



## WEST BENGAL MEDICAL SERVICES CORPORATION LIMITED

(wholly owned by Government of West Bengal)

Under Department of Health & Family Welfare

Regd. Address : Swasthya Sathi, Swasthya Bhawan Premises, GN-29, Salt Lake, Sector-V, Kolkata – 700 091

Contact : (033)40340-300/307/319 ♦ email: info@wbmsc.gov.in / to@wbmsc.gov.in / procurement@wbmsc.gov.in ♦ Fax-(033)40340400

**Memo no. WBMSCL/RFP-335/2022**

**Date: 27.07.2022**

### Section-1

#### Request for Proposal (RFP) / BID

#### Through Limited Enquiry

#### for

#### Transaction Adviser / Consultant

***for Monitoring Activity of Existing Bio-Medical Equipment Maintenance Agencies viz. HLL Infra Tech Services Limited (HITES) & M/s. AOV International LLP & future agencies, if any and Coordination with Health Facilities regarding comprehensive maintenance of Bio-Medical equipment in the Medical Colleges / Hospitals of the State***

Proposal Issuing Authority : West Bengal Medical Services Corporation Limited,  
Under Health & Family Welfare Department,  
Government of West Bengal.  
(Hereinafter referred to as WBMSCL)

Address : Swasthya Sathi Building, Swasthya Bhawan Premises,  
GN-29, Sector-V, Salt Lake, Kolkata-700091

Contact Details : Managing Director,  
West Bengal Medical Services Corporation Ltd.  
Tel: (033) 40340307 / (033) 40340319  
Fax: (033) 40340400  
Email: to@wbmsc.gov.in/ procurement@wbmsc.gov.in /

## **Amendment-IV**

### Section-2

#### Terms of Reference (TOR)

#### Selection of Transaction Adviser / Consultant

#### for

Monitoring Activity of Existing Bio-Medical Equipment Maintenance Agencies viz. HLL Infra Tech Services Limited (HITES) & M/s. AOV International LLP & future agencies, if any and Coordination with Health Facilities regarding comprehensive maintenance of Bio-medical equipment in the Medical Colleges / Hospitals of the State

### 1. Introduction

West Bengal is the only state in the country which has adopted universal free treatment in all state run hospitals. Government of West Bengal has taken various initiatives to make positive impact in the health sector in West Bengal apart from committed focus on providing best-in-class healthcare infrastructure, state-of-the-art

equipment, specialized facilities and quality service delivery at the Medical Colleges and hospitals of different tiers owned by the State. WBMSCL is committed to maintain the sophisticated medical equipment supplied to the Medical Colleges, Hospitals of different tiers and SSHs for providing super-specialty services at the hospitals.

## 2. Appointment of Transaction Adviser

In this background, West Bengal Medical Services Corporation Limited (hereinafter referred to as WBMSCL) intends to deploy professional experts with appropriate experience for Monitoring Activity of HITES & Coordination with Health Facilities regarding comprehensive maintenance of Bio-medical equipment in the Medical Colleges / Hospitals of the State. The selection of professional experts will be through limited tender with lowest quote from the panel of Transaction Adviser (TA) of the Finance Department, Govt of West Bengal.

## 3. Scope of services

The services will be provided by the TA through deploying a mix of On-site and Off-site resource team of experienced professionals.

The TA shall deploy the following:

