

**REQUEST FOR EXPRESSION OF INTEREST (EOI)**  
**PROVISION, OPERATION, TRAINING, MAINTENANCE AND MANAGEMENT OF**  
**INTEGRATED FACILITY MANAGEMENT SERVICES (IFMS)**  
**FOR IMSF AT IISC CAMPUS, BANGALORE**



**EoI DOCUMENT**

**NO: IMSF/EOI/25-26/05 –**  
**PROVISION, OPERATION, TRAINING, MAINTENANCE AND MANAGEMENT**  
**OF INTEGRATED FACILITY MANAGEMENT SERVICES (IFMS)**

Date: 30-01-2026

**Director,  
IISc Medical School Foundation, Bangalore – 560012.**

## **1. INTRODUCTION AND OVERVIEW**

The non-for-profit, multi-speciality, Bagchi-Parthasarathy Hospital being established on the Indian Institute of Science (IISc), Bengaluru campus, as part of the new Tata-IISc Medical School, while providing quality care to the society at large caters to the clinical training and clinical research of the post graduate students in the academic programme. The hospital aims to also provide advanced facilities for diagnostics, treatment and research.

- **Vision & Mission**

Driven by an innovative “bench-to-bedside” approach, the hospital serves dual purposes: world-class clinical care and frontline biomedical research. It supports a unique MD-PhD dual-degree programme that trains physician-scientists to seamlessly integrate patient care with scientific discovery

- **Rich Heritage & Scale**

Established within the century-old IISc campus, India’s premier science and engineering institution, the hospital will include approximately **832 beds**, spanning 19 major and six minor operation theatres, and a full range of diagnostic services (CT/MRI/PET-CT/SPECT-CT/Mammography/BMD/X-ray/USG)

- **Advanced Speciality Wings with Comprehensive Care and Research includes** Oncology, Cardiology, Neurology, Paediatrics/NICU, Endocrinology, Gastroenterology, Nephrology, Urology, Dermatology, Plastic surgery, Organ transplant, Robotic surgery, Orthopaedic, Cardiology, Radiology and Emergency. It also features a bio-specimen repository and bio-bank for research, and co-located with IISc’s Centre for Brain Research for collaborative neuroscience studies

- **Tech-Driven & Digital-first**

Designed to be a **digital, “smart” hospital**, the hospital will implement advanced digital technologies, infrastructure and solutions that enhance the operational efficiency. With the integration of the electronic medical records (EMR), telemedicine capabilities (including haptics interfaces), and data-driven clinical workflows enables comprehensive clinical data management and empower all the users by providing information at their finger tips

**Key differentiators on how Bagchi-Parthasarathy Hospital in Bangalore stands out include the following**

Feature	Bagchi-Parthasarathy Hospital
Research-Clinical integration	Physicians trained as Researchers; Embedded Labs & programs
Funding & Specialty Wings	Corporate-backed, hi-tech NICU, Geriatrics, Orthopaedics, etc.
Scale & Non-profit status	832 beds; not-for-profit with educational mission
Smart Hospital Technology	Digital-first vision, Patient Empowerment features

### **3. Objective**

The objective is to implement a digital, integrated Facility Management System (IFMS) that provides:

- End-to-end workforce and task management.
- Reliable engineering & utility services management.
- Infection control and hygiene services aligned with NABH/JCI.
- Transparent SLA/KPI tracking with digital dashboards.
- Compliance and audit-readiness for statutory and accreditation requirements.

### **4. Scope of Work**

#### **4.1 Core Building Services**

Services	Purpose
<b>Heating, Ventilation and Air Conditioning (HVAC) Systems</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide qualified technical manpower and a digital platform for the operation, preventive maintenance, and performance monitoring of Heating, Ventilation and Air Conditioning (HVAC) systems.</li> <li>• The Facility Management Services (FMS) agency shall carry out coil and duct cleaning, indoor air quality (IAQ) monitoring, and implement infection prevention measures aligned with recognized hospital quality and safety standards such as Joint Commission International (JCI), National Accreditation Board for Hospitals (NABH), or equivalent national and international norms.</li> </ul>
<b>Electrical Systems</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall deploy certified electrical technicians and a digital</li> </ul>

