

Proposal for

Equip, Operate and Manage
Cardiology Centre

at

ESIC Model and Superspeciality Hospital

Asramam, Kollam

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PROPOSAL FOR CARDIOLOGY DEPARTMENT

Proposal for providing Operation and Management of Cardiology Services at ESIC Model and Superspeciality Hospital, Kerala, Asramam, Kollam under Public Private Partnership.

1. INTRODUCTION

ESIC Model and Superspeciality Hospital, Asramam, Kollam was taken over from the State Government on 1.1.2003. The hospital has developed into a fully equipped multispecialty hospital with specialized staff in all departments. Part time super specialists are available in Cardiology, Nephrology, Neurosurgery and Urology.

For Super specialty services other than those available in the hospital, the patients are being referred to tie up hospitals for cashless treatment at CGHS / Hospital rates whichever is less.

The hospital plans to develop a Cardiology service Centre under Public Private Partnership (PPP) in the superspeciality block. The Cardiology Centre is proposed on the Ground floor of the new block.

2. EXECUTIVE SUMMARY

1	Name of project	ESIC Model and Superspeciality Hospital, Kerala, Asramam, Kollam Cardiology Centre (Name of selected service provider shall be incorporated)
	Location	Asramam, Kollam, Kerala
2	Type of PPP	Equip, Operate and Manage
3	Brief Description	Super-Specialty Cardiology Centre with comprehensive Cardiac services to be run from ESIC Hospital premises.
4	Present Status	Physical Infrastructure to be ready within 2 weeks
5	Area for Centre	Ground floor – Approx 6000 Sq.feet (Additional beds may be provided on need basis)
6	Capital Project Cost	Cost of Land and Building and non-medical fixed wall / ceiling fixtures to be borne by ESIC. However any modification necessary will be incurred by Service Provider at his cost.
7	Equipment and recurring Cost	Cost of procurement of Equipment including accessories and running cost to be borne by Service Provider
8	Financial Bidding	Based on discount offered on the CGHS rates in Indian currency for cardiac procedures/services. For Un-coded procedures and implants, Rates to be specified / Discount specified by the Service Provider.

3. INTENTION

- To provide Super-Specialty **Cardiology Services to ESI beneficiaries** within its own infrastructure through Public Private Partnership through Equip, Operate and Manage Model.
- The Private Partner/Service Provider shall provide day to day clinical services with proper skilled manpower and consultants and equip and maintain the equipment for these services i.e. Outpatient, Inpatient, Operative, Postoperative, Intensive Care and Diagnostic Facilities for ESIC Hospitals / ESIS referral patients.

4. PRE-QUALIFICATION CONDITIONS

The service provider who successfully fulfill all conditions listed below are only eligible to apply.

1. Financial: should have a turnover of more than Rupees 10 Crore in last 3 financial yrs (i.e. 2008-2009, 2009-2010, 2010-2011)
2. Technical: Service provider should have an experience of setting up and managing at least one cardiac catheterization lab, must be carrying out more than 1000 cardiac catheterization procedures annually for the last 3 yrs.(up to Financial year ending 2012). A certificate to this effect to be submitted in technical bid.
3. Chief Cardiologist for the proposed ESIC cardiac Centre must have an experience of more than 7 years after DM/DNB in Cardiology. Chief cardiologist should have performed more than 2000 angioplasties. The Chief cardiologist and other staff will not be eligible to work after attainment of 65 yrs of age. Documentary evidence to be attached.
4. Chief cardiologist must own all medical and legal responsibilities for all procedures done in the proposed cardiac centre. Chief cardiologist must be willing to perform non-coronary interventions like peripheral, renal and carotid interventions in the proposed cardiac centre. Affidavit to be attached.
5. Service Provider should provide other staff as per Annexure-I and equipments as per Annexure II. An affidavit to this effect should be submitted.