1. 2 (two) experienced Technical Supervisor Expert fulltime at the office of the WBMSCL, fulltime at the office of the WBMSCL. Necessary office assistance will be provided by the WBMSCL.
  2. 3 (three) experienced Technical Support Staff Expert for Dedicated Control Room for equipment, fulltime at the office of the WBMSCL. Necessary office assistance will be provided by the WBMSCL.
  3. 6 (six) experienced Medical Equipment Maintenance Expert for on-site physical verification & will submit report to the WBMSCL Office.
  4. 2 (two) experienced Finance Expert looking after the Accounts related matter, etc. will primarily based at the office of TA and interact with WBMSCL / other stakeholders as per requirements and mutual discussion. They shall attend WBMSCL office as and when required.
  5. 1 (one) experienced Procurement Expert for preparation of Bid Document / RFP document related to Healthcare Projects / Service Level Agreement / documents related PPP Project etc. will primarily based at the office of TA and interact with WBMSCL / other stakeholders as per requirements and mutual discussion. They shall attend WBMSCL office as and when required.
- A. The **Technical Supervisor Expert** shall have the following minimum qualification and experience
- a. B.Sc./ B.Tech (IT/ CS) / MCA from recognised institute
  - b. Experience in website handling/ website (online) monitoring/ web applications.
  - c. Desirable for online monitoring of dashboard for medical equipment & regular follow regarding breakdown, PMS, calibration, etc.
  - d. Experience of at least 2 years in reputed organisation.
- B. The **Technical Support Staff Expert** shall have the following minimum qualification and experience
- a. Graduate (in any field) from recognised institute
  - b. Experience in Call Centre for at least 2 years
- C. The Medical Equipment Maintenance Expert shall have the following minimum qualification and experience
- a. B.E./ B. Tech in Bio-Medical Engineering / M.Sc in Bio-medical Instrumentation from recognised institute

- b. Experience in monitoring the activity related to maintenance of projects and transaction Advisory for at least 2 years

D. The Finance Expert shall have the following minimum qualification and experience

- a. Regular Graduate with Commerce background from recognised institute with minimum 2 years of experience (fulltime) in Healthcare / Finance / any other sector
- b. Experience in Tally Accounting software, MS Office, MS Word/ Excel /Power Point/ Internet, etc.

E. The Procurement Expert shall have the following minimum qualification and experience

- a. MBA / CA from recognised institute with minimum 2 years of experience (fulltime) in Healthcare / Finance / any other sector
- b. Experience in preparation of Bid Document / RFP document related to Healthcare Projects / Service Level Agreement / documents related PPP Project.

F. The TA team shall be responsible regarding comprehensive maintenance of Biomedical equipment maintenance programme of WBMSCL and undertaking the following services:

- i. Preparing guidelines, standard operating procedures for effective monitoring of maintenance activities.
- ii. Identifying and recommending appropriate performance indicators for incorporating in the service level agreements of service provider(s) for monitoring the maintenance of Bio-Medical equipment in the Medical Colleges / Hospitals of the State.
- iii. Real Time Monitoring of equipment breakdown.
- iv. Dedicated Control Room for medical equipment.
- v. Regular Visits in all the health facilities under 28 districts of West Bengal: Medical Colleges/ Super Speciality Hospital (at least Twice in a month), District Hospital/ Sub Divisional Hospital/ State General Hospital/ other health facilities, etc (at least once in a month) to check the health of the equipment
- vi. Checking/ verifying the bills submitted by the service providers related to non-execution of works in time & relevant liquidated damages / penalty, etc.
- vii. Regular monitoring of the equipment which are under warranty & subsequent undertaking by the equipment maintenance agencies for comprehensive maintenance after expiry of warranty & to flag the same if not undertaken for comprehensive maintenance by the agency within 7 days.
- viii. Reviewing progress (monitoring) to assess interim performances of the service provider(s) in accordance with the terms of contract / agreements, timeline and standard of performance.
- ix. Regular monitoring and providing feedback, highlight / flag issues of significance on immediate basis.
- x. Advising on corrective action or contract termination, as the case may be, related to the maintenance services of the service provider(s)
- viii. Supporting WBMSCL in mapping and assessing service provider resources, developing a data base on maintenance service providers of Bio-medical equipment.
- ix. Facilitating service provider consultation / dialogue and helping in designing and implementing plan for service provider engagement in line with State's policy.
- x. Uploading the WBMSCL tenders on the portal of wbtenders, GeM tendering, etc.
- xi. Preparation of Bid Document of Equipment, Medicine, Larvicide, Chemicals, etc./ Request for Proposal (RFP)/ Request for Quotation (RFQ), Service Level Agreement(s), etc for selection of service provider(s) for maintenance of Bio-medical equipment in the Medical Colleges / Hospitals of the State.