	<p>monitoring system for power distribution, including Uninterruptible Power Supply (UPS) units, diesel generator sets, and electrical meters.</p> <ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall ensure preventive maintenance, calibration, and repairs using Original Equipment Manufacturer (OEM)-approved procedures and maintain uptime of critical electrical infrastructure.</li> </ul>
<b>Plumbing/Water Supply</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide plumbing personnel and appropriate tools for monitoring flow meters, water pressure, overhead and underground tank levels, and water quality parameters.</li> <li>• The Facility Management Services (FMS) agency shall ensure compliance with national and international environmental, health, and safety standards applicable to healthcare facilities.</li> </ul>
<b>Fire Safety:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide trained fire safety manpower and a system for inspection and maintenance of fire alarms, sprinklers, detectors, and fire extinguishers.</li> <li>• The Facility Management Services (FMS) agency shall conduct regular fire drills, maintain logs, and ensure compliance with the statutory code of India and equivalent international fire safety standards.</li> </ul>
<b>MGPS (Medical Gas Pipeline System):</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide certified Medical Gas Pipeline System (MGPS) technicians and systems for continuous pressure monitoring, leakage detection, and safety checks.</li> <li>• The Facility Management Services (FMS) agency shall carry out preventive maintenance and audits using OEM-approved processes and ensure immediate reporting and rectification of anomalies within defined response times.</li> <li>• The Facility Management Services (FMS) agency shall ensure operation and maintenance of the Medical Gas Pipeline System (MGPS) in compliance with applicable Indian Standards (IS), Drugs and Cosmetics Act provisions, and international healthcare facility codes such as Health Technical Memorandum (HTM) 02-01 and National Fire Protection Association (NFPA) 99, or their equivalent.</li> </ul>

<b>Sewage Treatment Plant (STP) Operations:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall operate and maintain the Sewage Treatment Plant (STP) to ensure continuous and compliant wastewater treatment.</li> <li>• The agency shall monitor inflow/outflow parameters, maintain pH, BOD, and COD levels as per Karnataka State Pollution Control Board (KSPCB) standards.</li> <li>• Sludge disposal and treated water reuse shall be documented, and monthly effluent test reports shall be submitted.</li> <li>• Preventive maintenance shall be performed on pumps, blowers, diffusers, and control panels to maintain operational efficiency.</li> </ul>
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## 4.2 Soft Services

### Note:

All soft services under this section shall be monitored through periodic digital audits and monthly performance summaries via digital dashboards to ensure transparency, compliance, and continuous improvement.

Services	Purpose
<b>Housekeeping Services:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide trained housekeeping manpower using a digital platform for scheduling, supervision, and tracking of cleaning activities.</li> <li>• The Facility Management Services (FMS) agency shall implement one-room-one-mop protocol, conduct Glow-Germ and Adenosine Triphosphate (ATP) hygiene audits, and ensure patient interaction training following AIDET principles (Acknowledge, Introduce, Duration, Explanation, Thank You).</li> </ul>
<b>Security Services:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall deploy trained and licensed security personnel and implement a technology-enabled system for workforce deployment, patrol logging, visitor management, and Closed Circuit Television (CCTV) monitoring.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall ensure 24x7 surveillance, access control, and physical security of patients, staff, visitors, and hospital property.</li> <li>• The Facility Management Services (FMS) agency shall manage internal and external traffic regulation, including ambulance movement, patient drop-off areas, emergency lanes, and parking coordination, to maintain smooth operational flow.</li> <li>• The Facility Management Services (FMS) agency shall conduct/coordinate and participate in regular fire safety, disaster management, and evacuation drills .Maintenance of digital records regarding all training and mock drill activities.</li> </ul>
<b>Waste Management Services:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide trained personnel and a digital tracking platform for the collection, segregation, transportation, and disposal of biomedical, general, and recyclable waste.</li> <li>• The Facility Management Services (FMS) agency shall ensure chute sanitisation, segregation verification, and full compliance with the latest Biomedical Waste Management Rules and equivalent environmental standards followed internationally.</li> </ul>
<b>Pest Control Services:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall carry out pest control operations using Integrated Pest Management (IPM) principles with hotspot mapping and digital tracking.</li> <li>• The Facility Management Services (FMS) agency shall ensure the use of safe, hospital-approved, and eco-friendly chemicals, and maintain digital records of pest control schedules, reports, and verifications.</li> </ul>
<b>Portering and Patient Transport Services:</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide trained portering staff and a digital system for capturing and tracking requests for patients for transfer.</li> <li>• The Facility Management Services (FMS) agency shall maintain adherence to defined turnaround time (TAT) benchmarks across emergency, patient, specimen, equipment, and supply movements within</li> </ul>

