	Qualified	
5	Barber - 1	Qualified	
6	Lab Assistant - 1	Qualified	

**ANNEXURE - II****MAJOR EQUIPMENTS**

<b>EQUIPMENTS FOR CARDIAC CCU</b>		
1	Monitor with all accessories (ECG, SP02, temperature , NIBP, ABP mode)	16
2	Syringe pumps	8
3	Infusion pumps	8
4	Ventilator	4
5	ECG Machine	2
6	ACT Machine	1
7	Temporary pacemaker	2
8	IABP Machine	1
9	Wall oxygen flow meter	16
10	Wall suction unit	16
11	Crash cart trolley	2
12	Defibrillators with pacing mode	2
13	Central monitor	1
14	Haemodialysis unit (Preferable)	1

<b>EQUIPMENTS FOR CATH LAB</b>		
1	Cath Lab Console with all accessories (monitor, table, Carm)	1
2	EP Unit	1
3	Ventilator	1
4	Cardiac monitor with all accessories	1
5	Defibrillator	1
6	Syringe pumps	2
7	Infusion pumps	2
8	Dual chamber pacemaker	1
9	IABP Machine	1
10	Crash cart trolley	1
11	ECG Machine	1



<b>EQUIPMENTS FOR WARD</b>		
1	Cardiac Monitor with all accessories	15
2	Wall suction unit	30
3	Wall Oxygen flow meter	30
4	ECG Machine	01
5	Infusion pumps	02
6	Syringe pumps	02
7	Defibrillator with paring mode	02
8	Crash cart trolley	02

**NOTE**

- **New equipments shall be purchased for this hospital and no old equipment will be acceptable for shifting from other hospital**
- **Equipments to be purchased from reputed firms only viz Philips, Siemens, BPL, GE etc.**