5. PERIOD OF SERVICE

1. Initial Lock-in period will be for 7 (Seven) years, thereafter extendable for every 5 years on same terms and conditions.
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 equipment and consumables that are under his ownership, without disturbing the physical infrastructure provided by owner. After expiry of contract term, a grace period of 2-4 weeks 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 them 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 SERVICE PROVIDER

1. Round the clock uninterrupted services by posting qualified required manpower on shift basis as per Annexure – I
2. All equipment and materials must be used for treatment of ESI patients. New and standard equipment must be installed by the service provider, intimating the details of capital equipment to the ESIC hospital administration. Care must be taken to ensure that equipment purchased are compatible with the IT rollout project of ESIC.
3. All drugs and dressings during indoor treatment should be provided and in no case the beneficiary will be asked to purchase any item.
4. Running cost of all facilities including staff salary to be borne by the Service Provider.
5. Responsible for inventory management of drugs and consumables.
6. They must provide emergency care for cardiac patients throughout 24 hours.

7. They must be ready for tele-cardiology services for ESI dispensaries/hospitals **(Cost to be borne by ESIC)**
8. They must provide training to the hospital staff as required by the Hospital Administration without any condition or any other obligation to be fulfilled as per requirement of MCI.
9. The responsibility of managing complications arising during their treatment lies with the Service Provider. They should make arrangements to shift the patient to ESIC empanelled hospitals in case the patient cannot be treated in this Centre.
10. They should make alternative arrangements in the event of breakdown of their services at their own cost.
11. They must update all patient records in the computer systems installed as part of ESIC IT rollout. They must maintain all records both medical and non-medical as well as medico legal records, as prescribed under the provisions of law.
12. They must submit the required reports and duty roster to the Hospital Administration as will be agreed to in the MOU.
13. They should use the space provided **only for the purpose of ESI patients.**
14. They must issue Identity cards and uniforms to their staff, workers and patients. It must also be seen that staff and workers stick to the dress code.
15. They must obtain insurance cover for equipment and other facilities connected with services.
16. Obtaining any permit including civil, electrical and radiation safety requirements shall be the responsibility of Service Provider.
17. All Out-patients registered must preferably be seen on the same day itself.
18. Cardiologists should be available round the clock.
19. Technological advancements in cardiology must be incorporated into the services at this Centre periodically.
20. Service provider will ensure remedial measures with regard to any deficiency in services pointed out by the stakeholders of ESIC.

B. SERVICES UNDER SCOPE OF EMPLOYER

1. Provide physical infrastructure for the specified area except those mentioned in **Annexure-II**.
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. Intercom Telephone connections, High speed Internet/Intranet shall be provided along with WIPRO computers.
6. Services of CSSD, Laundry, Laboratory Services, Radiology, MRD, Bio-medical Waste Disposal, Kitchen services etc.
7. Drugs for outpatient services through hospital pharmacy.
8. The use of dialysis facilities, the setting up of which is under process.
9. Lift will be functional round the clock.
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 facilities for cardiac patients.
14. A Liaison Officer shall be nominated by the Medical Superintendent, ESIC Model & Super-specialty Hospital to co-ordinate with the Service Provider.
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 Model & Super-specialty 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 authorized to make changes in civil work, fittings, cablings etc. as per requirement for operating equipment in consultation with hospital administration including the work required for AERV certification and obtaining AERV certificate.
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 will 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. **CGHS rates of Chennai will be applicable.**
9. Any difference or disputes will be submitted for arbitration as per MoU to be entered into.
10. Provisions of Consumer Protection Act and RTI Act are applicable to the Service rendered by Service Provider.
11. All the Laws of land including Minimum Wages Act, ESI Act, EPFO Act etc., are applicable to Service Provider.
12. Courts at Kollam 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 04/09/2012 at 11.00 AM in conference hall of ESIC Model Hospital, Asramam, Kollam.
4. From the short listed service providers, evaluation of financial bid will be considered for finalizing the bidder.
5. Final selection of the bidder is at the discretion of the Medical Superintendent of ESIC Model & Super-specialty Hospital, Kerala, Asramam, Kollam. The Medical Superintendent has the right to accept or reject any or all the tenders without assigning any reason(s) thereof.

