



GOVERNMENT INSTITUTE OF MEDICAL SCIENCES

Greater Noida, Gautam Buddha Nagar-201310, Tel-0120-2341738, 9999384468

Website: www.gims.ac.in, Email-gimsgnoida16@gmail.com

(An Autonomous Institute under Govt. of U.P)

Notice Inviting Expression for Interest (EOI)

Agency/Firm/Company for Operation & Maintenance of Dialysis Services

Government Institute of Medical Sciences, Gr. Noida (GIMS) invites the Expression of Interest (EOI) for Agency/Firm/Company for Operation & Maintenance of Dialysis Services to have its own 10 bedded Dialysis Facility on turnkey basis for executing a rate contract for a period of five years. The space for Dialysis Facility has been earmarked.

Sl. No.	EOI No.	Last Date & Time for submission	Opening Date & Time
1.	GIMS/EOI/2023/ Agency/Firm/Company for Operation & Maintenance of Dialysis Services	25.08.2023	26.08.2023

EOI is to be dropped in the box, kept for this purpose which is available in Administration block. Detailed format of EOI may be downloaded from the website www.gims.ac.in. GIMS reserves the right to reject any or all EOI without assigning any reasons.

राजकीय आयुर्विज्ञान संस्थान
GOVERNMENT INSTITUTE OF MEDICAL SCIENCES
Greater Noida, Gautam Buddha Nagar.
Contact No. : 0120-2341738, 9999384468
Email ID : gimsgnoida16@gmail.com website : www.gims.ac.in
(An Autonomous Institute under UP Government)

Advt. No. : GIMS/2023/EOI/07 Date: 26.07.2023

Expression of Interest (Eoi)

1. GIMS, Greater Noida is seeking a Agency/Firm/Company for Operation & Maintenance of Dialysis Services.
2. Agency for Operating specialised Equipments / Tests like Mammography, Fibroscan, Sleep Lab, Spirometry, EMG, NCV and USG at GIMS.
3. Outsourcing of Lab Infrastructure (BSL-3/Gene Sequencing) for various Tests/Research purpose.

Details can be downloaded from website www.gims.ac.in
Director

TOI -26 Jul 2023



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INTRODUCTION

1. Government Institute of Medical Sciences, Greater Noida, is an autonomous tertiary care institute of Government of UP, with a mission to provide affordable health services to all sections of the society and has been envisioned to be in the forefront of providing excellent professional medical education and multi-disciplinary research. The institute has started MBBS (2019), DNB (2020), College of Nursing(2021), and Paramedical School (2021)
2. GIMS hospital is 500 bedded hospital. There are approximately 1500-2000 patients are visiting every day and more than 300 patients are admitted in the hospital. The total no of patients reported in 2022 are approx. 325796 and 18409 patients were admitted in the hospital. Since Mar 2020, GIMS was nominated as dedicated Covid hospital by the Govt of UP and more than 5000 patients were managed with minimal case fatality.
3. The institute has state of the art infrastructure, modular operation theatres, well equipped high-end equipment and NABL accredited laboratories, and highly advanced Skill lab. The faculty at GIMS is from reputed institutions, highly experienced and dedicated, well versed in latest Medical Education Technology and trained in newer curriculum guidelines from the MCI/NMC. The hospital has established multi-disciplinary Research unit (MRU), Viral Research development laboratory, Paramedical training institute and skill development centre.
4. Due to increasing workload, OPD as well as Indoor workload and being in close proximity to satellite towns along Yamuna Expressway Highway where every day few casualties requiring dialysis services are received, since these facilities are not available at this Institute thus affecting there management, it is felt need of the institute to have its own 10 bedded DIALYSIS FACILITY. Although the space for DIALYSIS FACILITY has been earmarked.

