



Request for Proposal # 2021-070
for
Selection of an Agency to setup Maintenance Management System for Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, Oxygen Cylinders (D-Type), Medical Gas Piping System (MGPS) and Oxygen Concentrators at select Public Healthcare Facilities across 18 States of India

I. Summary of Deadlines

Release of Request for Proposal (RFP)	29-Dec-21
Confirmation of interest due	07-Jan-22
Request for clarifications received by	07-Jan-22
Response to Request for clarifications	12-Jan-22
Due date and time of proposal submission	21-Jan-22 up to 2400 hrs
Proposal Evaluation completed	28-Jan-22
Consultants notified of decision	2-Feb-22

Note that PATH reserves the right to modify this schedule as needed. All parties will be notified simultaneously by email of any changes.

II. PATH Statement of Business

PATH is the leader in global health innovation. An international non-profit organization, PATH saves lives and improves health, especially among women and children. PATH accelerates innovation across five platforms—vaccines, drugs, diagnostics, devices, and system and service innovations—that harness our entrepreneurial insight, scientific and public health expertise, and passion for health equity. By mobilizing partners around the world, PATH takes innovation to scale, working alongside countries primarily in Africa and Asia to tackle their greatest health needs. Together, we deliver measurable results that disrupt the cycle of poor health. Learn more at www.path.org.

III. Project background of RFP

PATH is supporting USAID's Reaching Impact, Saturation, and Epidemic Control (RISE) Project in building resilient and responsive health systems for management of COVID19. The goal of the project is to attain and maintain epidemic control, with stronger local partners capable of managing and achieving results through sustainable, self-reliant, and resilient health systems by improving surveillance, rapid response, and emergency operations. The activities under the project shall build and upgrade capacities of critical workforce and decision makers for maintenance, operationalization of oxygen infrastructure, hygienic use of oxygen and respiratory care equipment for successful administration of medical oxygen therapy.

Under this project, PATH is strengthening the oxygen ecosystem in 20 states of India (Andhra Pradesh, Assam, Chhattisgarh, Delhi, Goa, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttarakhand and West Bengal) by supporting the hub facilities through the following interventions:

- Strengthen facility level oxygen management, operation, and maintenance through an end-to-end technical assistance support to hub facilities;
- Demystifying regulatory framework by developing standard operating procedures and providing need based technical support for PESO compliance and certification for oxygen sources and facilities and demonstrate a model for scaling up to other facilities;
- Build capacities of the healthcare workers and key decision makers through training to hub facilities on critical aspects such as oxygen ecosystem, operation and maintenance of PSA plants and other oxygen equipment, rational and hygienic use of oxygen, monitoring of PSA post operationalization, oxygen quality testing protocols;
- Strengthen access to oxygen testing by creating a network of NABL accredited gas analysing labs to do quality testing of oxygen produce at intervention facilities; and
- Ensure documentation of key learnings from the initiative, SOPs, guidance material and dissemination of this knowledge through hub level trainings.

Beyond these interventions, PATH will support two additional hubs – the All India Institute of Medical Sciences (AIIMS), Patna and North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences (NEIGRIHMS), Shillong – through the RISE project to conduct trainings for their spokes.

In order to implement the project, PATH has planned to select an Agency setup Maintenance Management System by mapping the facilities for Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, MGPS, Oxygen Cylinders and Oxygen Concentrators at select Public Healthcare Facilities across 18 States of India.

IV. Selection Process

Technical and Financial Proposals are invited by PATH. Consultants are advised to study the RFP Documents carefully. Proposals not complying with all the given clauses in this RFP Documents or failure to furnish all information required by the RFP Documents or submission of a proposals not substantially responsive to the RFP Documents in every respect will be at Consultant's risk and may result in the rejection of proposal.

V. Proposal Submission

- A. Proposal must contain the complete address of firm, including contact number / email address of the person who is authorized to submit the proposal with his/her signatures.
- B. Un-signed proposals shall not be accepted.
- C. All pages of the proposal being submitted must be signed and sequentially numbered by the Consultant irrespective of the nature of content of the documents.
- D. Proposals not submitted as per the specified format and nomenclature will be liable to be rejected.
- E. Ambiguous proposals will be out rightly rejected.
- F. The interested consultants may submit their proposal to PATH on or before the time mentioned in this RFP Documents.
- G. PATH will not be responsible for any delay on the part of the Consultants in submission of the proposals. Any proposal received by PATH after the prescribed deadline for submission of proposal will be summarily rejected. No further correspondence in this regard will be entertained.
- H. Financial proposal should be prepared as per format with the RFP Documents.
- I. Proposals complete in all respects and associated documents, must be submitted through email up to the due date and time as per Section XI. No physical document is to be submitted by the Consultants.
- J. At any time prior to the last date for submission of proposals, PATH, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Consultants, modify the RFP Documents by an amendment. Such amendments shall be sent to prospective Consultants who have shown their interest to submit proposal or submitted request for clarifications, through email.
- K. Proposals not prepared as per the format given by PATH will be liable to be rejected.
- L. Printed terms and conditions of the Consultants will not be considered as forming part of their proposal. In case terms and conditions as given in the RFP Documents are not acceptable to any consultant, they should clearly specify the deviations in their proposal.