9. Financial Implication

1. ESIC Model & Super-specialty Hospital Kerala, Asramam, Kollam has a volume of 3-4 crores per annum for cardiac catheterization procedures. **ESIC ensures the business of at least Rupees three Crore per annum (financial year).** There are other ESIC/ESIS hospitals in Kerala from where referrals are expected.
2. The Service provider will raise bills on bi-weekly basis and payments will be cleared within a week's time.

10. Performance Monitoring

1. The Hospital Authority is free to monitor the quality of services rendered by the Service Provider on a periodical basis. 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 must 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 in writing by Service Provider.
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.
5. The service provider should also **submit a proposal for setting up of Cardiac Surgery unit in this hospital after analyzing the patient outflow in the first six months if required.**

11. Performance Guarantee

Bank guarantee of Rs. 15 lakhs must be submitted at the time of entering into contract as performance guarantee.

12. Technical Proposal

The documents to be submitted are-

1. EMD of Rupees two lakh in the form of Demand Draft drawn on a nationalized bank in favour of 'ESIC Fund Account No 1' which will be refunded after finalization of the tender.
2. Copies of Annual reports/Financial statements (Balance sheets, Income and expenditure statements) for last 3 financial years(2008-09,2009-10,2010-11) duly audited by Chartered Accountant indicating a turnover of Rupees 10 Crores or more. The financial statements should reflect the financial situation of the service provider and not sister or parent companies.
3. Details of Cardiac Cath lab set up and being run by the Service Provider.

4. Cath lab to be set up in ESIC Model Hospital should be

- Flat panel in type
- With rotator

- With Digital Subtraction Angiography
- With Fluro store
- With Stent boost
- With Vessel Quantification Analysis
- IVUS attached(intravascular ultrasound)
- FFR attached(Fractional Flow reserve)
- From reputed companies(**FDA approved e.g.-GE, Seimens, Philips etc**)
- Electrophysiology upgradable

(No refurbished or used facility allowed; A committee will inspect if all the above mentioned facilities are being set up during installation)

1. Certificate showing the number of procedures carried out by the bidder in a year with the observed complication rates for the last three years.
2. Certificate proving the DM/DNB Cardiology qualification and post DM/DNB Cardiology experience of the Chief Cardiologist.
3. The Chief Cardiologist should have
 - a) Medical and legal responsibilities for all procedures done in the proposed ESIC Cardiac Centre.
 - b) Experience of performing more than 2000 Angioplasties.
 - c) Should be able to do non-coronary interventions like peripheral, renal and carotid interventions.

Note: Supporting documentary evidence/affidavit to be submitted in respect of a,b,c)

(Note: A check list has been given at the end of the document)

The bidder is also required to submit a brief description of the following with the technical proposal:

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 experience working with the bidder should be specifically mentioned. **(Annexure- I)**

4. Equipment: A standard list denoting the number of each equipment is given in **(Annexure-II)**
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 envelope. It must clearly mention:

- (a)** Discount offered on CGHS rates in percentage for all cardiac procedures/services listed in CGHS rate list for non NABH Non super-specialty rates in **Chennai**. As and when there is revision of these rates by CGHS the agreed discount will be applicable on such revised rates. (Chennai rates are available on our website www.esichsuperspecialitykollam.com)
- (b)** The service provider should offer 15% discount on MRP on the implants not listed in the CGHS rates.
- (c)** The Service Provider will provide the schedule of rates of their hospital for un-coded procedure. The Service Provider will give 15% discount on these rates.
- (d)** In case of referrals made to other Centers, discounts on CGHS rates in those procedures done at referral Centers should be separately indicated.

