

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI**  
**OFFICE OF DIRECTOR**

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**Sub: Engagement of a service provider for centralized medical equipment management**

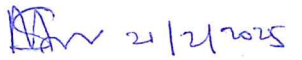
AIIMS New Delhi procures majority of its medical equipment as per provisions enshrined in GFR 2017 via Government eMarketplace (GeM) or CPP portals. Almost all of these equipment are covered under Comprehensive Annual Maintenance Contracts (CAMC). However, to ensure optimal uptime, there is a requirement of timely interaction with equipment maintenance vendors and regular follow-ups to ensure earliest resolution of any complaints. With time, as the number of equipment is increasing, it is becoming difficult for the user departments to spare adequate time for such activities, which sometimes leads to prolonged downtime, idling of assets or under-utilization of few equipment.

Also, as the equipment are procured by different stores, the absence of a centralized asset management system to visualize the equipment availability & utilization across AIIMS, prevents underutilized equipment from being shared by different departments.

Accordingly, it has been decided that a service provider should be engaged as per rules to provide centralized medical equipment management services. The said service provider shall:

- Deploy a centralized asset management & maintenance tracking software solution
- Deploy qualified biomedical engineers to assist various Stores & Departments in equipment installation, commissioning & day to day maintenance.
- Deploy appropriate human resources to facilitate preventive maintenance & breakdown support for all medical equipment in coordination with the respective equipment OEMs / Vendors as per the Warranty / CAMC terms.
- Capture the equipment utilization for all medical equipment and transparently reflect the same on real time basis on an internal dashboard.
- Use AI and ML to analyse equipment maintenance and utilization data to identify if any equipment is beyond economical repair, idling excessively, or under-utilized.

**Action: Prof. I/c Procurement**

  
**Prof. M Srinivas**  
Director

**Distribution** (with a request to also circulate it to all officials under their control)

1. Dean/s (Academic, Research, Examination)
2. Addl. Director (Admin)
3. Medical Superintendent (AIIMS)
4. Chiefs' of all Centres / Head, NCI Jhajjar
5. Heads' of all Departments
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7. Prof. I/c Computer Facility (with a request to host the same on AIIMS Website)