VI. Proposal Requirements - Financial



The Consultant should quote the cost of visiting Facilities for Preventive Maintenance and Troubleshooting Training inclusive of lump-sum cost for other Services (as per Scope of Services – Annexure E) as per the format given in Annexure D. Bidder has option to submit its bid for anyone, all, or any combination of Schedules.

VII. Schedule for completion of Services

The Services as per Scope of Services - Annexure E should be performed during contract period of 1 year (February 2022 to January 2023). The selected Agency shall commence services within 15 days of issue of Work Order. The duration of contract may be extended for further period of 1-2 years based on extension of the project and satisfactory performance of services by the Agency.

VIII. Payment Schedule

The 100% payment equivalent to the number of visits made to Hub and Spoke facilities during a quarter shall be released within 30 days of submission of claim supported by Progress Report for the Quarter covering:

- (a) List of Facilities visited during the quarter with date of visit, activities carried out along with duly filled preventive maintenance checklist, troubleshooting training report and repair / replacement of parts / consumables, if any duly countersigned by Facility In-charge
- (b) Details of call logged / reported for service / breakdown of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks and Oxygen Concentrators and their Turn-Around-Time (TAT) of resolution.
- (c) Details of Services performed for administration of warranty/AMC/CMC obligations and/or repair of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks and Oxygen Concentrators.
- (d) Details of repair activities carried out for such Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks and Oxygen Concentrators, which are not covered under warranty/AMC/CMC.
- (e) Any other activity performed during the quarter.

IX. Proposal Requirements – Technical

A. Bidder's eligibility requirements:

1. Bidder, including consortium partner and associate (as the case may be) should be a legal entity for doing business in India.
2. Bidder may form consortium or associate with other Agencies to enhance their qualification. In such case, the details about such consortium partner / associate should be provided as per (Annexure B).
3. The Bidder or Consortium Partner or Associate should be:
 - a. in the business of manufacturing / supply, installation and maintenance of Medical / Industrial Oxygen Generation Plant for the last 3 years as on the due date for submission of bids; AND / OR
 - b. should be in the business of maintenance of medical / laboratory / diagnostic equipment at public or private healthcare facilities for the last 3 years as on the due date for submission of bids.
4. The bidder or Consortium Partner or associate should have:
 - a. Supplied, installed and provided / providing maintenance services to at least 10 Medical / Industrial Medical Generation Plants during last 3 years as on the due date for submission of proposal; AND / OR
 - b. Should have provided / providing Medical / Laboratory / Diagnostic equipment maintenance services (of at least 1 year duration) to at least 3 Clients in public / private sector during last 5 years as on due date for submission of proposals.
5. The approach, methodology and work plan submitted by the consultant is found substantially responsive to the requirements stated in Scope of Services – Annexure E.
6. In order to qualify for a Schedule, the bidder and Consortium Partner / associate, together should have achieved average annual turnover of at least Rs.50 lakh during last three financial years (2018-19, 2019-20 and 2020-21). In case a bidder participates for multiple Schedules, the average annual turnover requirement shall be for sum of turnover for multiple Schedules.



B. Documents Comprising Proposal:

Proposal submitted by a Consultant shall include the following:

1. Letter of Proposal (as per Annexure A).
2. Particulars of Bidder, and Consortium Partner / Associate (as the case may be) (as per Annexure B).
3. The letter of consortium / association signed issued by consortium partner / associate (as the case may be).
4. Approach, methodology and work plan (as per Annexure C).
5. Financial Proposal (as per Annexure D).
6. Mandatory enclosures along with the proposal as follows:
 - a) Copy of registration documents/certificate as a legal entity in India pertaining to bidder / Consortium Partner (as the case may be).
 - b) Copy of Contract(s) / Work Order(s) for:
 - a. supply, installation and maintenance of Medical / Industrial Oxygen Generation Plants issued during last 3 years, as on the due date for submission of proposals AND/OR;
 - b. maintenance of Medical / Laboratory / Diagnostic Equipment issued by Clients issued during last 3 years, as on the due date for submission of proposals.
 - c) Copy of GST Registration Certificate of Bidder, and Consortium Partner / Associate (as the case may be).
 - d) Audited balance sheet and audit report for 3 financial years (2018-19, 2019-20 & 2020-21) pertaining to Bidder, and Consortium Partner / Associate (as the case may be).
 - e) Certificate of Annual Turnover for financial years 2018-19, 2019-20 & 2020-21, issued by statutory auditor / chartered accountant pertaining to Bidder, and Consortium Partner / Associate (as the case may be).