	<p>all clinical and support areas, ensuring compliance with international patient safety standards.</p>
<b>Helpdesk and Complaint Management</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide a mobile and web-based helpdesk platform and trained operators for complaint registration, escalation management, and service performance tracking.</li> <li>• The Facility Management Services (FMS) agency shall generate Service Level Agreement (SLA) compliance reports and ensure timely closure of service requests.</li> </ul>
<b>Horticulture</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall maintain all lawns, gardens, hedges, flower beds, shrubs, and indoor plants across the hospital campus.</li> <li>• Irrigation, pruning, trimming, replanting, and seasonal plantation activities shall be carried out as per a structured schedule approved by IMSF.</li> <li>• Pest and disease control of green areas shall be done using eco-friendly and hospital-safe products, ensuring full compliance with NABH and Kayakalp environmental standards.</li> <li>• Green waste (leaves, clippings, branches) shall be collected, composted, or processed as per applicable environmental regulations.</li> <li>• Digital logs shall be maintained for daily horticulture activities, including irrigation cycles, pruning schedules, pest control records, and plant health status.</li> <li>• The FMS agency shall conduct quarterly horticulture audit reports, documenting landscape condition, survival rates, seasonal work completion, and sustainability metrics.</li> </ul>
<b>GDA (General Duty Attendants)</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall provide trained General Duty Attendants (GDAs) for patient support activities such as mobility assistance, bed-making, and ward hygiene.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall ensure non-clinical support to nursing staff and maintain attendance and performance through digital monitoring systems.</li> </ul>
<b>NA (Nurse Aides/Attendants)</b>	<ul style="list-style-type: none"> <li>• The Facility Management Services (FMS) agency shall deploy trained Nurse Aides (NAs) to assist nursing teams in non-clinical patient care, including feeding, grooming, and patient positioning.</li> <li>• The Facility Management Services (FMS) agency shall provide infection control support during care activities and maintain digital records of daily duties under nurse supervision.</li> </ul>

#### **4.3 General Requirements (Manpower Deployment and Administration):**

- The Facility Management Services (FMS) agency shall deploy adequate and qualified manpower across all service areas to ensure uninterrupted facility operations on a 24×7 basis.
- The FMS agency shall be responsible for preparing detailed manpower deployment plans and calculations based on hospital size, functional zones, patient load, and operational criticality.
- The FMS agency shall submit the manpower calculation and deployment matrix for approval by the hospital authorities before commencement of services. Any future adjustments to manpower strength shall also require prior discussion and written approval from the hospital.
- The FMS agency shall provide domain-specific personnel including engineers, technicians, housekeeping staff, porters, security guards, horticulture and pest control staff, General Duty Attendants (GDAs), Nurse Aides (NAs), and supervisory staff as required by the organization.
- The FMS agency shall ensure all deployed personnel are medically fit, police-verified, and trained in fire safety, infection control, occupational health, and patient interaction protocols consistent with international healthcare facility standards (such as Joint Commission International (JCI), National Accreditation Board for Hospitals (NABH), or ISO equivalents).
- The FMS agency shall maintain digital attendance, biometric tracking, shift rosters, and performance records through a centralized manpower management system integrated with the digital facility management platform.
- The FMS agency shall ensure continuity of service during absences by providing trained relievers or substitute staff within agreed response times.
- The FMS agency shall provide uniforms, identification badges, and all necessary safety equipment (Personal Protective Equipment – PPE) for the deployed workforce.
- The Facility Management Services (FMS) agency shall be responsible for the supervision, motivation, and skill upgradation of all deployed staff through periodic in-service training programs designed not only to build technical competence but also

to instill and uphold the organization's service culture, behavioral standards, and patient-centric values. All training activities and outcomes shall be documented and maintained for audit and verification.

- **Staff Salary Disbursal:** The Facility Management Services (FMS) agency shall ensure salary disbursement to all deployed staff on or before the 7th of every month through direct bank transfer (NEFT/RTGS). Salary slips shall be digitally available for verification by IMSF administration.
- **Health Check and Medical Fitness:**
  - The FMS agency shall conduct pre-employment and annual health checks for all deployed personnel, covering basic physical examination, infectious disease screening, and immunization records (as per hospital infection control policy).
  - Reports shall be maintained digitally and produced during audits. Any staff found medically unfit shall be replaced immediately after consultation with IMSF administration.

