

**Request for Proposal**  
**Equip, Operate and Manage**  
**HEMODIALYSIS UNIT**  
**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/Dialysis/2011

Date: 17.08.2011

**REQUEST FOR PROPOSAL FOR SETTING AND RUNNING  
HEMODIALYSIS UNIT**

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 Hemodialysis Unit 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 19-09-2011
2	Pre-bid Conference	03-09-2011, 11a.m.
3	Due date and time of submission of proposal	Up to 21-09-2011, 01 p.m.
4	Date and time of the opening of Tender	21-09-2011, 02 p.m.

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 document with terms and conditions is also available on website [www.esic.nic.in](http://www.esic.nic.in).

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

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## **REQUEST FOR PROPOSAL FOR SETTING AND RUNNING OF HEMODIALYSIS UNIT**

Request for Proposal (RFP) for setting and running of hemodialysis unit 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 is planning to develop a **Hemodialysis unit** under Public Private Partnership (PPP). The area earmarked for, Dialysis unit is on 3<sup>rd</sup> floor of the hospital. It contains 8 beds with already laid pipelines for water and earmarked space for R.O. Plant which is to be procured and maintained by the service provider. The **24** bedded Nephrology/Urology ward is attached with the Dialysis unit which may be used by the service provider in case of any associated requirement for the patients.

### **2. EXECUTIVE SUMMARY**

1	Name of project	ESIC Super speciality Hospital Sanathnagar Hyderabad, <b>Hemodialysis unit</b> (Name of selected service provider shall be incorporated)
2	Location	Sanathnagar, Hyderabad,
3	Type of PPP	Equip, Operate and Manage
4	Brief Description	<b>Hemodialysis unit</b> with Dialysis services to be run from ESIC premises.
5	Present Status	Physical Infrastructure is ready .
6	Area for centre	3rd Floor of the hospital building.

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, consumables and running cost to be borne by Service Provider
8	Financial Bidding	Based on the percent discount offered on the latest CGHS rates for Hemodialysis with tie up hospitals in currency.

### 3. INTENTION

- To provide Hemodialysis Services to ESI beneficiaries within its own infrastructure through Public Private Partnership on Equip, Operate and Manage model.
- The Private partner/Service provider shall start a Hemodialysis Unit in the available space with his own equipments, material and staff with consultants and provide Hemodialysis services to the ESI beneficiaries

### 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 20000/-** 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 stands 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 for providing Hemodialysis services at National/ State level.
3. Reputation for good quality care (NABH / NABL certified preferred) and / or recognized by CGHS for providing similar facility to CGHS beneficiary.
4. Should have achieved a total turnover of Rs. 10 crores annually for the last 3 consecutive years.
5. Teaching Institute registered by MCI shall be preferred

## **5. PERIOD OF SERVICE**

1. Initial Lock-in period will be for 7 years, thereafter extendable for every 5 years on mutual consent basis.
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:**

**The service provider should be able to start the Dialysis unit with in three months of signing of contract other wise a penalty of 5% amount of performance security will be imposed every two weeks of delay.**

1. Round the clock uninterrupted services by posting required manpower. ( Nephrologists, Specialists, Doctors and paramedical staff as per standard norms on shift basis).
2. Service to be provided by qualified personnel in respective field.
3. All equipments and materials including consumables, Dialyzers etc. needed for Dialysis, including any drugs and dressings, has to be procured by the service provider. The proposal submitted by the bidder must include the List of the equipments with number, specifications and all relevant details which will be provided for Hemodialysis unit . Details of R.O. plant to be installed must be given. The detail list of the manpower medical and paramedical staff to be provided should also be included in the proposal. Care to be taken to ensure that equipments purchased are new, of good quality and compatible with IT rollout under ESIC.
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 is to be borne by the service provider.

7. Responsible for inventory management of drugs and consumables.
8. Providing Emergency care for Dialysis patients- 24 hours
9. Making arrangements to shift the patient to other centers, for patients who suddenly deteriorate during Dialysis and cannot be treated within the hospital .
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 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. Nephrologists should be available round the clock.
20. Procurement of RO plant and its maintenance is to be done by the bidder.

**B. SERVICES UNDER SCOPE OF EMPLOYER**

1. Provide complete infrastructure for the specified area.
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.
7. Drugs for outpatient services through hospital pharmacy/Dispensary.
8. Use of mortuary and related services.
9. Maintenance of building, building services, fixtures and fittings.
10. Posting of security staff at entrances.
11. Provision of housekeeping services
12. Use of Casualty and emergency facilities for patients (whatever is available).
13. A Liaison Officer shall be nominated by the Medical Superintendent, ESIC Super speciality Hospital to coordinate with the service provider
14. Service provider will ensure remedial measures with regard to any deficiency in services pointed out by the stakeholders of ESIC.
15. 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 learn about the project and the hospital before submitting their proposal by visiting the hospital after getting approval from the Medical Superintendent**

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 expected to refer all cases of Dialysis first to this hospital before sending the cases to other tie up hospitals, unless there is emergency or some genuine reason.
2. The Service provider will raise bills on bi-weekly basis and payments expected to be cleared in 3 to 4 days.

## **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/security**

Bank guarantee/Demand Draft in Favor of ESI Saving Fund Account No.1 Payable at Hyderabad for Rs. 5 Lakhs to be submitted at the time of entering into contract.

## **12. Technical Proposal**

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

The bidder in his proposal 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 who will be working in the unit with the bidder should be specifically mentioned.
4. Equipment: A standard list describing number, type and quality of equipment with specifications.
5. Provide documentary proof of similar proposal/ PPP tie up attempted by service provider if any.
6. A list of mandatory staff and major equipments expected to be provided by the service provider is enclosed as annexure. Service provider may increase the number and amount if needed.

## **13. Financial Proposal**

Financial Proposal should be submitted in a separate sealed document giving **Percentage of discount on latest CGHS rates for Hemodialysis and associated procedures for Hyderabad** in currency to be offered by the service provider.

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

Copies of Annual report/ balance sheets and/or financial statements for last three 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>Dialysis Unit</b>			
1	Nephrologists- 3 (One per shift)	DM	5 Years
2	Technicians -1per three beds per shift	Qualified	1-2 Years experience in their respective field
6	Staff Nurses- 1 per three beds per shift	Qualified	1-2 years experience in Dialysis Unit
7	Nursing orderlies	Qualified	
8	Pharmacist 1	Qualified	

**ANNEXURE - II****Major Equipments**

<b>EQUIPMENTS FOR Hemodialysis Unit</b>		
1	Hemodialysis Machines with monitors and infusion pumps	1 per bed
2	Infusion pumps if not attached with Hemo dialysis machine	As per need
3	Bicarb mixing machine	1
5	Cardiac monitors if not attached with Hemo dialysis machine	2

All other small or large equipments, accessories, consumables may be procured as per mandatory requirement of the Dialysis unit.

**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 e.g. Fresenius or similar company for Hemodialysis machine.**