X. Proposal Evaluation Criteria

A. Proposal evaluation process:

1. Proposals will be reviewed to determine completeness of proposal (based on the RFP Documents) and fulfilment of eligibility requirements of consultants. Proposals that do not meet eligibility requirements will be eliminated following this review and not be considered further.
2. All proposals received by the stated closing date and time for proposal submission will be evaluated and ranked according to the conditions described in evaluation criteria below.



3. The proposals will be evaluated on the basis of the prices quoted for complete scope of services (as per Annexure E). The final selection will be on the least cost selection basis subject to verification of documents and technical evaluation of the proposals.
4. Successful consultant will be notified in writing by email. Consultant must confirm acceptance in writing within the time specified in the email.

B. Evaluation criteria:

1. The consultants who substantially conform to the "Proposal Requirements – Technical" (Section IX) shall be determined as technically qualified consultants.
2. The total prices for all the works given in Annexure E as quoted by such technically qualified consultants shall be evaluated and compared.
3. PATH may request the technically qualified consultants to make a detailed presentation on methodology and work plan for execution of services. The adequacy of methodology and work plan as assessed during presentation shall have bearing on final determination of bidder's technical qualification.
4. The Consultant found technically qualified and quoted lowest cost shall be considered for issue of work order.

NOTE: PATH reserves the right to reject proposals that do not meet eligibility or proposal submission requirements (as detailed above) without further notice to the consultants. Issuance of this RFP does not constitute a commitment on the part of PATH nor does it commit PATH to pay for the costs incurred in submission of proposal. Further, PATH reserves the right to reject any or all proposals received and to negotiate separately with a consultant, if such action is considered to be in the best interest of PATH.

XI. Instructions and Deadlines for Responding

A. PATH contacts:

Any communication must be sent to rfpindia@path.org

B. Confirmation of interest:

Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond no later than due date given in Section I. Send the confirmation to the contact listed above.

C. Request for clarifications:

Request for clarifications / questions on this solicitation will be accepted via email given above by due date given in Section I. Questions and answers will be provided to all prospective consultants who



confirmed interest. Please note that responses will not be confidential except in cases where proprietary information is involved. Inquiries after this date cannot be accommodated.

D. Due date and time of Proposal Submission:

Submit your completed proposals by email to rfpindia@path.org latest by 24:00 Hrs. on 21/01/2022. The subject line of the email should read: "RFP # 2021-070 - Your Company Name".

We advise that consultants send files in commonly recognized Microsoft formats. We will not accept responsibility for resolving technical transmission problems with proposals. A hard copy of the proposal should not be sent. Your proposal should only include information specific to accomplishing the scope of work. Additional information submitted outside of the proposal requirements will be reviewed at PATH's discretion only.

E. Selection of Consultant

PATH reserves the right to select from among the proposals received. PATH has the option to seek additional information / documents and discuss specific details with those consultants who have submitted their proposals.

F. Receipt, Evaluation and Handling of Proposals

Once a proposal is received before the due date and time, the PATH will:

1. Log the receipt of the proposal and record the business information.
2. Review all proposals and disqualify any non-responsive ones (that fail to meet the terms set out in RFP Documents) and retain the business details on file with a note indicating disqualification.
3. Evaluate all proposals objectively in line with the criteria specified in the RFP Documents
4. Inform consultants within timelines as per RFP of the evaluation decision being made.

G. General Disclosures

1. Consultants must disclose:

- a) If they are or have been the subject of any proceedings or other arrangements relating to bankruptcy, insolvency or the financial standing of the bidders including but not limited to the appointment of any officer such as a receiver in relation to the Bidder personal or business matters or an arrangement with creditors or of any other similar proceedings.
- b) If they have been convicted of, or are the subject of any proceedings, relating to:
 - i. Criminal offence or other offence, a serious offence involving the activities of a criminal organization or found by any regulator or professional body to have committed professional misconduct.