PROPOSAL

1. This EOI is Agency/Firm/Company for Operation & Maintenance of Dialysis Services.
2. Ref. no. GIMS/EOI/2023/ Agency/Firm/Company for Operation & Maintenance of Dialysis Services.
3. Advertisement was published in Hindustan Times Advt No. GIMS/2023/EOI/07 Date: 26.07.2023
4. Last date of submission of application is 25.08.2023 till 04:00pm
5. Application fee **Rs. 1180/- (One Thousand only)** including 18% GST in form of DD in favour of Director, GIMS Greater Noida payable at Greater Noida.
6. **Security deposited Rs. 25000/- (Twenty Five Thousand Only)** to be deposited by successful bidder only.
7. With a view to provide the comprehensive Medicare under one roof, the institute is proposed for Operation & Maintenance of Dialysis Services in the hospital premises.
8. The Infrastructure and Dialysis Machines for establishing Dialysis facility will be provided by the institute.
9. The operation and maintenance of all the equipments provided by the institute will be done by the agency as per guidelines. The manpower, other machines like Dialyzer etc. and the consumable for all machines should be provided by the agency.



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10. The service provider shall be responsible for operationalization of Dialysis facility at GIMS.
11. In order to provide better patient care, the minimum base price for dialysis procedure will be separate for per session of Sero Negative patients and for Sero Positive patients.
12. Charges of Water and Electricity- as applicable.

GIMS reserves right (i) to take final decision regarding empanelment or to modify or scrap the process, (ii) to accept or reject the request of any agencies for empanelment, and (iii) to keep or remove any agency on the panel approved for out sourced agencies.

1. ELIGIBILITY CRITERIA

Agency should have:-

1. The Organization has experience of running the Hospital/Nursing Home with Dialysis service or running Dialysis centre in a Govt facility / Reputed Private hospital
2. The Organization is having Dialysis facilities in their existing (in house facilities fully managed by the said organization) centre and is functional 24X7
3. The organization is at present running Dialysis unit as under:
4. a. under PPP partnership (both O&M and EOM mode) in any hospital under the Government / Reputed Private hospital with a valid agreement as on the date of application.
b. under PPP partnership (both O&M and EOM mode) in any hospital in any state of India with a valid agreement as on the date of application.
5. Rendering Dialysis services to reputed National Level Autonomous Healthcare and Educational Organization like AIIMS etc.
Rendering Dialysis services reputed Regional Level Autonomous Healthcare and Educational Organization like State Level Medical Colleges.
6. Should have all the valid registration documents for compliance to all statutory requirements i.e. registration with appropriate authority.



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2. PROCESS FOR ALLOTMENT OF SPECIFIC JOBS

The **Expression of Interest** received in response will be evaluated by the evaluation committee of GIMS which may also undertake an onsite inspection or the qualified agency will be asked to make a presentation regarding their technical capabilities

SUBMISSION OF PROPOSAL: Interested agencies may apply for which are to be outsourced by GIMS related to details of Establishment of Dialysis Facility along with the following documents :(self-attested copies)

- I Proforma given at Appendix 'A'
- II Proforma given at Appendix 'B'

Interested person/bidders should submit their applications by due date and time to Director, GIMS, Greater Noida. Appendix 'A' (Details of establishment) and Appendix 'B' (Proforma for rate quotation) will be submitted in separate sealed envelope. The envelope must bear "Agency/Firm/Company for Operation & Maintenance of Dialysis Services" as well as the mailing address and contact information of bidder to facilitate returning the document in case of late submission.



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3. GENERAL TERMS AND CONDITIONS

1. The Agency shall be responsible for the procurement and installation of all the proposed equipment on a mutually defined and accepted schedule
2. A penalty of Rs.1000/-shall be levied for non-observance of good behavior with the public and the staff or for over charging for each complaint/incident if found true.
3. The authorities shall also reserve the right to cancel the contract at any time by giving one-month prior notice. GIMS shall also be empowered to cancel the contract or alter the terms and conditions in favor of the GIMS Institute, forthwith without any notice for reasons to be recorded.
4. The agency shall issue photo identity cards to his employees and they will display identity cards while on duty. He will also deposit police verification certificates of all the employees engaged by him to GIMS.
5. The contractor will not sublet the contract to any other party. In case it is found that the contract has been submitted or assigned to any other party, the contract will be cancelled and EMD/ Bid Security deposited by the contractor shall stand forfeited & firm will be debarred from the GIMS for participation in the future tender.
6. That the overall control of the Hemodialysis Unit Service Provider (HDU-SP) For Implementation of Hemodialysis Project etc. shall remain vested with the Agency, whose supervisors or authorized representative shall have access to at all hours to the said premises or any part thereof.
7. The firm/contractor should not have been blacklisted in past 5 years from any other Government organization, if this information found false, action as deemed fit shall be taken against the firms like cancellation of contract, debar from GIMS for future tenders for a period of three years and forfeiture of Security/performance money.
- 8. Project Duration** The project will be awarded for a period of **5 years** from the date of agreement with the provision for automatic renewal for another 3 years if there is no breach of contract by the service provider.