#### **4.4 Technical and Functional Requirements (Digital and System Infrastructure):**

- The FMS agency shall implement a centralized digital Integrated Facility Management System (IFMS) that integrates task management, preventive maintenance, soft services, portering, and complaint workflows.
- The FMS agency shall provide a mobile application (Android and iOS) with offline functionality and multi-language support for field-level reporting and workforce coordination.
- The FMS agency shall ensure the system provides secure, role-based access control, end-to-end data encryption, and digital audit trails aligned with international information security standards (ISO 27001 or equivalent).
- The FMS agency shall ensure interoperability between the IFMS platform and the hospital's core systems, including the Hospital Information System (HIS), Electronic Medical Records (EMR), and Building Management Systems (BMS), through standardized application programming interfaces (APIs).
- The FMS agency shall provide software maintenance, security patches, and system updates at defined intervals, along with comprehensive vendor support through a documented Service Level Agreement (SLA).
- The FMS agency shall deploy appropriate tools and smart devices for real-time tracking of critical operational metrics such as asset uptime, energy consumption, water utilization, and environmental conditions.
- The FMS agency shall ensure data availability through a centralized web-based dashboard accessible to authorized hospital officials for transparency and performance review.

#### **4.5 Operational, Compliance, and Reporting Requirements:**

- The FMS agency shall establish evidence-based infection control reporting and monitoring mechanisms aligned with recognized international hospital standards (JCI, NABH, ISO 45001, or equivalent).

- The FMS agency shall maintain Service Level Agreement (SLA) dashboards capturing task adherence, complaint closure turnaround time (TAT), portering efficiency, and preventive maintenance compliance.
- The FMS agency shall generate and maintain audit-ready documentation, including infection control reports, water and air quality test results, fire and evacuation drill records, and manpower attendance verification logs.
- The FMS agency shall provide energy and sustainability performance reporting covering fuel, power, water, and carbon footprint metrics, supporting the organization's policies on energy management.
- The FMS agency shall ensure that all operational incidents are reported digitally with Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) closure tracked through the IFMS dashboard until final resolution.
- The FMS agency shall conduct periodic monthly and quarterly audits across all service domains and submit summary reports detailing manpower efficiency, service compliance, equipment uptime, and safety performance indicators. The agency shall also fully cooperate with any third-party agencies engaged by the organization for independent audits, reviews, or assessments.
- The FMS agency shall prepare an annual comprehensive performance review report highlighting improvements, gaps, and proposed optimization strategies for review by hospital management.

## 5. ELIGIBILITY CRITERIA

To ensure the successful procurement and implementation of the IFMS, vendors participating in this proposal process must meet the following qualification and submission criteria:

1. The vendor must have a minimum of ten (10) years of experience in providing Integrated Facility Management Services (IFMS) for hospitals or large healthcare institutions in India.
2. The vendor must have successfully managed at least ten (10) hospitals, each comprising a minimum of 250 beds or more, and shall submit details indicating size, scope, duration, and references for verification.
3. The vendor must have a proven track record of implementing and operating digital Integrated Facility Management Systems (IFMS) integrated with hospital platforms such as Hospital Information System (HIS) and Enterprise Resource Planning (ERP) systems.
4. The vendor must demonstrate verifiable historical performance that reflects adherence to the same General, Technical, Functional, Operational, Compliance, and Reporting Requirements specified under Sections 4.3, 4.4, and 4.5 of this document.
5. The vendor must be able to submit all operation and maintenance manuals, warranty certificates, statutory licenses, and clearances at the time of project handover or renewal.

6. The vendor must be financially stable and shall submit audited financial statements for the last three (3) consecutive financial years to demonstrate financial capacity to undertake the project.
7. The vendor must possess and submit valid licenses and certifications related to facility management, fire and safety, pest control, waste management, and labor compliance as applicable to hospital operations.
8. The vendor must ensure all operations and service delivery comply with applicable national and international laws, rules, and standards, including but not limited to: the Factories Act, Biomedical Waste Management Rules, Fire Safety Acts, Labor Laws, and Occupational Health and Safety standards relevant to healthcare facilities.
9. The vendor must be a registered legal entity in India (Company, Limited Liability Partnership (LLP), Partnership Firm, etc.) under applicable laws.
10. The vendor must submit valid business registration documents, including Certificate of Incorporation, Goods and Services Tax (GST) registration, and Permanent Account Number (PAN).
11. The vendor must ensure that GST and PAN registrations are in the name of the firm as legally registered under Indian law.
12. The vendor must not be under any declaration of ineligibility, blacklisting, or suspension for corrupt or fraudulent practices issued by the Government of India, any State Government, or public sector organization.
13. The vendor must provide a self-declaration confirming absence of ongoing legal disputes or court proceedings that could affect project execution, service continuity, or contractual obligations.