- ii. Corruption including the offer or receipt of any inducement of any kind in relation to obtaining any contract with PATH, or any other contracting body or authority.
- iii. Failure to fulfill any obligations in any jurisdiction relating to the payment of taxes.

XII. Terms and Conditions of the Solicitation

A. Notice of non-binding solicitation

PATH reserves the right to reject any and/or all proposals received in response to this solicitation and is in no way bound to accept any proposal.

B. Confidentiality

All information provided by PATH as part of this solicitation must be treated as confidential. In the event that any information is inappropriately released, PATH will seek appropriate remedies as allowed. Proposals, additional information / documents, discussions, and all information received in response to this solicitation will be held as strictly confidential, except as otherwise noted.

C. Conflict of interest disclosure

Suppliers bidding on PATH business must disclose, to the procurement contact listed in the RFP, any actual or potential conflicts of interest. Conflicts of interest could be present if there is a personal relationship with a PATH staff member that constitutes a significant financial interest, board memberships, other employment, and ownership or rights in intellectual property that may be in conflict with the supplier’s obligations to PATH. Suppliers and PATH are protected when actual or perceived conflicts of interest are disclosed. When necessary, PATH will create a management plan that provides mitigation of potential risks presented by the disclosed conflict of interest

D. Communication

All communications regarding this solicitation shall be directed to appropriate parties at PATH indicated in Section XI. A. Contacting third parties involved in the project, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the bid.

E. Acceptance

Acceptance of a proposal does not imply acceptance of its terms and conditions. PATH reserves the option to negotiate on the final terms and conditions. We additionally reserve the right to negotiate the substance of the finalists’ bid, as well as the option of accepting partial components of a proposal if appropriate.

F. Right to final negotiations



PATH reserves the option to negotiate on the final costs and final scope of work, and also reserves the option to limit or include third parties at PATH's sole and full discretion in such negotiations.

G. Third-party limitations

PATH does not represent, warrant, or act as an agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit PATH in any way without our express written consent.

H. Proposal Validity

Proposal submitted under this request shall be valid for 60 days from the date the date the proposal submission is due. The validity period shall be stated in the proposal submitted to PATH.



RFP# 2021-070: Annexure A – Letter of Proposal

To,

PATH
15th Floor, Dr. Gopal Das Bhawan,
28 Barakhamba Road
New Delhi 110001

Subject: RFP# 2021-070: Proposal to setup Maintenance Management System for Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, Oxygen Cylinders, MGPS and Oxygen Concentrators at select Public Healthcare Facilities across 18 States of India

Dear Sir,

1. Having examined the RFP documents and appendix thereto, we, the undersigned, in conformity with the said document, offer to execute the services as given in the Scope of Services – Annexure E, with the RFP documents for the following Schedules:

Schedule No.	States Covered
I	Maharashtra
II	Karnataka, Kerala, Andhra Pradesh, Telangana, Tamil Nadu and Gujarat
III	Chhattisgarh, Himachal Pradesh, Jharkhand, Madhya Pradesh, Odisha, Punjab, Meghalaya, Bihar, Delhi, Uttarakhand and Rajasthan

Note: Please retain rows for only the quoted Schedules and delete remaining rows.

2. We undertake, if our proposal is accepted, to execute the works within time frame specified, starting from the date of receipt of issue of Work Order (WO) from PATH.
3. We agree to execute a WO in the form to be communicated by PATH, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of your intention to accept this proposal.
4. We would like to clearly state that we qualify for this work as we meet all the eligibility requirements indicated by you in the RFP Documents.
5. We certify that all the information mentioned in “Particulars of Bidders / Consortium Partners / Associates” - Annexure B of this covering letter is true and correct.



6. We understand that if the details given in support of claims made above are found to be untenable and/or unverifiable our proposal may be rejected without any reference to us. We further clearly understand that PATH is not obliged to inform us of the reasons of rejection of our proposal.

7. It is certified that the information furnished herein and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and are liable to any punitive action for furnishing false information/documents.