Interested person/bidders to submit their applications by due date and time to Director, GIMS, Greater Noida. For any other query kindly contact- 0120-2341738, 8393955566

SCOPE OF THE WORK

1. The equipments like dialysis machines, RPO Plant for establishing Dialysis Facility will be provided by the institute.
2. The operation and maintenance of all the infrastructure, equipments provided by the institute will be done by the agency as per guidelines.



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3. The manpower quoted in the EOI, dialyser and the consumables for the dialysis will be provided by the bidder.
4. The administrative control and monitoring will be done by the Institute.
5. The service provider would be allotted a space of 1200 sq ft.(Within the building premises of GIMS with a capacity to run 10 dialysis machines (@ 120 sq. ft. per machine) and the service provider shall make complete arrangements to make the dialysis facility operational and provide round the clock services(24X7) (should factor all interiors of infrastructure, HR like technicians, Nurses, security, HK staff etc.), supportive infrastructure, dialyzer, dialysis fluid, tubing, operational and maintenance cost for the project. Service provider will ensure all the AMC, CMC and functionality of all the equipments. A Possession Certificate in plain paper shall be issued while handing over the above mentioned space.
6. All the pre-requisites such as interiors, civil, piping, electrical, air-conditioning, computer or any other changes in the site for installation of machine will be executed by the service provider, with due permission of GIMS Greater Noida. The latter will not be responsible for any loss/ damage to the machine/property due to natural hazard and the service provider/ agency will take adequate insurance cover at their own risk & liability for all damages arising out due to any unprecedented reasons.
7. The diagnostic tests if necessary (Urea, Creatinine, Potassium, complete bio-chemistry & hematology profile) before and after the dialysis should be done through the laboratory GIMS Greater Noida or accredited Lab. Laboratory reports before and after the dialysis cycle should be recorded. However, the service provider would have to increase the no. of machines, in the facility in the future, subject to load availability and decisions by GIMS Greater Noida consent.
8. All secretarial assistance will be provided by the service provided. Patients will deposit money in the GIMS as per the rate list decided by the GIMS. Service provider will submit the bills in the 1st week of the next month. GIMS will make payment to the service provider after deducting its share within one week. Service to the patients shall be provided at contracted rates. No additional charge is allowed in any shape.
9. Of the total dialysis, a maximum up to 10% of dialysis will be done free of cost to the destitute patients, hospital staff only after duly recommended by the competent authority.
10. Any patient requiring dialysis in the ICUs will be done by the dialysis staff at no extra cost.
11. An indicative list of the minimum staff to be deputed is given

SN	Human resources	No.	Qualification	Remarks
1	Nephrologist	1	DM/ DNB in Nephrology MD with special training in nephrology (at least 2 yrs.)	Once consultation in 2 weeks and On Call visit
2	Medical Officer	1 per shift	MBBS Degree	



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	trained in Dialysis		At least one-year house job in internal medicine / allied specialty Experience in central line access and Experience in critical care management will be preferred.	
3	Dialysis Supervisor	1	At least one-year certificate course in dialysis technique certified by a Govt. authority and have more than 5 years of hands on experience	
4	Dialysis technicians	3:1 Patient technician ratio	At least one-year certificate course in dialysis technique (after 12th standard) certified by a Govt. authority or have sufficient hands on experience.	One technician for every three dialysis machine in each shift
5	Dialysis nurses	6:1 Patient technician ratio	6-month exposure in a dialysis unit	One nurse for every 6 Dialysis machine in each shift
6	DEO	1 in each shift	Trained in computer	
	Dialysis attendants	2 in each shift	As per the existing norms and standards of any critical care unit / OT	
8	Sweepers	1 in each shift	As per the existing norms and standards of any critical care unit / OT	