Important: (b) and (c) conditions above are mandatory. The discount offered under condition (a) above will primarily be considered for selection of a Service Provider

MINIMUM STAFF TO BE DEPLOYED

Annexure-I

Sl.No	Minimum Requirement (Grade Wise)	Minimum Qualification	Experience
CARDIOLOGY			
1	Chief Cardiologist - 1	DM	As explained in prequalification conditions of this document
2	Cardiologists - 2	DM	At least 1 year experience in invasive cardiology
3	Senior Residents – 4(one SR should be available round the clock)	MD-Medicine/Anaesthesia	At least 1 yr experience after post-graduation
4	Technicians As per requirement	Qualified	1-2 Years experience in their respective field
5	Staff Nurses As per requirement(Minimum 2 in each shift)	Qualified	1-2 years experience preferred for CCU and cath lab
6	Nursing Orderlies as per requirement (1 in each shift (CCU) 1 in each shift(Ward)	Qualified	

NB. The staff pattern indicated above is the minimum requirement for the Centre.

MAJOR EQUIPMENTS

ANNEXURE - II

EQUIPMENTS FOR CARDIAC CCU		
1	Monitor with all accessories (ECG, SP02, temperature , NIBP, ABP mode)	10
2	Syringe pumps	10
3	Ventilator	2
4	ABG Machine	1
5	ECG Machine	2
6	ACT Machine	1
7	Temporary pacemaker	2
8	IABP Machine	2
9	Crash cart trolley with all accessories	2
10	Defibrillators	2

EQUIPMENTS FOR CATH LAB		
1	Cath Lab Console with all accessories (monitor, table, C-arm)	1
2	IVUS and FFR	1
3	Rotablator	1
4	Ventilator	1
5	Cardiac monitor with all accessories	1
6	Defibrillator	1
7	Syringe pumps	4
8	Dual chamber pacemaker	1
9	Crash cart trolley with accessories	1

EQUIPMENTS FOR OPD		
1	ECG Machine	1
2	Echo Machine with TEE	1
3	Mobile X-ray unit	1
4	Crash cart trolley with accessories	1
5	Holter machine	1

EMPLOYEES' STATE INSURANCE CORPORATION
 MODEL HOSPITAL
 ASRAMAM, KOLLAM, KERALA 691002.

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COMMISSIONING OF CATH LAB ON PPP BASIS
TENDER APPLICATION FORM
[TO BE ATTACHED WITH TECHNICAL BID AND PRICE BID]

Name of bid (technical/financial)	
Name of Firm/service provider	
Address of bidder/ service provider	
Owner of service provider with full details	
Address/telephone/fax/e-mail/Website	
a) Regd. Office:	
b) Head Office:	
c) Other Offices:	
Status of applicant firm	
a) Date of Incorporation:	
b) Proprietorship/ Public Limited/Private Limited Industrial Cooperative	
c) Sales Tax registration no.(s)/TIN No.	
d) PAN No.	
e) Past Experience	
f) On Line Bank Account No.	
Financial stability	

Details of EMD Submitted	
Particulars of similar projects undertaken	
DESCRIBE PRINCIPAL BUSINESS ACTIVITIES	
TOTAL NUMBER OF YEARS THE FIRM HAS BEEN IN BUSINESS	

CERTIFICATION

I, _____ THE _____ UNDERSIGNED _____ (FULL NAME) _____ CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM AND TENDER DOCUMENT ARE TRUE AND CORRECT. IT IS CERTIFIED THAT I/WE HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS STIPULATED IN THE RPF AND AGREE TO ABIDE BY THE SAME. I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature

Date

Position & Name of Bidder

CARDIAC CATH LAB TENDER - TECHNICAL BID – CHECK LIST

No		√/x
1	EMD of Rupees two lakh in the form of Demand Draft drawn on a nationalized bank in favour of 'ESIC Fund Account No 1'	
2	Tender application form duly signed and stamped by service provider	
3	Tender document duly signed on all pages and stamped by service provider	
4	Copies of annual reports/balance sheets and/or financial statements for last 3 financial years duly audited by chartered accountant indicating a turnover of Rs 10 crore or more. 2008-09 2009-10 2010-11 In case of partnership firm, copy of partnership deed	
5	Certificate showing one or more cardiac cath lab(s) set up and run by the bidder	
6	Certificate indicating more than 1000 cardiac cath procedures done annually by the bidder for the last 3 financial years 2009-10 2010-11 2011-12	
7	Certificate proving the DM/DNB Cardiology qualification of the chief Cardiologist	
8	Certificate proving the post DM/DNB Cardiology experience of more than 7 years of the chief Cardiologist	
9	Certificate for the age of Chief Cardiologist	
10	Affidavit indicating willingness to provide staff as per Annexure I	
11	Affidavit indicating willingness to provide equipments as per Annexure II	
12	Certificate indicating performance of more than 2000 angioplasties by the chief cardiologist	
13	Affidavit signed by the chief cardiologist owning medical and legal responsibilities for all procedures done in the proposed cardiac centre	
14	Affidavit signed by the chief cardiologist indicating willingness to perform non-coronary interventions like peripheral, renal and carotid interventions in the proposed cardiac centre	
15	Affidavit indicating willingness to set up Cath lab as per specifications mentioned in SI No.4 of Technical proposal	

Note: The documents must be attached in the order as given above.

Non-submission of any documentary evidence as listed above will result in disqualification of the tender

CHECK LIST FOR EVALUATION OF FINANCIAL BID

SI No	Document	√/x
1	Discount offered on CGHS rates in percentage for all cardiac procedures/services listed in CGHS rate list for non NABH non super-specialty rates in Chennai	
2	Certificate indicating the offer of 15% discount on MRP on the implants not listed in the CGHS rates	
3	Schedule of rates of un-coded procedures in the bidder's centre	
4	Certificate indicating the offer of 15% discount on rates of their hospital for un-coded procedures	
5	Discounts on CGHS rates in those procedures done for cases referred out of the proposed cardiac centre	

IMPORTANT DATES

Date of Prebid meeting	04/09/2012 , 11.00 AM	Conference Hall, ESIC Model Hospital, Asramam, Kollam
Last date of submission of sealed tender	10/09/2012, 11.00 AM	Office of Medical Superintendent, ESIC Model Hospital, Asramam, Kollam
Date and time of opening of technical bid	10/09/2012, 11.30 AM	Conference Hall, ESIC Model Hospital, Asramam, Kollam

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IMPORTANT GUIDELINES/DIRECTIONS FOR SUBMISSION OF TENDER FOR SETTING UP OF CATH LAB

The Tender documents should be submitted in the following manner:-

- (a) Technical Bid** should contain (i) The tender documents (notified by the ESIC Hospital, Ashramam, Kollam in its website) duly signed and stamped on each page, in token of having read and understood/agreeing to the same by the bidder, and (ii) the tender application form appended above duly filled in, signed and stamped on each page. All the documents as per check list should be given page number and at the top of first page it should clearly be stated that the documents contain number of pages. This envelop should be sealed properly and superscribed "Technical Bid".
- (b) Earnest Money** EMD OF RUPEES TWO LAKH IN THE FORM OF DEMAND DRAFT DRAWN ON A NATIONALIZED BANK IN FAVOUR OF 'ESIC FUND ACCOUNT NO 1', in an envelop sealed and superscribed "Earnest Money"
- (c) Price Bid** Price Bid document should be given page number on all pages and at the top of first page it should clearly be stated that the price bid contains Number of pages. Rates should be quoted in figures as also in words, and should be without any cutting/over-writing, in an envelop, sealed and superscribed "Price Bid".
- (d)** All the three envelops as at (a) to (c) above should be put in one envelop, sealed properly and deposited in the Tender Box provided in the office of the Medical Superintendent, ESIC Hospital Ashramam, Kollam, before 11.00 AM on 10.09.2012 which shall be opened on the same day at 11.30 AM.

Note: Tender has to be submitted in the Office of Medical Superintendent, ESIC Model Hospital, Asramam. Tender submitted elsewhere in the hospital will not be accepted. No tender will be accepted after closing date and time