Dated this _____ day of 20__

Signature
(Bidder's Seal)

In the capacity of
Duly authorized to sign proposal for and on behalf of:



RFP# 2021-070: Annexure B - Particulars of Bidder, and Consortium Partner / Associate (as the case may be)

[please use separate sheets for Bidder / Consortium Partner / Associate, as the case may be]

1. Name of the Bidder / Consortium Partner / Associate (as the case may be):

2. Address of the Bidder / Consortium Partner / Associate:

----- District ----- PIN

3. Email Address: -----
4. Phone: -----
5. Incorporated as: ----- in year ----- at ----- (Company, State Registered Firm, Co-operative Society or Partnership Firm)
6. Whether any legal arbitration/proceeding is instituted against the consultant or the consultant has lodged any claim in connection with works carried out by them (Yes/No):

7. If yes, please give details. -----
8. Whether the Bidder / Consortium Partner / Associate complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act (Yes/No):

9. **Bidder / Consortium Partner / Associate profile:**
 - a. Name of the top executive: -----
 - b. Designation: -----
 - c. Email Address: -----
 - d. Mobile Number: -----
10. **Number of Technicians / Service Engineers available with the Bidder / Consortium Partner / Associate:**

Sl.	Name of	Nature of engagement	Qualification	Experience
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No.	Technicians / Service Engineers	(Full Time / Part Time / Need Based)		

11. **Experience of supply, installation and maintenance of Medical / Industrial Oxygen Generation Plants:**

Sl. No.	Name and address of Client	P.O. / Contract No. and Date	Brief Description of Medical / Industrial Oxygen Generation Plants	Date of Supply	Whether the Plant is working satisfactorily (Yes/No)

12. **Experience of providing medical / laboratory equipment maintenance services:**

Sl. No.	Name and address of Client	P.O. / Contract No. and Date	Brief Description of services performed	Duration of Service	Whether the Services have been performed / being performed satisfactorily (Yes/No)

Note: Please submit copy of Contracts / Work Orders and Client's Certificate of satisfactory performance as stated in the table under para 11& 12 above.

1. **Bidder's / Consortium Partner's / Associate's Annual Turnover (In Rs.)**

Financial Year	Annual Turnover (Rs.)



2018-19	
2019-20	
2020-21	

Note: Please submit Certificate of Annual Turnover issued by statutory auditor / chartered accountant and audited balance sheets

Documents in support of the above may be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.

Date
Place
Bidder's Seal



RFP#2021-070: Annexure C – Approach, Methodology and Work Plan

*[Consultants are required to submit their approach, methodology and work plan to execute the works as per Scope of Services – Annexure-E, **not more than 10 pages**. This should include list of Technicians / Service Engineers to be deployed along with their brief profiles.]*

RFP# 2021-070: Annexure D – Financial Proposal

Brief Description of Services	Number of Hub & Spoke Facilities	Number of visits to Hub & Spoke preventive maintenance/Troubleshoot training / breakdown visits in a year (one Visit per Quarter)	Unit of Measure	Unit Rate (exclusive of GST) (Rs.)	GST Rate	GST amount (Rs.)	Total Unit Price (inclusive of GST) (in figures)	Total Price (Rs.)
A	B	C	D	E	F	G	H (E+G)	I
Cost of Preventive Maintenance and Troubleshooting Training and lump-sum cost for other Services (as per Scope of Services – Annexure E)								
Schedule I	60	240	No. of Visit					
Schedule II	36	144	No. of Visit					
Schedule III	33	132	No. of Visit					

- a. The bidders may choose to submit their bids for any one, all, or any combination of Schedules.
- b. Proposals quoting zero or abnormally low rates compared to the industry prevalent rates will be rejected
- c. The rates quoted above will not be changed throughout the period of proposal validity and duration of contract.



- d. The selected Agency may be required to provide services to additional States, Facilities (Hubs & Spokes), at the rate quoted above.

Name of Supplier:

Authorized Signatory:

Name

Date

Place

Bidder's Seal



**RFP 2021-070 Scope of Services
for
to setup Maintenance Management System for Medical Oxygen
Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, MGPS,
Oxygen Cylinders and Oxygen Concentrators at select Public Healthcare
Facilities across 18 States of India**

A. Background:

PATH is supporting USAID’s Reaching Impact, Saturation, and Epidemic Control (RISE) Project in building resilient and responsive health systems for management of COVID19. Under this project, PATH is strengthening the oxygen ecosystem in 20 states of India (Andhra Pradesh, Assam, Chhattisgarh, Delhi, Goa, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttarakhand and West Bengal) by supporting the hub facilities through the following interventions:

- Strengthen facility level oxygen management, operation, and maintenance through an end-to-end technical assistance support to hub facilities;
- Demystifying regulatory framework by developing standard operating procedures and providing need based technical support for PESO compliance and certification for oxygen sources and facilities and demonstrate a model for scaling up to other facilities;
- Build capacities of the healthcare workers and key decision makers through training to hub facilities on critical aspects such as oxygen ecosystem, operation and maintenance of PSA plants and other oxygen equipment, rational and hygienic use of oxygen, monitoring of PSA post operationalization, oxygen quality testing protocols;
- Strengthen access to oxygen testing by creating a network of NABL accredited gas analysing labs to do quality testing of oxygen produce at intervention facilities; and
- Ensure documentation of key learnings from the initiative, SOPs, guidance material and dissemination of this knowledge through hub level trainings.