The manpower will be increased as per the requirement / no of dialysis

12. All machinery & equipment, Air Conditioning, RO unit and materials including dialysis fluid, dialyzers etc. needed for dialysis, have to be procured by the service provider to provide uninterrupted service.
13. 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.
14. Running cost of dialysis facilities, staff salary as specified in Appendix A is to be borne by the service provider.
15. Service Provider will be responsible for inventory management of consumables to provide the service.
16. Service Provider will be responsible for providing Emergency care for Dialysis patients-24X7.



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17. Service Provider will be responsible for maintaining all records both medical and nonmedical as well as medico legal records, as prescribed under the provisions of law.
18. Service Provider will submit required reports and duty roster to the Hospital administration.
19. Service Provider will use the space provided only for the purpose of dialysis service to the patients.
20. Service Provider will Issue Identity cards, uniforms to their staff, workers and patients.
21. Service Provider will maintain dress code for the workers.
22. Service Provider will be responsible for any permits in case required. This shall be the responsibility of bidder.
23. Services of Dialysis Technician etc. will be provided by the service provider on their own cost.
24. Service Provider will be responsible for procurement of RO plant and its maintenance
25. Service Provider will be responsible for regular maintenance of equipment's and quality checking of materials/ consumables/ process for quality hemodialysis and develop a quality manual as per good industry practice.
26. Service Provider will be responsible for Waste generated by the hemodialysis facility which should be considered infectious & handled accordingly. The waste should be segregated appropriately at the point of generation. Further disposal will be arranged by GIMS Greater Noida.
27. The service provider will have to maintain an uptime of 90% annually with maximum 7 days of downtime at a stretch of any single dialysis machine of the facility.
28. The following records shall be maintained on a daily basis by the service provider:
29. Daily patients' register
30. Log book for record of any breakdown/shut down of the machine/facility.
31. The service provider shall not sell -or transfer any proprietary right or entrust to any other third party for running the facility.
32. Availability of medical gases and all other required amenities including waiting area for patient & patient attendant shall be the responsibility of the service provider.
33. Service Provider shall arrange for appropriate and adequate signage and IEC (Information-education- communication) activities for facility as decided by the authority.
34. The service provider shall abide by all the guidelines issued by the Authority and statutory bodies. In case of violation the contract could be terminated after providing an opportunity of hearing to the contractor, at one month's notice.
35. In addition to above, service provider shall be required to carry out incidental works and services as required.
36. Overall administrative control of the dialysis facility will be under HoD Medicine & CMS of GIMS, Greater Noida.



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Services to be provided under the Rate Contract Package:

- a) All the obligations of the service provider/firm under this service contract shall include all service activities and commitments as listed above.
- b) The details of the Rate Contract Package will include the provision of Hemodialysis Service for one session with Dialyzer and dialysis fluids.

The bids are to be submitted considering the no. of required manpower as above. The above list of key personnel is minimum and it is obligatory for Service provider to hire/employ other necessary clinical & non-clinical staff for running the Hemodialysis Unit as per the good industry practices/applicable statutory guidelines.

Requirements for setting up of Hemodialysis Unit at GIMS

Specification for RO Plant

The following guidelines describe the setting up, maintenance and monitoring of a system designed to reliably provide ultrapure water

1. Water treatment to achieve the following water quality (AAMI standards) is mandatory for all hemodialysis units. (Table 1)
2. It is recommended that the hemodialysis units should try to achieve European Standards of purity of water (Table 2)
3. It is recommended that there are three aspects of water quality that should be achieved.
 - a. Chemical purity
 - b. Microbiological purity
 - c. Endotoxin purity
4. Water treatment should consist of the following:
 - a. Pretreatment of the source water
 - b. Water treatment equipments
 - c. Storage facilities
 - d. Distribution of treated water
5. The above components of water treatment will depend on
 - a) The quality & possible contaminants of the source water. These should be calculated at maximum contamination during the year.
 - b) The amount of water needed. (Assuming each hemodialysis machine would work 3 shifts of 4 hours each every day, 480 Liters of water will be needed per machine).