**Mandatory Submission Documents (as part of Eligibility):**

1. The vendor must submit a comprehensive company profile indicating the number of years of experience in providing Integrated Facility Management Services (IFMS) for hospitals and healthcare institutions, along with organizational structure and ownership details.
2. The vendor must submit detailed documentation of the proposed IFMS solution, clearly describing all features, modules, and functionalities, and demonstrating alignment with the scope of work and service requirements defined in this Expression of Interest (EOI).
3. The vendor must submit case studies or client references demonstrating successful implementation of IFMS in a minimum of five (5) hospitals, each comprising at least 250 beds. Preference will be given to hospitals accredited by the National Accreditation Board for Hospitals (NABH), Joint Commission International (JCI), or equivalent international healthcare accreditation bodies.
4. The vendor must submit a technical architecture and deployment plan, including the proposed system design, data flow, cybersecurity framework, and methodology for integration with existing hospital systems such as the Hospital Information System (HIS), Enterprise Resource Planning (ERP) platform, and the digital IFMS solution.

5. The vendor must submit a post-implementation support and training plan, covering technical, operational, and managerial training modules for both hard and soft services. The plan shall also include provisions for infection control training, quality audits, and continuous service improvement mechanisms.
6. The vendor must submit sample digital dashboards and a minimum of three (3) monthly performance reports from existing hospital projects, demonstrating monitoring of key performance indicators (KPIs), adherence to Service Level Agreements (SLAs), and evidence-based reporting of service outcomes.

**6. The Conditions of EoI are the terms under which IMSF will receive and assess Expressions of Interest (EoI). Non-compliance with these conditions may result in the EoI being disqualified without further review.**

The EoI must include all relevant details and information requested in this document. **This should only include the technical bid.** Following the submission of the Expression of Interest (EoI), vendors who meet the initial requirements will be invited to submit a detailed technical and financial bid. If felt necessary, the vendor(s) may be called for a physical presentation which will serve as an opportunity for them to showcase their proposed solutions, including technical capabilities, product features, and how their offering aligns with the project's objectives. The technical bid must also demonstrate compliance with the relevant global and national industry standards. After the initial evaluation and if felt necessary, IMSF will communicate any additional specifications that need to be incorporated into the solution.

After the initial evaluation, the shortlisted vendors will be required to submit detailed technical and financial bids. The technical bid should have comprehensive information on the technology, equipment, systems, services they plan to provide and should be filled appropriately in the format which will be provided

The financial bid should outline the financial aspects of their proposals, including costs for software, installation, support, and any other related services. The final selection will be based on a combination of technical merit and cost-effectiveness to ensure the best overall solution for IMSF.

## **7. TIMELINES AND CONTACT DETAILS**

**The due date for submission of EoI is 20<sup>th</sup> February 2026, Friday 5:30 pm Indian Standard Time.**

Enquires, and requests for further information about this RFQ, should be directed to the Contact Officer as follows:

Contact Officer: Mrs. Dhanyasree S., Admin Executive

IISc Medical School Foundation/ Office of Admin Deans  
Main Building, IISc, CV Raman Road, Bangalore – 560 012

Contact No: +91 8022933584

Email Id: [office@iiscmedicalschoolfoundation.org](mailto:office@iiscmedicalschoolfoundation.org)

**Annexure I: Checklist for Technical Bid to be completed and attached along with the submission**

<b>CHECKLIST FOR VENDOR BEFORE SENDING THE TECHNICAL BID</b>		
<b>Sl. No.</b>	<b>Checklist parameter</b>	<b>Yes/ No</b>
1	All pages of EoI document shall be duly signed and sealed by the authorized signatory, as part of the EoI compliance, must be enclosed with the technical bid.	
2	Availability of technical proposal along with the documents mentioned in the EoI need to be provided in sealed envelope, mentioning IISc EoI reference number on the envelope (PLEASE DO NOT INCLUDE ANY COMMERCIAL DETAILS IN TECHNICAL ENVELOPE)	
3	Availability of the technical compliance table to be enclosed on the technical bid. Please provide both pdf and worksheet like excel format.	
4	Please provide both a pdf and worksheet like excel format in a pendrive inside the envelope.	
5	All the brochure and technical data sheet for the products need to be attached in the envelope as applicable.	

**Annexure II**  
**Self-Declaration Format**

Ref. No.:

Date:

To:

The Director  
IISc Medical School Foundation

With reference to my/our expression of interest to IISc, it is hereby declared that I/ (name of firm) was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any Government or other agency.

I/ (name of firm) also declare that there are no contractual restrictions or legal disqualifications or other obligations which will prohibit me from entering this bid and each and every one of the statements and particulars contained herein are correct.

Signature of the Applicant