B. Purpose of the Assignment:

The purpose of the assignment is to strengthen capacity of healthcare staff in operation and maintenance of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, MGPS, Oxygen Cylinders and Oxygen Concentrators available at Public Healthcare Facilities across 18 states, at



district and sub-district level, thereby ensuring that Medical Oxygen resources at the selected Public Healthcare Facilities are always ready for use/functional.

C. Objectives of the Assignment:

The Objectives of the assignment is to:

- (a) ensure regular preventive maintenance of Medical Oxygen Generation Plants, LMO storage Tanks, and Oxygen Concentrators as per protocols recommended by respective manufacturers to ensure their uninterrupted functioning and reduce burden of breakdown;
- (b) impart operation and troubleshooting training to healthcare staff on Medical Oxygen Generation Plants, MGPS, LMO storage Tanks, Oxygen Cylinders and Oxygen Concentrators;
- (c) administer warranty / AMC / CMC obligations on behalf of Facilities where Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks and Oxygen Concentrators are installed, as per supplier's / manufacturer's obligations set out in respective supply contracts; and
- (d) carrying out repair of Medical Oxygen Generation Plants, LMO storage Tanks and Oxygen Concentrators in case not covered under supplier's warranty / AMC / CMC obligations.

D. Details of Healthcare Facilities Covered under the Assignment:

- (a) The Healthcare Facilities with supply / installation of Medical Oxygen Generation Plant, LMO Storage Tank, MGPS, Oxygen Concentrators and Oxygen Cylinders are categorized as Hub & Spoke. Hubs are at District Level and Spokes are Sub-District level.
- (b) There are 43 Hub Facilities and 86 Spoke Facilities spread over 18 States. There are multiple Spoke Facilities under each Hub. The detailed information about Spoke Facilities shall be provided from time to time on the facility need basis. There is a possibility of adding of more States and Facilities (Hubs & Spoke) at the time of issue of contract or during implementation period of contract.
- (c) The list of Hub and Spoke Facilities covered under the assignment are provided in **Annexure-I**.

(d) For the purpose of bidding and establishing contract(s), the Hubs and Spokes have been grouped in to Three Schedules. Interested bidders can submit their bids for any one, all, or any combination of Schedules. The evaluation of bids, ranking and award of contract shall be for each of the Schedules separately.

(e) The table below has the Schedule-wise number of Hub & Spoke facilities.

Schedule No.	States Covered	Number of Hub Facilities	No. of Spoke Facilities	Total No. of Facilities
I	Maharashtra	20	40	60
II	Karnataka, Kerala, Andhra Pradesh, Telangana, Tamil Nadu and Gujarat	12	24	36
III	Chhattisgarh, Himachal Pradesh, Jharkhand, Madhya Pradesh, Odisha, Punjab, Meghalaya, Bihar, Delhi, Uttarakhand and Rajasthan	11	22	33
Total		43	86	129

E. Scope of Services:

(a) Establish adequately staffed (multi-lingual) 24x7 Call Centre / Helpline, accessible through toll-free number, to attend complaints / call for maintenance of Medical Oxygen Generation Plants LMO Storage Tanks and Oxygen Concentrators installed at public healthcare facilities at district and sub-district level (Hubs & Spokes) across 18 States grouped in to 3 Schedules.

(b) Collate and maintain inventory of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks available at Public Healthcare Facilities across 18 states, at district and sub-district level. Capture key information about such equipment in an inventory management application / or excel based template, such as name of equipment, name of supplier, name of manufacturer, model, sr. number, date of supply, date of installation, purchase value of equipment, warranty / maintenance terms agreed with suppliers, etc.