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6. Pretreatment should consist of:

- a) Filtration for suspended particles.
- b) Activated carbon filtration
- c) Softener or deionizers

7. The main water treatment equipment should be reverse osmosis.

8. Ideally storage tank should be avoided but this is practical impossibility hence, it is recommended that a stainless steel (grade 316) or medical grade PVC water tank could be used for water storage. The tank must have de-aeration valve & drain facility at the bottom, so that complete water could be drained out. It should have an air tight lid.

9. It is strongly recommended that all pipelines after reverse osmosis system should be stainless steel (grade 316) or medical grade PVC. All valves joints & connectors also should be of the same material. It is recommended that bends & blind loops must be avoided.

10. It is preferable to have 0.22 μ membrane filter & ultraviolet light after reverse osmosis online. Ultraviolet light is also recommended after activated carbon filter & before reverse osmosis.

Specifications for Dialyzer Reprocessing Unit

• Automated Reprocessing Cycle
• Venous Line Clamp - Secure venous outlet line
• Colour coding - Provides visual cues to dialyzer orientation
• Header Integrity Test (optional) - Diagnostic test to verify that the header is on securely with O-ring in place
• Failed Volume Test - Limits the number of volume retests to two
• Culture Sample Cycle - Separate cycle for ease of taking water samples
• Dedicated Clean/Rinse Cycle - cycle for heavily deposited lines and machine.
Indicator and Residual Test Strips

Specifications for Dialyzers

S.No.	
1.	Ultrafiltration coefficient (ml/hr x mmHg) - 13-16
2.	Urea clearance (Qb 200ml/min) = 185-190
3.	Creatinine clearance (Qb 200ml/min) - 170-175
4.	Elective surface area (m ²) 1.3-1.6
5.	blood priming volume (ml) - 75-95
6.	Membrane material – Polysulfone
7.	Sterilization method - inline steam/irradiation 1:10



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Appendix-‘A’

TECHNICAL BID

S No	Particulars	Details	Page no.
1.	Name of Firm		
2.	Name of Proprietor/Partner/Director/Chairman		
3.	Name and address of the person legally authorized to sign the agreement in case of partnership firm/Company/Society.		
4.	Permanent Address:		
5.	Telephone and mobile No. (Head and branch Office)		
6.	Local Address Email id:- Website:-		
7.	Name and mailing address of Proprietor/ partners/ Director/Chairman of the society/corporation/firm/company with their telephone and mobile nos.		
8.	Details of tender fee Rs 1000/- +GST@18% (Non Refundable) DD No. Dt.		
9.	Detail of Earnest Money Deposit EMD No. Dt. (Refundable)		
10.	An affidavit duly certified by a Notary that the firm / company/ Society have never been blacklisted. (Annexure-I)		
11.	An affidavit duly certified by a Notary that there is no ongoing Criminal case /vigilance enquiry/Labour disputes against the Society/Chairman of & Society/firm/Partners/proprietor/Director of the company and he/she has never been convicted or punished by any Hon'ble Court of Law(Annexure-II)		
12.	Tenderers should submit notarized affidavit to the effect that the bidder does not have any relation with the person authorized to evaluate tender technically or evolved in finalization of the tender as per (Annexure-III)		
13.	G.S.T Registration Certificate.		
14.	Copy of resolution for authorization of signatory to sign the tender along with name and designation.		
15.	Name and address of organization where satisfactory proof of services were rendered. Please enclose satisfactory performance and completion certificate issued by Head /authorized signatory of the organization.		

Expression of Interest may drop in the box kept in GIMS premises. Any **Expressions of Interest** received after the stipulated period & will not be considered and will be rejected.



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Appendix-'B'.

FINANCIAL BID FORMAT (separate envelope)

S NO	Dialysis per session charges	Rates as per KGMU/CGHS rates	Revenue sharing	
			% for institute	% for vender
1	Sero positive patients			
2	Sero negative patients			

1. Per session charges includes all minimum Manpower, consumables, electricity, water, operational cost and day to day maintenance of the equipments, data collection and maintenance, etc..