

GOVERNMENT OF PUNJAB

DEPARTMENT OF HEALTH AND FAMILY WELFARE
Punjab Health Systems Corporation (PHSC)

Terms of Reference (TOR)

TELEMEDICINE PROJECT

BACKGROUND

The Department of Health & Family Welfare is providing promotive, preventive and curative healthcare through a network of 22 District Hospitals, 41 Sub Divisional Hospitals, 150 Community Health Centres, 428 Primary Health Centres, 148 Urban Institutions of PHC level and 2950 Sub Centres at village level. Apart from this, there are 3 Govt. Medical Colleges, which are managed by Department of Medical Education & Research and 1186 Subsidiary Health Centres (Rural Dispensaries) which are managed by Department of Rural Development & Panchayats.

The State is having mid-size population, of 2.77 cr. (2011 Census), which include 1.04 cr. population living in urban areas and 1.43 cr. population living in rural areas. The State demographic profile and health profile is better than all India indicators and also, best among the neighbouring States. Like other States, the State is facing acute shortage of specialist doctors to provide specialized services particularly in the rural areas. State is also facing overall shortage in some critical speciality like; Gynae, Paediatrics, Anaesthesia, Radiology and Psychiatry.

To provide specialized tertiary level services in the District Hospitals, in the year 2005, a Telemedicine Project was launched on pilot basis with the Government of India support linking one District Hospital Patiala, and, 2 Sub Divisional Hospitals at Dasuya and Ajnala with the PGIMER Chandigarh. The V-SAT connectivity was provided through ISRO. The Telemedicine services were further augmented under Govt. of India, Ministry of Communication and Technology initiative through C-DAC. Under this project, 3 Medical Colleges and 20 more hospitals were linked with the project. Under this project, broadband VPN technology was used and existing V-SAT technology was also brought under this loop. At present, at 27 locations the telemedicine services are there.

Presently, the State is using web based e.sanjivini software provided by C-DAC Mohali. The platform is developed on PC based technology and is working with hardware, which include TV, Web Camera, Printer, Scanner, Digital ECG etc.

OBJECTIVES OF THE ASSIGNMENT

- To provide Telemedicine facility in the rural areas to overcome the shortage of specialists, the State Govt. want to bring new concept of Telemedicine which should be purely Software/App based (any time anywhere technology), which may have hunting facility as well as monitoring mechanism at a H.Q level to oversee operations.
- Presently, the State has started Tele-evidencing facility, which links around 100 hospitals with the Judicial Courts. This is software based technology and having idle capacity, which State was to utilize for Telemedicine activities. Platform is Cisco Jabber.

OUTLINE OF THE TASKS TO BE CARRIED OUT:

- To customize the software as per the requirement of the State and the technology and the capacity available with the State.
- To provide technical support services for one year as a handholding for implementation of the new software/application.
- To provide requisite e.manuals, SoPs, and, other FAQs documents and provide training to the doctors and staff.
- Sizing the hardware requirements of the server to be used for running this technology.
- Supporting the State Govt. in finalization of technical specifications, and evaluation of the hardware tenders.

TIME DURATION

- Total time taken for the task should be about 4 months.

DATA, SERVICES AND FACILITATING ACTIONS BY THE STATE

- The outline of current software in the form available with the State Government.
- Existing load and connectivity locations.
- The proposed plan and locations.
- Technical Medical inputs to customize the software as per the need of the medical experts.
- Technological details relating to existing connectivity and video calling software.

QUALIFICATIONS OF CONSULTANTS

1. A well-established Consulting Agency with last three years average turnover above Rs. 3.00 cr. (2016-17, 2015-16 AND 2014-15).
2. Already developed telemedicine application / software in any State or Country and provided support services.
3. Proven supervision and management ability of the office back stopping team which shall support the frontline experts in the field.

DETAILS OF THE DOCUMENTS TO BE SUBMITTED ALONG WITH LETTER OF INTEREST IN RESPONSE TO EoI (Expression of Interest).

- Background of the consultancy agency.
- Infrastructure facilities available with the consultancy company (location-wise).
- Description of Agency's relevant experience.
- Balance Sheets of last 3 years.
- Evidence to support that company has developed Telemedicine software.
- The company will give presentation of the existing software developed by them.

EVALUATION PROCESS

- i) On the basis of documents, which has been called and the presentation to be given by the Consulting Agency, the State Govt. will be shortlisting not less than three and not more than six agencies and will take following process.
 - i) Preparing the short list of the firms;
 - ii) Determining the selection procedure;
 - iii) Sending the Letter of Invitations (RFP) to the shortlisted firm;
 - iv) Evaluating Proposals; and
 - v) Negotiating a Contract.
- ii) The selection procedure will rely solely on an evaluation of the technical competence of the firm, the personnel undertaking the assignment and suitability of the proposal. The evaluation of technical proposal will be

done as per criteria to be specified in the RFP. This will be quality plus cost based criteria.

- iii) RFP will be sent only to the short-listed firms. RFP will include the terms of reference and the selection procedure. The consultants will be given opportunity and time to study the existing area at the cost to be borne by the consultant. The RFP will also include a clear indication of the selection procedure and evaluation method, which the Department proposes to use. After proposals have been received the Department will follow procedure consistent with those indicated in the RFP.
- iv) The consultancy firm selected taking all factors into consideration will be invited to negotiate a contract to carry out the assignment. The negotiation will include discussion of the work plan.