- (c) Establish back-to-back cooperation agreement with respective manufacturers / suppliers on maintenance of Medical Oxygen Generation Plants, LMO Tanks and Oxygen Concentrators to make sure that the repair / breakdown calls are timely attended during warranty / AMC / CMC period.
- (d) Establish a network of trained technicians / e ngineers for visiting each healthcare facility on quarterly / half-yearly / annual basis and carryout preventive maintenance of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks and Oxygen Concentrators, as per "Preventive Maintenance Checklist and Frequency" developed by PATH (**Appendix-II**).
- (e) The said checklist is suggestive only and the selected Agency can develop more elaborate checklist for preventive maintenance of Medical Oxygen Generation Plants, LMO Tanks and Oxygen Concentrators.
- (f) Conduct troubleshooting training of healthcare staff responsible for oxygen management in respective facilities on operation and troubleshooting of Medical Oxygen Generation Plants, Liquid Medical Oxygen (LMO) Storage Tanks, MGPS, Oxygen Cylinders and Oxygen Concentrators at the time of quarterly / half-yearly / annual visit to each facility for preventive maintenance.
- (g) Establish annual rate contract for commonly used spare parts / consumables as per recommendations of respective manufacturer of equipment, to be used, in case such spare parts / consumables are not covered under warranty / AMC. The spare parts / consumables can also be used at the time of preventive maintenance. In such cases, the used part / consumable should be deposited to the facility and certificate should be obtained from Facility's designated official about replacement of spare part / consumable and deposit of old one. The Agency shall maintain and carry commonly used spare part / consumable during the preventive maintenance visit to the facility.
- (h) It is expected that the preventive maintenance and operation & troubleshooting training shall require one day of visit to each Hub / Spoke Facility. The number of visit expected to each Hub & Spoke Facility in a year shall be 4 (four), not covering the corrective/breakdown maintenance.
- (i) In case breakdown call is reported for such equipment, which are under warranty / AMC / CMC with manufacturer / supplier, make necessary coordination to make sure the breakdown call is promptly attended and equipment is made functional.
- (j) In case breakdown call is reported for such equipment, which are NOT under warranty / AMC / CMC, coordinate with user and manufacturer / supplier of the equipment and take necessary follow-up to get the equipment functional. In case, manufacturer / supplier is not agreeable to repair the equipment, submit proposal to the facility and after approval, carry out repair of the equipment. The cost of such repairs shall be borne by the concerned facility.



- (k) More number of States and facilities (Hubs & Spokes) can be added / bought under Maintenance Management System who are willing to avail maintenance management services during course of implementation of the assignment.
- (l) Agency shall ensure to keep the enough spares for the corrective maintenance in case agency agrees to go forward with the corrective maintenance.

F. Support to be provided by PATH:

- (a) Provide technical assistance to Agency in setting up the system for operation and maintenance for the identified Hubs and Spokes.
- (b) Coordinate with Healthcare Facilities at district / sub-district level at 18 States to bring them under the Maintenance Management System (MMS) for management of maintenance of Medical Oxygen Generation Plants, LMO Tanks and Oxygen Concentrators installed in their Facilities.
- (c) Ensure authorization is obtained from each Healthcare Facility and the installation/commissioning/AMC company to avail maintenance management services through the Agency selected by PATH.
- (d) Provide leads to the selected vendor for establishing operation and maintenance contracts by other healthcare facilities who could be interested to avail maintenance management services.
- (e) Conduct management review of complaints and grievances of healthcare facilities and resolution thereof on monthly basis and share feedback to the Agency / Healthcare facility.
- (f) Advocacy with Healthcare facilities to make available budget for maintenance of Medical Oxygen Generation Plants, LMO Tanks and Oxygen Concentrators.

G. Duration of Contract:

The initial duration of contract shall be 1 year (February 2022 to January 2023). The term may be extended for further period of 1-2 years based on extension of the project and satisfactory performance of services by the Agency.

List of Hub & Spoke Facilities covered under the assignment

Sched ule No.	State	Sl. No .	Name of Hub Facilities at District Level	Number of Spoke Facilities at Sub-District Level
I	Maharashtra (1)	1	MGIMS	2
		2	AIIMS Nagpur	2
		3	Govt Medical College, Akola	2
		4	Government Medical College (GMC) Aurangabad ,Aurangabad	2
		5	SRTR GMC, Ambajogai	2
		6	Government Medical College & Hospital, Chandrapur	2
		7	Shri Bhausahab Hire Government Medical College, Dhule	2
		8	Gondia Medical College & KTS, Hospital Gondia	2
		9	Government Medical College, Jalgaon	2
		10	Government Medical College (GMC) Miraj	2
		11	Vilasrao Deshmukh Government Institute of Medical Sciences, Latur (Government Medical College)	2
		12	Grant Medical College Mumbai (JJ Hospital)	2
		13	IGGMC Nagpur	2
		14	GMC Nagpur	2
		15	Dr Shankarrao Chavan GMC Nanded	2
		16	Sassoon General Hospital COVID- 19, Pune/BJ Medical College	2
		17	Rajiv Gandhi Medical College, Kalwa	2
		18	VNGMC Yavatmal	2
		19	Government Medical College (GMC) Kolhapur	2
		20	Government Medical College (GMC) Solapur	2