- xii. Advising on procurement process – single/ double stage bidding, eligibility criteria, financial bid parameter, technical and financial evaluation parameters, selection process, wbtenders, GeM tendering etc.
- xiii. Bid process management, covering analyzing tenders / bids till signing of contract with selected service provider(s), attending pre-bid meeting, responding to bidders queries, recommending bidder(s) selection according to models, etc

Any aspect, over and above the ones mentioned above, which are related to the core activity of this RFP, has to be taken up by the TA.

#### 4. Role of WBMSCL

- i. Nominating Single Point of Contact for necessary guidance
- ii. Providing necessary information for undertaking the services
- iii. Providing office space and necessary amenities to the Technical Support Experts

#### 5. Time schedule

The appointment of TA will be initially for 1(one) year and renewable based on performance and on mutually understanding.

#### 6. Deliverables & Terms of Payment

- i. Mobilization advance with award of contract - 10%
- ii. Submission of roadmap within 3 weeks - 10%
- iii. Services to be delivered as per scope  
(to be paid equally in every 2 months basis on submission of invoices) - 75%
- iv. Satisfactory completion of services - 5%

## Amendment-V

### Section - 4 Information Memorandum

#### 1.10 Remedial Measures

Should the services set out in the Terms of Reference are not delivered within the specified time schedule or not in accordance with the requirements of the RFP, WBMSCL shall after granting 30 days to cure the breach (violation of law or when a party fails to perform their part of a contractual agreement), be at liberty to terminate the contract, wholly or to the extent of such default.

In the event WBMSCL takes help of any third party to rectify the breach on emergency basis, the cost incurred in such an event shall be recovered from any amount payable to the selected agency.

#### 1.17 Penalty for delay

Failure to complete any of the services specified in the scope of services within timeline or within the

extension period granted by WBMSCL as mentioned above, shall constitute a breach, in which case the 0.5% of the invoice per week to a maximum of 5% after 3 days for non execution of work shall stand forfeited or to be recovered from the selected agency without prejudice to any other rights or remedies.

## **Amendment-VI**

### **Appendix III**

To  
Managing Director  
West Bengal Medical Services Corporation Limited  
Swasthya Sathi Building, Swasthya Bhawan Premises  
GN-29, Sector-V, Salt Lake, Kolkata-700091

Madam,  
Financial quote for additional 1 (one) year, if required after execution of contract for a period of 1 (one) year,

Sl.	Item description	Unit	Basic quote (Rs)	Taxes & Duties (Rs)	Total quote (amount with Taxes & Duties) in figure (Rs)	Total Quote amount in words (Rs)
1	Fees for Transaction Advisory/ Consultancy services covering deployment of Two Technical Supervisor Expert (fulltime), Three Technical Support Staff Expert (fulltime), Six Medical Equipment Maintenance Expert (for on-site physical verification), Two Finance Expert (as & when required), One Procurement Expert (as & when required) for Monitoring Activity of Existing Bio-Medical Equipment Maintenance Agencies viz. HLL Infra Tech Seviles Limited (HITES) & M/s. AOV International LLP & future agencies, if any and Coordination with Health Facilities as per scope of services and in accordance with terms and condition of the RFP document for a period of 2 (two) years after completion of 1 (one) year	Rate only				

The financial quote for execution of contract for a period of 1 year should be quoted in BOQ in .xls and the same will be evaluated for selection of bidder.

**Note:**

In case of tie in financial lowest quote, the applicant with lowest average rate per month of the professional experts shall be selected.

Place:

Date:

Signature of the Applicant / Authorized Representative

Seal / Stamp



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### **Amendment-VII**

**EMD has been reduced from 5,00,000.00 to Rs. 3,00,000.00**



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### Amendment-VIII

**BOQ has been replaced**