Schedule No.	State	Sl. No.	Name of Hub Facilities at District Level	Number of Spoke Facilities at Sub-District Level
	Sub-Total	20		40
II	Karnataka (2)	1	National Institute of Mental Health and Neuro Science	2
		2	Bengaluru Medical College and Research Institute	2
	Kerala (3)	3	Medical College Hospital, Thiruvananthapuram	2
		4	Rajagiri Hospital	2
	Andhra Pradesh (4)	5	King George Hospital / Andhra Medical College,	2
		6	Siddartha Medical College / Government General Hospital	2
		7	Kurnool Medical College / Government General Hospital	2
		8	Sri Venkateswara Medical College / Government General Hospital, _____	2
	Telangana (5)	9	Gandhi Medical College	2
		10	Nizam's Institute Of Medical Sciences (NIMS)	2
	Tamil Nadu (6)	11	Madras Medical College	2
	Gujarat (7)	12	BJ Medical College	2
	Sub-Total	12		24
III	Chhattisgarh (8)	1	Medical College Raipur	2
	Himachal Pradesh (9)	2	Indira Gandhi Medical College	2
	Jharkhand (10)	3	Integrated COVID Centre, Trauma Center RIMS, Ranchi	2
	Madhya Pradesh (11)	4	AIIMS Bhopal	2
	Odisha (12)	5	SCB MEDICAL College & Hospital	2
	Punjab (13)	6	Guru Gobind Singh MC & Hospital	2
	Meghalaya (14)	7	NEIGRIHMS	2
	Bihar (15)	8	AIIMS Patna	2
	Delhi (16)	9	AIIMS Delhi (WHO Collaborating Centre for Emergency and Trauma Care)	2

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Schedule No.	State	Sl. No.	Name of Hub Facilities at District Level	Number of Spoke Facilities at Sub-District Level
	Uttarakhand (17)	10	AIIMS Rishikesh	2
	Rajasthan (18)	11	AIIMS Jodhpur	2
	Sub-Total	11		22
	Total	43		86

Suggestive Preventive Maintenance Check list & Frequency

For PSA				
Activity	Quarterly	Half Yearly	Yearly	Whenever required
Cleaning of air dryer radiator/condenser fins	√			
Cleaning of Condensate drain valve in air receiver	√			
General Maintenance/Cleaning of air dryer (as per manual)	√			
Cleaning of Condensate drain valve in Air receiver	√			
Cleaning of Electronic drain valve in Pre-Filter	√			
Replacement of Pre-Filter cartridge			√	
Replacement of Fine-Filter cartridge			√	
Replacement of Carbon-Filter cartridge			√	

Replacement of After-Filter cartridge			√	
Replacement of Pressure regulator				√
Replacement of Solenoid Directional Control valve				√
Replacement of Angle seated valves				√
Replacement of pressure gauges				√
Replacement of Molecular sieves bed				√
Replacement of Pressure gauges			√	
Calibration of Oxygen Sensor		√		
Replacement of Seals & Gaskets				√

Cleaning of Muffler/Silencers	√			
Replacement of Pressure safety valves				√
Replacement of Mufflers			√	
Check continuity of Earthing Strip	√			
Check Neutral-Phase Voltage drop	√			
Check Voltage Fluctuation in Power Panel.	√			
Check Wiring and Piping for Loose Connections	√			
Check for Leakage in overall Plant	√			
Check Normal Functioning of Air Dryer.	√			

Check Normal Functioning of Drain Valves (Air Dryer & Filter)	√			
Verify Open-Condition of Ball Valves	√			
Verify Alarm functioning at Low Oxygen Purity and Pressure	√			
Record Air Tank pressure.	√			
Check Voltage on the Power Panel	√			
Check the compressor pressure	√			
Check Piping Leaks	√			
Check physical condition of pipes	√			
Check housekeeping	√			

Check history & frequency of Oxygen testing by NABL accredited lab	√			
For LMO				
Check Filler valve and filling/liquid line	√			
Check PESO license			√	
Ensure fire extinguisher are inspected	√			
Ensure proper dressing of wires	√			
Remove dirt from the strainer	√			
Ensure proper signage	√			
	√			
Check pressure at the receiver	√			
Check Piping Leaks	√			

Check physical condition of pipes	√			
Check housekeeping	√			
Check the safety relief valve on the tank and one installed in high pressure line.	√			
Check history & frequency of Oxygen testing by NABL accredited lab	√			